

Job Description

JOB INFORMATION

Job Title	Area Program Manager	Line Manager Title	Zonal Programs Manager
Grade Level	15	Department/Office	Field Operations
		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 4 zones: North 1 (Hoa Binh, Dien Bien), North 2 (Yen Bai, Tuyen Quang, Hai Phong), Central (Thanh Hoa, Quang Tri and Da Nang) and South (Quang Nam, Quang Ngai, Binh Thuan, 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

This position provides overall leadership and management to the area program in accordance with WVV's strategic directions (e.g. national strategy, Technical Programs), policies (e.g. Human Resources Manual, Financial policy, Child and Adults Safeguarding policies, etc...), standards (e.g. technical project models, Program Effectiveness, child sponsorship, Program Accountability Framework, etc.).

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
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<p>30%</p>	<p>Leadership and People Management</p> <ul style="list-style-type: none"> - Provide overall leadership to the AP team, including organizational values - Work with People & Culture (P&C) department to recruit and provide orientation for new staff - Supervise, coach, mentor, provide adequate feedback and support to AP staff to ensure their high performance toward the shared goals - Identify and address development needs of AP staff to ensure that they are well equipped with core and job-specific competencies to carry out quality work - Identify and address staffing issues in a timely and professional manner, in working with P&C department - Promote ongoing reflection, learning culture and KAIZEN spirit among AP staff - Organize the AP office and facilitate a working environment of trust, mutual respect, and care among all staff 	<ul style="list-style-type: none"> - High performing, committed and qualified team - Alignment of the team with WVV's core values, mindsets and behaviours - Well-being of team members promoted - Compliance with WVV's HR policy - Potential successor identified and developed
<p>50%</p>	<p>Program Management in assigned District(s)</p> <ul style="list-style-type: none"> - Lead the implementation of the Program Assessment for new AP. - Lead the adaptation of TPs following the standard guidelines/ tools and complete all AP level documents (log-frame, Indicator Tracking Table, Monitoring & Evaluation plan, narrative AP Plan) - Mobilize technical, human, financial resources to implement the program - Prepare required reports for the AP (monthly, quarterly, semi-annual, annually, etc.) - Lead AP staff to mainstream Cross Cutting Themes (gender equality and social inclusion, disability, climate change adaption, etc.) into program activities - Lead the implementation of the Program Information Management System - Document evidences and disseminate WVV's project models to external partner for replication, advocacy and funding acquisition purpose 	<ul style="list-style-type: none"> - Good reports with accurate and reliable data to stakeholders (National Office, Sponsor Office, etc.) - Quarterly burn rate at least 90% and annual burn rate at least 95% but not over 100% - Targets are met for all indicators as planned - Core project models and technical programs are implemented as per guidance and with high quality - Evidence of program impacts available - Compliance with all WVV's policies (financial policy, child & adult safeguarding, partnership, procurement, etc.) - Build partnership and enhanced capacity for partners at district and commune levels.

- Manage resources with integrity and stewardship, in compliance with WVV's financial policies and procedures.
- Coordinate with procurement team for strategic sourcing at AP level
- Collaborate with zonal and national technical team for any advocacy efforts in provincial/city or national level.

Community Engagement

- Raise awareness of local partners and community on WV's Christian identity and core values, child focused and community-based development approach.
- Lead the AP adaptation and planning process.
- Promote shared monitoring and integrated reflection with local partners and community to review the progress and identify areas for improvements
- Identify and mobilize community resources for joint advocacy activities at district level
- Lead the documentation of best practices, lessons learnt, Most Significant Change stories and share with external and internal stakeholders for learning and advocacy purpose.
- Lead the process of MVC mapping and the community consultation for new year plan at target communes.
- Build effective relationships with support office; provide support office with vital program information, documentation, stories and reports on a timely manner and get them involved in key events/milestones of the program.

Partnership and Networking

- Build effective working relationship with various development partners including PMB and technical departments at commune, district and province levels.
- Network with external stakeholders (NGOs, CSO, local businesses, etc.) and create space for collaboration and partnership toward improved well-being of children, especially the most vulnerable in the designated area.

- All targets are achieved as planned.
- Effective relationship with Support office

Good relationship and networks with external stakeholders at district, city level

WV's branding is promoted at different networks/forums

- Look for and build good connection with corporate sectors to find opportunities for Private non-sponsorship fund in the designated area.
- Act as an ambassador of World Vision's brand by strictly following World Vision's brand and communications guidelines when working with external partners and developing communications products (print, audio, or video).

Sponsorship Integration in Programming

- Lead assessment for sponsorship feasibility.
- Raising awareness of community and relevant partners on sponsorship.
- Lead the Register Children selection.
- Lead the process to promote Child Sponsorship as a transformative relationship of children and sponsors, fulfilling donor promise.
- Ensure participation of registered children in program activities as per the Partnership Child Sponsorship Standards.
- Lead the process to ensure Child Sponsorship is included in the AP plans to maximise integration with programme activities and to promote Child Sponsorship contributes to child well-being through two essentials Community-Led Care & Protection and Children's Participation and Voice within the community.
- Manage quality of child sponsorship operations including periodical Child Monitoring Standards, Sponsorship Operation Index (SOI), MVC inclusion, RC case management, sponsor and RC engagement (correspondence, sponsorship 2.0, sponsor visit) and manage RC portfolio as the RC budget commitment with the SO.
- Lead the process to ensure the child sponsorship risk management plan in place as part of the RBIA.
- Facilitate the process of program approach towards sustainability.

HEA-DRR

- Support communities and partners to develop and implement community-based disaster preparedness plans and response to climate change, aiming at building household & family resilience.

- Sponsorship services and products meet deadlines and requirements
- Improved performance ratings in SOIs
- Data and analysis of Sponsorship Indicators are followed up by TPs for greater CWB impacts
- Sponsorship and child protection reporting done in line with WV standards.

All HEA-DRR interventions are led, implemented and managed well in AP.

	<ul style="list-style-type: none"> - Take Disaster Risk Reduction – Response to Climate Change (DRR-RCC) into account when designing, implementation, 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 lead, coordinate with functional departments, join emergency response in the targeted Area Program when needed to ensure humanitarian standards and accountability. 	
15%	<p>GAM/PNS Acquisition and Management</p> <ul style="list-style-type: none"> • <u>Proposal development:</u> <ul style="list-style-type: none"> - Participate in proposal development by analysing the context, identifying community needs, facilitating needs assessment, identifying and estimating target beneficiaries disaggregated by multiple aspects (gender, disability, ethnic minority, etc.) - Engage with local government and local partners such as mass organizations, the private sector on the field during proposal design - Work with Enterprise Risk Management Senior Officer in risk assessment of the proposed project • <u>Donor, SO, and partner engagement:</u> <ul style="list-style-type: none"> - Ensure donors are engaged in the field through effective field visits and responsive communications - Engage with Support Offices on PNS opportunities when assigned. - Establish partnerships with local non-governmental organisations, government entities and the private sector in the implementation of projects. 	<ul style="list-style-type: none"> - Essential data/information, analysis, assessment for proposal narrative, budget and workplan development are provided as required. - All queries from Support Offices are properly responded timely and sufficient. - Good partnership with stakeholders and governments are built and maintained
5%	<p>Others</p> <ul style="list-style-type: none"> - Manage directly the safety and security within the team based on WVV guidelines, through security assessment, planning and management. - Prepare and update regularly the risk registers for the team - Identify and mitigate the risks that could impact the achievement of goals of the team - Perform other duties as assigned by the manager to contribute to the team performance 	<ul style="list-style-type: none"> - Safety and security of AP staff and field office - 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 8 -10 years' experience in relief and development work, out of which at least 5 years in management position 				
Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> - Bachelor degree in education, public health, community development, social work, business administration or related field - Master degree in related fields preferred - Certification in Project Management preferred 				
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. - Demonstrated leadership skills, including leading, building, and supporting a team with diverse roles and capacities. - Skills in facilitation of development processes, including organisation and mobilisation of communities and networking among different development partners. - Demonstrated capacity in program management, with conceptual understanding and required competency in DME functions and financial management. - Strong interpersonal skills and well-developed written and oral communications skills in Vietnamese and English, especially report writing skills. - Solid computer and internet skills in Word, Excel, PowerPoint, Outlook, Ms. Team, virtual tool and other system. - Ability to think critically and reflect. - Asset skill in Proposal writing or fundraising - Willingness to support articulate and demonstrate World Vision's core values in meaningful ways to colleagues, partners, donors, 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: Advanced

KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
Zonal Program Manager	Overall guidance and approval on program operations.	Weekly

Government Partners (mainly PMB)	Program Operation including Assessment, Design, Implementation, Monitoring and Evaluation.	Weekly
Zonal TPOs, PEO, ZSO	Technical support	Monthly
GAM/PQRD	Proposal development Grant/PNS Project report as required.	As needed
Functional departments (Finance, P&C, Sponsorship, Procurement...)	Business partners Functional requirements	As needed
SO/donors/Sponsors	Sponsors/Donors Visits	As needed
Other NGOs/ networks	Co-ordination of activities and plans related to the well-being of children.	As needed

DECISION MAKING

As per the levels of authority 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 checked="" type="checkbox"/> Build Relationships | <input type="checkbox"/> Learn and Develop | <input type="checkbox"/> Partner and Collaborate |
| <input type="checkbox"/> Deliver Results | <input checked="" type="checkbox"/> Be Accountable | <input type="checkbox"/> Improve and Innovate | <input checked="" type="checkbox"/> Embrace Change |

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

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|--|---|---|--|
| <input type="checkbox"/> Model Self-Management | <input checked="" type="checkbox"/> Engage, Influence, Lead and Grow Others | <input checked="" 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.