

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 in assigned communes and advocate for sustainable well-being of children especially the most vulnerable children.
- To ensure that the operations in the area is fit for urban contexts and in alignment to the Urban Ministry Model (UMM)

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
45%	COMMUNITY ENGAGEMENT AND SPONSORSHIP Planning	

- 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

- 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.

- 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

50%

PROGRAM MANAGEMENT

Implementation of Technical Models and Advocacy

- 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.
 - 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.
 - 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.
- Citywide assessment or equivalent is conducted and reflected upon
 - Urban Ministry Model is implemented and ensured high quality
 - Core project models and technical programs 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.)

	Financial Management <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%	Security and Risk Management <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)
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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.

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|---|--|--|---|
| <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.

Model Self-
Management

Engage, Influence, Lead
and Grow Others

Run an Effective
and Agile Organisation

Develop the
Organisation
for the Future

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.