Job Description

World Vision

JOB INFORMATION

Job Title	Area Program Sponsorship Facilitator	Line Manager Title	Area Program Manager
Grade Level	12	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 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, DakNong). 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

The AP Sponsorship Facilitator provides specialised support for the implementation of Child Sponsorship Operations within the AP.

The AP Sponsorship Facilitator works closely with AP team and community volunteers to ensure processes to ensure well-being of sponsored children and other registered children are in place and the organizational requirements related to sponsorship are met according to sponsorship standards and policies.

Coordinate to apply sponsorship in Programming principles to ensure sponsorship processes integrate with the programme and community efforts: i) to care for and protect children; and ii) to strengthen children's participation, and that registered children participate and benefit from programme activities.

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
20%	**Sponsorship Coordination:** - <u>Child Sponsorship essentials</u>: Promote Child Sponsorship as a transformative relationship of children and sponsors, fulfilling donor promise. Coordinate to ensure participation of registered children, promoting Child Sponsorship contributes to child well-being through two essentials of Community-Led Care & Protection and Children's Participation and Voice within the community. - <u>Child, family and community's experience of Sponsorship</u>: Coordinate the operations of Child Sponsorship within the Area Programme to ensure community, family, and children's experience of every aspect of sponsorship is enjoyable, transformative and that children's views are actively considered through feedback processes. Ensure every sponsorship activity with children contributes directly to the child's life alongside any organisational output that is gathered. Utilise sponsorship to build child leadership, skills and voice. - <u>Sponsorship operations implementation</u>: Coordinate the implementation of Sponsorship Operations within the Area Programme. Ensure Child Sponsorship processes are managed efficiently and with quality according to global and national sponsorship standards. Facilitate efficient and timely implementation of planned activities within time, scope and budget. Identify issues and concerns on sponsorship service operations to ensure effective functioning of Sponsorship Operations within the AP. - <u>Integration and planning</u>: Support the AP Manager to ensure Sponsorship is included within AP plans to maximise integration with programme activities and to support development of Community-Led Care & Protection and Children's Participation and Voice within the community. - <u>Sponsorship reporting</u>: Facilitate Child Sponsorship reporting to ensure well-being of Registered Children and manage quality of Child Sponsorship, such as periodical CMS and SOI Exception reports (HOPE) for review, analysis, tracking and follow-up at AP level - <u>RC Portfolio</u>: Ensure RC supply for Support Offices is always within standard and meets budget, including creating new child records and reactivation of holds.	- <u>Child sponsorship essentials:</u> Implementation of child sponsorship in AP is consistently measurable in quartile 3 or 4 of Child Monitoring and Sponsorship Activities continuums of SIP Reflection tool. - <u>Child, family and community's experience of Sponsorship:</u> Children and families indicate high levels of satisfaction with Child Sponsorship experience through feedback mechanisms, and can articulate how sponsorship is contributing to their lives. - <u>Sponsorship operations implementation</u>: Child Sponsorship Operations meets global and national standards. - <u>Integration and planning</u>: AP plans demonstrate that Child Sponsorship communications activities and selection/ monitoring of children are appropriately integrated with the development activities and work of local partners. - <u>Sponsorship reporting</u>: Evidence that key sponsorship reports are run and acted upon as per their appropriate timeframes. - <u>RC Portfolio</u>: RC budget is within standard each month

| 20% | **Sponsorship in Programming:**
- <u>Sponsorship Integration</u>: Provide sponsorship data, information to AP team to ensure Child Sponsorship integrated within AP Annual Plans and TP and CESP activities. Facilitate Sponsorship Risk Management is reviewed and applied. Support AP manager to review quality of Sponsorship in Programming annually using SiP Reflection tool. Ensure community, families, and children's understanding of child sponsorship for transformation.
- <u>RC and MVC inclusion and participation:</u> Facilitate to ensure all RC are included (participating and benefitting) in age-appropriate program activities (*TP / CESP),* as per Standards, contributing to their overall development. Ensure inclusion of MVC in sponsorship whenever appropriate. Ensure child participation data is captured, updated in HOPE. Coordinate reflection within AP team on RC inclusion as analysed reports provided by NO Sponsorship team.
- <u>Community engagement</u>: Actively engage RC parents and community on new sponsorship initiatives to strengthen participation of parents and communities in sponsorship activities.
- <u>Facilitate Child Sponsorship to contribute to Community-led Care & Protection:</u> Work with AP team to ensure Child Sponsorship contribution to local care and child protection efforts through RC selection and monitoring. This includes -
- <u>Child selection:</u> Ensure the selection process of RC in AP follow the <u>guideline</u> from National Sponsorship standards with active participation of community and local partners.
- <u>CMS:</u> Facilitate child monitoring processes to ensure registered children are monitored according to Child Monitoring Standards.
- <u>Case management and follow-up:</u> Ensure HOPE Child-Wellbeing data (Case Management) is regularly reviewed and updated. Ensure reporting and follow-up adherence to child death, sickness and accident/protection protocols.
- <u>Programme links:</u> Provide data and reports of CMS, Child-Wellbeing and coordinate with AP team for appropriate case management follow-through and action. | - <u>Sponsorship integration:</u> Area Programme <u>demonstrates</u> excellence in Sponsorship in Programming as measured by SiP Reflection tool.

- <u>RC/MVC Participation:</u> All RC participating <u>according</u> to RC Participation Standard (1.3.5 Participation all registered children). Evidence that MVC are included as RC (where appropriate) and actively included in activities.

- <u>Community Engagement:</u> Local partners, children and families, and other stakeholders demonstrate strong understanding of how child sponsorship benefits the whole community.

- <u>Manage Child Sponsorship to contribute to Community-led Care & Protection:</u> Child selection and monitoring processes make clear contributions to sustainable capacity of local Child Protection and Advocacy efforts
- Children selected as per criteria and <u>standards,</u> with community ownership and input.
- CMS indicators show consistent <u>monitoring</u> as per CMS standards.
- SSUI <u>data</u> indicates timely and effective case management and through local actors where possible.
- Data emerging from child monitoring with <u>programmatic</u> implications is tabled to AP team or local partners. |

| 25% | **Sponsor and Child Engagement:**
- Manage sponsorship activities to contribute to Child Participation, Life Skills and Voice: Ensure sponsor engagement feature opportunities (IL, SL, CR, CGP, CGV, CUP, CUV, CEW, CC, etc.) contribute to developing life skills and promoting child participation and voice.
- Efficient management & delivery of sponsor engagement features: Facilitate practices and appropriate tools to ensure management of sponsor child communications (*IL, SL, GN, EL, APR, CEW, CC, Queries, FL, BB, Sponsorship 2.0 content and sponsor queries)*, within sponsorship standards.
  - Quality review: Quality review of Sponsorship 2.0 products and translations.
  - Sponsor visits: Support to facilitate sponsor visits effectively with adherence of required protocols.
- Capture transformational stories: Ensure Quality Communication that captures Transformational Stories to communicate with sponsors. Support the capture, document and share lessons, good practices, innovations, impact stories, photos and videos for other stakeholders. | - Nurture sponsor and child connections: Communication indicators meet standards. SS can demonstrate how they are promoting quality communications from children in the processes.
- Manage sponsorship activities to contribute to Child Participation, Life Skills and Voice: Sponsorship communications are consistently in the 3rd or 4th quartile of the Sponsorship Activities continuum of the SiP Reflection Tool.

- Efficient management & delivery of sponsor engagement features: sponsor engagement features meet quality and delivery standards.
- Capture transformational stories: Transformational sponsorship stories captured in appropriate formats for required communications. |
| 10% | **Quality Assurance and Risk Management:**
- Child protection standards: Facilitate to ensure sponsorship data management, quality and practices are aligned to sponsorship and child protection policies, standards and procedures. Maintain updated child information in the system and ensure data protection as per WV Guidelines.
- Awareness: Facilitate awareness of community, registered children, parents and AP staff on sponsorship protocols and standards.
- Risk management: Support in identification and mitigation of all risk exposures at AP level and Sponsorship Risk Assessment Programme as part of the RBIA and other accountability review processes to manage implementation. | - Child protection standards Child protection standards and protocols are actively managed and met for all persons in contact with children representing children, in reports of child protection breaches internally or externally and in management of child data and images.
- Awareness: All key stakeholders, including staff, children/families, partners and volunteers are aware of relevant sponsorship protocols/standards.
- Risk management: Critical sponsorship risks are identified, reviewed and managed. |

10%	**Sponsorship Systems and Processes:** - <u>Business processes:</u> Ensure Sponsorship Business Systems (Sponsorship systems, HOPE and Horizon mobiles) are maintained and updated as per WVIT protocols and procedures. - <u>Child data record management:</u> Coordinate child data record management *(quality, entry in HOPE, monitoring, tracking, exception reporting, follow-up)* in accordance with partnership standards. - <u>Manage effectively RC database at the AP level.</u> - <u>Storage, filing and security meets policy requirements:</u> Ensure storage and safe-keeping of child data, sponsor addresses, sponsorship documents, files, systems and are aligned to child protection policies, standards and procedures. Maintain security of Sponsorship data, system resources and sponsor addresses.	- <u>Manage Business Processes:</u> Business processes are appropriate for achieving sponsorship standards and outcomes efficiently within the context. - <u>Child data record management:</u> Child data management and data quality meets partnership standards. - <u>Systems maintained, updated and function:</u> Systems (SSUI and Horizon) are maintained and functional. - <u>Storage, filing and security meets policy requirements:</u> All privacy and confidentiality <u>requirements</u> managed and met as per standards through observance of protocols, training and filing/data management.
10%	**Capacity Building and Collaboration:** - <u>Annual reflection:</u> Facilitate annual reflection and assessments on community sponsorship understanding, child participation and voice and community led child protection. - <u>Sponsorship capacity building:</u> Facilitate capacity building trainings on sponsorship standards, emerging practices in child participation, child engagement, SOI, CS, correspondence, rich media, business processes, manuals, policies and sponsorship initiatives to staff, children, community volunteers and partners - follow up its implementation and application. Establish strong relationship with and build capacity to community volunteers to support children and families for active participation and engagement in programme and sponsorship. - <u>Capacity Gaps</u>: Identify capacity gaps at Area Program level, volunteers and community and use the most appropriate training approach to address. - <u>IT training:</u> Provide orientation to community volunteers on relevant Horizon features and provide practical training and testing of their performance.	- *Annual reflection:* Annual reflection conducted and plans for continuous improvement formulated, includes input from children's reflection and feedback. - <u>Sponsorship capacity building:</u> All actors in child <u>sponsorship</u>, including AP team, relevant partners and volunteers are adequately equipped to deliver key Child Sponsorship outcomes. - <u>Gaps</u> in capacity are correctly identified and addressed. - Child well-being committee or equivalent <u>are</u> adequately equipped for and take an active role in managing CWB issues that emerge from sponsorship monitoring or other programme insights. - <u>Community</u> volunteers are motivated as change agents to take ownership of their role, and

		equipped to manage child sponsorship requirements, work with children effectively and achieve their measurable outcomes as per standards.
5%	**Other** - 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. - Perform other duties as assigned by the manager to contribute to the team performance.	- Staff's safety and security - Incidents are reported timely as per the incident management protocols

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	- At least 2 years of development facilitation in and with communities. - Have experience in facilitating of training				
Required Education, training, license, registration, and certification	- Bachelor degree in management or a social science field preferred.				
Preferred Knowledge and Qualifications	- Have understanding and experience in Child Sponsorship and its contribution to child wellbeing. - Have understanding and experience in development program approach. - experience in Sponsorship or development projects. - Demonstrated competencies in program planning and reporting. - Demonstrated competencies in operational aspects of child sponsorship. - Demonstrated facilitation skills, connecting, and capacity building. - Good presentation and communication skills. - Willingness to support articulate and demonstrate World Vision's core values in meaningful ways to donors, partners, children, parents and communities.				
Travel and/or Work Environment Requirement	Travel to communes and village within the district of the AP	Physical Requirements	Satisfactory pre-employment medical report verified by	Language Requirements	Vietnamese: Fluent English: Elementary

	medical doctors from licensed hospitals		

KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
Area Programme Manager	Regular updates, monitoring, strategic guidance, technical engagement, capacity building or problem solving to enable APs to deliver quality results across all aspects of Child Sponsorship.	Daily/weekly
Zonal Sponsorship Officer	Technical expertise, guidance, support and capacity building across all aspects of Child Sponsorship.	Daily/Monthly/Quarterly
NO Sponsorship Manager	Global guidance clarification and support on NO level plans	As required
Development Facilitators AP Coordinators AP Admin Assistant if any	Monitoring and tracking of sponsorship deliverables for all RC	Daily/Weekly
NO Sponsorship Specialists	To ensure RC participation and inclusion	As required
IT	Prompt support to ensure smooth functioning of Sponsorship systems and mobiles.	As required
Other functional department	To seek advice, guidance and other works to ensure	As required

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.

☐ Be Safe and Resilient   ☒ Build Relationships   ☐ Learn and Develop   ☒ Partner and Collaborate

☐ Deliver Results	☐ Be Accountable	☒ Improve and Innovate	☐ 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.