

Job Description

JOB INFORMATION

Job Title	Urban Area Program Development Facilitator	Line Manager Title	Urban Area Program Manager
Grade Level	13	Department/Office	Field Operations
		Work Location	Area Program

CONTEXT

World Vision is a Christian relief, development and advocacy organization working to improve the quality of life of people, especially children who are marginalized and living in poverty. World Vision helps all who are in need, regardless of their religion, race, ethnicity or gender. As a child-focused organization, WV’s work focuses on children, ensuring they are protected and their basic needs are met. World Vision Vietnam (WVV) has been funded from 13 support countries in Europe, Asia, the Americas and Australia. Funding of WVV consists of sponsorship program funding (70%) and Private Non-Sponsorship (PNS)/grants (30%). WVV employs about 430 staff, of which 93% are Vietnamese nationals.

WVV is operating in 14 provinces including Hanoi, Dien Bien, Hai Phong, Hung Yen, Quang Tri, Thanh Hoa, Ha Tinh, Quang Binh, Quang Tri, Da Nang, Quang Nam, Quang Ngai, Ho Chi Minh, Dak Nong. WVV’s Area Program (AP) usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVV’s Development Program Approach (DPA) is that AP team members are based at district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Beside the APs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

JOB PURPOSE

- To serve as a catalyst, partnership broker, and builder of the capacity of local partners, facilitating the development process toward the improved and sustained well-being of children within their families and community, especially the most vulnerable children.
- To manage the technical projects/PNS special project in assigned communes and advocate for sustainable well- being of children especially the most vulnerable children.
- To support administration, logistics and and procurement work at the AP.

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
45%	<p>COMMUNITY ENGAGEMENT AND SPONSORSHIP</p> <p>Planning</p> <ul style="list-style-type: none"> - Facilitate partnering/ networking with and connections among different local stakeholders (formal and informal community groups, businesses, NGOs and local government agencies, etc.) to mobilize resources for the well-being of children in alignment to the stakeholders mapping of the area - Raise awareness of local partners and community in assigned commune on WV’s Christian identity and values, child focused and community-based development approach - Facilitate capacity building for communities and local partners in Area Program (AP) planning and annual community review and planning with a focus on urban contexts, its challenges and opportunities - Facilitate AP planning activities at the assigned communes - Facilitate annual community review and planning at the assigned communes with a focus on impact, sustainability and effectiveness. - Support communities and partners to develop and implement the community-based disaster preparedness plans <p>Monitoring</p> <ul style="list-style-type: none"> - Facilitate capacity building for communities and local partners in the assigned communes in shared monitoring that is suitable for urban dwellers - Facilitate shared monitoring activities and reports - Facilitate reflection meetings with participation of communities - Facilitate annual program effectiveness/ PAF self-review and community-based groups self-review <p>Child participation and protection:</p> <ul style="list-style-type: none"> - Strengthen child clubs and children led community initiatives - Promote the use of child friendly tools such as photo voice, body map, river of life to increase child participation and voice in the community - Strengthen child protection committees in the assigned communes 	<ul style="list-style-type: none"> - Effective plans are made and implemented - excellent cooperation with local stakeholders and community on planning and implementation. - Stakeholders engagement are ensured with high commitment of the community. <ul style="list-style-type: none"> - Timely support and update to the community - Effective meetings with communities and relevant partners. <ul style="list-style-type: none"> - Evidences of child impact are collected and update upon. - Child safety is prioritized and ensured.

Most Vulnerable Children (MVC) inclusion:

- Facilitate capacity building for communities and local partners in MVC mapping for urban contexts to ensure that all vulnerable groups are mapped out and reached
- Facilitate the process of MVC mapping and updates
- Utilize MVC mapping results for program planning and support – to make sure MVC are included and best benefiting from technical project interventions/ models
- Document best practices, lesson learnt and Most Significant Change (MSC) stories of MVC and their families

Micro projects:

- Strengthen community-based groups the assigned communes and build capacity for them in micro projects planning to complement the goal of the program.
- Identify and engage communities and partners in micro projects
- Facilitate the community-based groups in development and implementation of micro projects
- Facilitate community-based groups in monitoring and reporting of micro projects.

Sponsorship integration:

- Ensure sponsorship Integration plan is a part of Annual Community Review and Plan to maximise integration with programme activities and to support development of Community-Led Care & Protection and Children’s Participation and Voice within the community.
- Ensure sponsorship Integration in Technical Programs and CESP and ensure all RC are actively and meaningfully participated in and benefited through program activities in the assigned target communes.
- Support the child monitoring processes and follow up with case management of registered children in assigned communes. Ensure reporting and follow-up adherence to child death, sickness and accident/protection protocols.
- Integrate sponsorship communication in program activities where possible.
- Provide support to AP manager to captures Transformational Stories of Registered children to communicate with sponsors.
- Support the Efficient management & delivery of sponsor engagement features to meet quality and delivery standards.

HEA-DRR

- All targets of MVC are achieved as planned
- Effective micro projects are implemented with high standards and impacts
- Achievement in RC inclusion
- Meaningful participation of RC into the programs
- Good contribution to maintain transformational relationship between RC and their sponsors.
- The Safeguarding Policy, Implementation of Child Protection policies, standards, protocols are complied.
- RC and local community members understand and experience sponsorship program in their communities.
- Transformational Stories of Registered children are collected.
- Emergency responses are implemented in line with humanitarian standards

	<ul style="list-style-type: none"> - Take Disaster Risk Reduction – Response to Climate Change (DRR-RCC) into account when coordinating, implementing, M&E of AP/Project’s activities to ensure that climate change and disaster risks can be addressed and reduced. He/she is also expected to coordinate with related staff/partners, join emergency response in the targeted Area Program when needed. 	
50%	<p>PROGRAM MANAGEMENT</p> <p>Implementation of Technical Models/PNS special project and Advocacy</p> <ul style="list-style-type: none"> - Work with partners and team members to ensure that there is a good understanding of the urban context, vulnerabilities, opportunities, risks, data gaps, issues and approaches needed to operate in urban contexts. - Facilitate the area implementation in alignment to the Urban Ministry Model, in all its three components, operational, programmatic and resources and incorporate this in design of projects, reporting mechanisms, funding opportunities and technical adaptations. - Support in the City-wide Assessment process once it is being rolled out in the area - Work closely with Technical Program Officers (TPOs) to introduce and build capacity for local partners on technical project models, guidelines, tools to operate in urban contexts in alignment to the Urban Ministry Model. - Facilitate the implementation of technical models in alignment with the standard guidelines (cost norms) and tools while ensuring that they are suitable for the uniqueness of the urban context. - Facilitate the implementation of PNS/Grant/special project with the standard specified in the project’s proposal and ensuring the compliance with all WVV’s policies (financial policy, child & adult safeguarding, partnership, procurement.) - Work closely with TPO and technical local partners to facilitate the supportive supervision process in assigned communes to ensure technical quality of the project models - Mainstream Cross cutting themes (CPPA, gender, environment, disability, climate change adaptation) in all project activities whenever appropriate and in alignment to the urban context - Document impactful and evidenced-based practices in urban context through capturing this in case studies and share internally and externally as relevant - Monitor and report (Indicators Tracking Table (ITT) and narrative) on the progress of Technical Projects (monthly, semi-annually, annually), program quality self-review tools, Urban Ministry Model checklist for AP among others. 	<ul style="list-style-type: none"> - Citywide assessment or equivalent is conducted and reflected upon - Urban Ministry Model is implemented and ensured high quality - Core project models and technical programs, PNS/Grant/special project are implemented in in-charge wards as per guidance and with high quality - Evidence of program impact is available through LQAS, evaluations, Program Quality Self Review or other processes - Compliance with all WVV’s policies (financial policy, child & adult safeguarding, partnership, procurement, etc.) - Procurement and logistics process are performed in a timely manner to ensure efficient operation of the AP.

	<ul style="list-style-type: none"> - Facilitate communities and partners to participate in the baseline survey and evaluation in assigned communes - Support in exploring research opportunities in the area to better understand issues and vulnerabilities and utilize this data in advocacy, external engagement and policy work. - Support AP team in mobilizing the established partnerships and networks within the area to strengthen advocacy and policy work and better address key issues facing by children in an impactful and sustainable manner. <p>Implementation of Administration, logistics and and procurement</p> <ul style="list-style-type: none"> - Responsible for the implementation of AP procurements valued at over \$500 through coordination with AP team members and procurement department. - Responsible for coordinating with stakeholders to implement and monitor AP's Annual Procurement Plan. - Process all purchase for assigned project from requests on Provision and get support from the Zonal procurement officer to complete the procurement process in alignment with WV's procedures and policies. <p>Financial Management</p> <ul style="list-style-type: none"> - Manage resources with integrity and stewardship, in compliance with WVV's financial policies and procedures. - Coordinate procurement and strategic sourcing in assigned communes 	
5%	<p>Security and Risk Management</p> <ul style="list-style-type: none"> - Take responsibility for personal security, accurately identify and assess the dangers and respond in the most appropriate way; take all good faith efforts to keep other WVV staff and property secure with guidance and instruction as being trained by WVV - Other tasks assigned by the manager to the team performance. 	<ul style="list-style-type: none"> - Staff's safety and security - Incidents are reported timely as per the incident management protocols
KNOWLEDGE/QUALIFICATIONS FOR THE ROLE		

Required Professional Experience	<ul style="list-style-type: none"> - At least 3 - 5 years of work experience in community development. - Experience in program implementation, community mobilization and participatory approach 				
Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> - Bachelor degree, preferably in education, public health, community development, social work. - Motorbike driving licence 				
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> - Conceptual understanding of and commitment to development work, especially Christian, child-focused, community-based development concepts, approaches and processes. - Basic knowledge and understanding of key aspects of development work; including child protection, nutrition /health, livelihoods, resilience, advocacy, cross-cutting themes (e.g. gender, environment, disability, child participation). - Demonstrated capacity in project management, with conceptual understanding and required competency in DME functions (e.g. Facilitate monitoring processes with partners and community, analyse and interpret monitoring data). - Skills in facilitation of development processes, including organisation, mobilisation and influence of partners (especially at commune level) and partnering among different development partners. - Experience in working with local stakeholders/partners. - Experience of working with children and ethnic minorities. - Strong interpersonal skills and well-developed written and oral communications skills in Vietnamese. - Ability to think critically and reflect. - Ability to lead own learning and development - Fair English skill. - Solid computer skills in Word, Excel, PowerPoint, email, internet and virtual applications. - Willingness to support articulate and demonstrate World Vision’s core values in meaningful ways to colleagues, partners, children and communities. 				
Travel and/or Work Environment Requirement	Be based at district level and travel when needed	Physical Requirements	Satisfactory pre-employment medical report verified by medical doctors from licensed hospitals	Language Requirements	Vietnamese: Fully fluent English: Intermediate (IELTS 5.0 or equivalent)

KEY WORKING RELATIONSHIPS		
Contact (within WV or outside WV)	Reason for contact	Frequency of contact

AP Manager	Overall guidance and leadership	Daily
AP Team Members	Collaboration	Daily
Sponsorship Unit and Zonal Sponsorship Officer	Track the benefits and participation of RC and their families in the AP's activities; Monitor the presence and well-being of RC; Sponsorship training/ awareness raising	Daily
Zonal Technical Program Officers	Technical Support	Weekly
Government Partners	Project Operation including Assessment, Design, Implementation, Monitoring and Evaluation.	Daily
Ward Facilitators/Volunteers	Project Operation including Assessment, Design, Implementation, Monitoring and Evaluation.	Daily
Functional department	To seek advice, guidance and support to ensure technical quality and compliance with WV's policies and guidance	When needed
Other NGOs, CBOs, FBOs, Businesses.	Partnering, Networking, Relationship Building	Occasionally

DECISION MAKING

As per the level of authorities of WV Vietnam

CORE COMPETENCIES – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Be Safe and Resilient | <input type="checkbox"/> Build Relationships | <input type="checkbox"/> Learn and Develop | <input checked="" type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input type="checkbox"/> Be Accountable | <input checked="" type="checkbox"/> Improve and Innovate | <input type="checkbox"/> Embrace Change |

For Management positions only, select the top 2 prioritized competencies from below.

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
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APPROVALS

Line Manager:

Approval Date: Click or tap to enter a date.

Matrix Manager:

Approval Date: Click or tap to enter a date.

Department Heads:

Approval Date: Click or tap to enter a date.

P&C Director:

Approval Date: Click or tap to enter a date.