

## Job Description

### JOB INFORMATION

Job Title	Urban 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 400 staff, of which 99% are Vietnamese nationals.

WVI Vietnam is operating in 25 Area Programs (AP) in 4 zones: North 1 (Dien Bien, Ha Noi, Hai Phong), North 2 (Thanh Hoa, Hung Yen, Quang Ninh), Central (Quang Nam, Quang Tri, and Da Nang), and South (Quang Ngai, Ho Chi Minh, DakNong). WVI Vietnam's AP usually focuses on one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVI Vietnam's Development Program Approach (DPA) is that AP team members are based at the district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Besides the APs, WVI Vietnam 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 Urban Area Program in accordance with WVV's strategic directions (e.g. national strategy, Technical Programs (TP)), 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
30%	<b>Leadership and People Management</b> <ul style="list-style-type: none"> <li>- Provide overall leadership to the AP team, including organizational values</li> <li>- Map out the diverse skillset needed to operate in the urban AP across all levels of the city and develop a hiring and development plan to be able to cover all expectations related to advocacy, strategic partnering, data management, technology among</li> </ul>	<ul style="list-style-type: none"> <li>- High performing, committed and qualified Urban team</li> <li>- Alignment of the team with WVV's core values, mindsets and behaviours</li> <li>- Well-being of team members promoted</li> </ul>

	<p>others In reference to the Urban Ministry Model and the National Strategy.</p> <ul style="list-style-type: none"> <li>- Work with P&amp;C department to recruit and provide orientation for new staff</li> <li>- Work with People &amp; Culture (P&amp;C) department to recruit and provide orientation for existing and new staff based on the needed skillset plan</li> <li>- Supervise, coach, mentor, provide adequate feedback and support to AP staff to ensure their high performance toward the shared goals and in alignment to the needed skillset plan</li> <li>- Identify and address development needs of AP staff in urban context to ensure that they are well equipped with core and job-specific competencies to carry out quality work</li> <li>- Engage in meaningful conversations with the AP team to ensure that there is a shared understanding of the urban context, vulnerabilities, opportunities, risks, data gaps, issues and specific mindsets, approaches and techniques needed to operate in urban contexts.</li> <li>- Identify and address staffing issues in a timely and professional manner, in working with P&amp;C department</li> <li>- Promote ongoing reflection, learning culture and KAIZEN spirit among AP staff</li> <li>- Organize the AP office and facilitate a working environment of trust, mutual respect, and care among all staff</li> </ul>	<ul style="list-style-type: none"> <li>- Compliance with WVV's P&amp;C policy</li> <li>- Potential successor identified and developed</li> </ul>
50%	<p><b>Program Management in assigned District(s)</b></p> <ul style="list-style-type: none"> <li>- Lead on the process to fully understand the urban context from a political, physical, socio-human, environmental, economic and institutional to better understand the contextual factors, vulnerabilities, opportunities and issues affecting the wellbeing of children. Among many processes, the citywide assessment is one of the key processes to be adapted.</li> <li>- Ensure that relevant data (secondary, primary) are captured to back up the program design and implementation while ensuring that the data is accurate and representative of the community.</li> <li>- Ensure that the area implementation is aligned to the Urban Ministry Model, in all its three components, operational, programmatic and resources and</li> </ul>	<ul style="list-style-type: none"> <li>- Citywide assessment or equivalent is conducted and reflected upon</li> <li>- Core project models and technical programs are implemented as per guidance and with high quality</li> <li>- Evidence of program impact is available through LQAS, evaluations, Program Quality Self Review or other processes</li> <li>- Compliance with all WVV's policies (financial policy, child &amp; adult safeguarding, partnership, procurement, etc.)</li> </ul>

	<p>incorporate this in design of projects, reporting mechanisms, funding opportunities and technical adaptations.</p> <ul style="list-style-type: none"> <li>- Lead on the stakeholders mapping exercise in the area to ensure that all strategic and diverse stakeholders across all levels of the ward, district and city are mapped out such as academia, research centres, government, CBOs, INGOs, media, private sector, influencers, etc.</li> <li>- Lead the adaptation of Technical Programs to urban context following the standard guidelines/ tools and complete all AP level documents (log-frame, Indicator Tracking Table, Monitoring &amp; Evaluation plan, narrative AP Plan) while keeping the urban lens and the contextual factors and backing this up with data (internal or external)</li> <li>- Explore and lead on research opportunities in the area to better understand urban issues and vulnerabilities and utilize this data in advocacy, external engagement and policy work.</li> <li>- Utilize digital and technological opportunities in the urban area in line with smart city strategies that the City governments have issued to develop and lead digital strategies that complement your program goals.</li> <li>- Analyse, contextualize and apply innovative methods to run WVV's urban programs approaches successfully in urban context.</li> <li>- Identify and apply Digital platforms/tools to manage programs and get involvement of stakeholders.</li> <li>- Scale up programs and interventions at city level.</li> <li>- Mobilize technical, human, financial resources to implement the program</li> <li>- Prepare required reports for the AP: monthly, quarterly, semi-annual, annually, program quality self-review tools, Urban Ministry Model checklist for AP among others.</li> <li>- Lead AP staff to mainstream Cross Cutting Themes (gender equality and social inclusion, disability, climate change adaption, etc.) into program activities</li> <li>- Lead the implementation of digital data acquisition and management systems as guided by the organisation</li> <li>- Document evidences and disseminate WVV's project models to external partner for replication, advocacy and funding acquisition purpose</li> </ul>	<ul style="list-style-type: none"> <li>- Domains of change of Urban programs approaches are applied and achieved.</li> <li>- WVV interventions are scaled up at city level <ul style="list-style-type: none"> <li>- Digital tools/platforms are effectively utilised</li> <li>- Build strong capacity for WDBs, PMB at city, district and ward level.</li> <li>- All targets are achieved as planned.</li> <li>- Effective relationship maintained with Support office</li> <li>- Evidence of engagement of City level partners</li> <li>- Program Quality Self Review results show improvement year on year</li> <li>- Quarterly burn rate at least 90% and annual burn rate at least 95% but not over 100%</li> <li>- Targets are met for all indicators as planned</li> <li>- Evidence of Urban contextualisation of project models is available and reflected upon</li> <li>- WVV's branding is promoted at different networks/ forums</li> </ul> </li> </ul>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- 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.
- Lead 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 planning process as well as the annual community review & 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 purposes
- Lead the process of MVC mapping and inclusion in the project activities
- 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
- Ensure optimal operational and financial performance of on-going projects through a combination of support, monitoring, and technical assistance to address implementation challenges.
- 

#### **Partnership and Networking**

- Based on a mapping exercise, build strategic and effective working relationship with various development partners including PMB and technical departments at commune, district and city levels while ensuring that these relationships are diverse and contribute to achieving the overall goal of the AP program.

Partner Mapping at ward, district and city levels is available for the Program

Program has a diverse range of partners

Partnership Health Check demonstrates healthy relationship with all partners

- Mobilize 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.
- Build and maintain relationships with local authorities, community representatives, NGOs, donors, academia, research centres, technological firms and other stakeholders to ensure strong and effective working relationship, program's sustainability, and to maximize the financial and technical resources and develop a synergy for effectively serving the community.
- Assess the quality of the partnerships in the area to ensure its effectiveness in covering all levels of the city to achieve the desired goals as well as identify any gaps that have to be covered.

#### **Sponsorship Integration in Programming**

- Provide overall leadership to the implementation of World Vision's (WV) sponsorship programming in alignment with the Urban contextualised Development Programme Approach (DPA).
- 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.

Sponsorship in Programming Plan is developed and implemented

- 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 queries from Support Offices are properly responded timely and sufficient.
- RC Inclusion report is available and reflected upon by team on a regular basis

	<ul style="list-style-type: none"> <li>- Facilitate the process of program approach towards sustainability.</li> </ul> <p><b>HEA-DRR</b></p> <ul style="list-style-type: none"> <li>- Support communities and partners to develop and implement community-based disaster preparedness plans and response to climate change, aiming at building household &amp; family resilience.</li> <li>- Take Disaster Risk Reduction – Response to Climate Change (DRR-RCC) into account when designing, implementation, M&amp;E of AP/Project's activities to ensure that climate change and disaster risks can be addressed and reduced.</li> <li>- Lead, coordinate with functional departments on joint emergency responses in the targeted area when needed and ensure humanitarian standards and accountability.</li> </ul>	<ul style="list-style-type: none"> <li>- Disaster Prepared Plans are developed and up to date</li> <li>- Emergency responses are implemented in line with humanitarian standards</li> </ul>
15%	<p><b>GAM/PNS Acquisition and Management</b></p> <p><u>Proposal development:</u></p> <ul style="list-style-type: none"> <li>- 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.) and strategically integrate these with the overall program objectives.</li> <li>- Engage with local government and local partners such as mass organizations, the private sector on the field during proposal design</li> <li>- Work with Enterprise Risk Management Senior Officer in risk assessment of proposed projects</li> </ul> <p><u>Donor, Support Office, and partner engagement:</u></p> <ul style="list-style-type: none"> <li>- In alignment to the Urban Ministry Model, explore diverse funding opportunities from within the city to complement the current funds while working closely with the Grants colleagues.</li> <li>- Look for and build good connection with corporate sectors to find opportunities for Private non-sponsorship fund in the designated area.</li> <li>- Ensure donors are engaged in the field through effective field visits and responsive communications</li> </ul>	<ul style="list-style-type: none"> <li>- At least one proposal for the Program is submitted to corporate donor or Support Office per year</li> <li>- Essential data/information, analysis, assessment for proposal narrative, budget and workplan development are provided as required.</li> <li>- Area Program has diverse funding sources</li> <li>- Area Program develops and implements a corporate engagement plan</li> </ul>

	<ul style="list-style-type: none"> <li>- Engage with Support Offices on PNS opportunities when assigned.</li> <li>- Establish partnerships with local non-governmental organisations, government entities and the private sector in the implementation of projects.</li> </ul>	
5%	<b>Security and Risk Management</b> <ul style="list-style-type: none"> <li>- Manage directly the safety and security within the team based on WVV guidelines, through security assessment, planning and management.</li> <li>- Prepare and update regularly the risk registers for the team</li> <li>- Identify and mitigate the risks that could impact the achievement of goals of the team</li> <li>- Perform other duties as assigned by the manager to contribute to the team performance</li> </ul>	<ul style="list-style-type: none"> <li>- Safety and security of AP staff and field office</li> <li>- Incidents are reported timely as per the incident management protocols</li> </ul>

#### KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	<ul style="list-style-type: none"> <li>- At least 8 -10 years' experience in relief and development work, out of which at least 5 years in management position</li> </ul>				
Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> <li>- Bachelor degree in education, public health, community development, social work, business administration or related field</li> <li>- Master degree in related fields preferred</li> <li>- Certification in Project Management preferred</li> </ul>				
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> <li>- Conceptual understanding of and commitment to development work, especially Christian, child-focused, urban-based development concepts, approaches and processes.</li> <li>- Demonstrated leadership skills, including leading, building, and supporting a team with diverse roles and capacities.</li> <li>- Skills in facilitation of development processes, including organisation and mobilisation of communities and networking among different development partners.</li> <li>- Demonstrated capacity in program management, with conceptual understanding and required competency in DME functions and financial management.</li> <li>- Strong interpersonal skills and well-developed written and oral communications skills in Vietnamese and English, especially report writing skills.</li> <li>- Solid computer and internet skills in Word, Excel, PowerPoint, Outlook, Ms. Team, virtual tool and other system.</li> <li>- Ability to think critically and reflect.</li> <li>- Asset skill in Proposal writing or fundraising</li> <li>- Willingness to support articulate and demonstrate World Vision's core values in meaningful ways to colleagues, partners, donors, children and communities.</li> </ul>				
Travel and/or Work Environment	Be based at district level	Physical Requirements	Satisfactory pre-employment medical report	Language Requirements	Vietnamese: Fully fluent



Requirement	and travel when needed		verified by medical doctors from licensed hospitals		English: Advanced (IELTS 6.5 or equivalent)
-------------	------------------------	--	-----------------------------------------------------	--	---------------------------------------------

## 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	Urban Programming technical support Corporate Engagement support 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.

<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.

<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
------------------------------------------------	-----------------------------------------------------------------------------	-----------------------------------------------------------------------------	------------------------------------------------------------------