

Job Description

JOB INFORMATION

Job Title	Area Program Sponsorship Facilitator	Line Manager Title	Area Program Manager (Line Manager) Sponsorship and Alternative Funding Manager (Matrix 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 Ninh, 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

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

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

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.

Facilitate the primary link between the child sponsors and children to ensure quality communications with efficient delivery according to standard.

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
-----------	----------	-------------

20%

Sponsorship Management and Coordination:

- Child Sponsorship essentials: Manage Child Sponsorship as a transformative relationship of children and sponsors, fulfilling donor promise. Ensure participation of registered children, ensuring Child Sponsorship contributes to child well-being through two essentials of Community-Led Care & Protection and Children's Participation and Voice within the community.
- Child, family and community's experience of Sponsorship: Manage 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.
- Sponsorship operations implementation: Provide specialised support for the implementation of Sponsorship Operations within the Area Programme. Ensure Child Sponsorship processes are managed efficiently and with quality according to global and national standards. Facilitate efficient and timely implementation of planned activities within time, scope and budget. Review Sponsorship Standards to ensure they are consistently met and achieved. Identify issues and concerns on sponsorship service operations to ensure effective functioning of Sponsorship Operations within the AP.
- Integration and planning: 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.
- Sponsorship reporting: 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 (SSUI) for review, analysis, tracking and follow-up at AP level (*analyse, reconcile AP Performance status, identify emerging issues and engage stakeholders*).
 - RC Portfolio: Engage AP Manager to manage sponsorship key business process of RC Management to ensure RC supply for Support Offices is always within standard and meets

- Child sponsorship essentials: 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.
- Child, family and community's experience of Sponsorship: 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.
- Sponsorship operations implementation: Child Sponsorship Operations meets global and national standards.
- Integration and planning: 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.
- Sponsorship reporting: Evidence that key sponsorship reports are run and acted upon as per their appropriate timeframes.

	<p>budget, including creating new child records and reactivation of holds.</p>	<ul style="list-style-type: none"> • <u>RC Portfolio</u>: RC budget is within standard each month.
<p>20%</p>	<p>Sponsorship in Programming:</p> <ul style="list-style-type: none"> • <u>Sponsorship Integration</u>: Provide Sponsorship in Programming subject matter expertise and technical support to ensure Child Sponsorship integrated within AP Annual Plans and TP and CESP activities. Ensure Sponsorship Risk Management is reviewed and applied. 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>: Ensure all RC are aware of major planned activities in the AP that they could participate in and benefit from. 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 SSUI, and analysed to inform AP Manager and team of the status of RC as proxy. • <u>Community engagement</u>: Participate in sponsorship education processes and provide technical input on sponsorship messaging and sponsorship aspects of community engagement, and ongoing community sponsorship education and messaging processes. Actively engage RC parents and community on new sponsorship initiatives to strengthen participation of parents and communities in sponsorship activities. • <u>Manage 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. Establish child selection and monitoring through local Child Well-Being Committee linked to child protection. This includes - <ul style="list-style-type: none"> - <u>Child selection</u>: the development of child community selection criteria into sponsorship programme, community participation in selection processes and mandated documentation is complete. - <u>CMS</u>: Support child monitoring processes to ensure children are monitored according to Child Monitoring Standards. - <u>Case management and follow-up</u>: Ensure SSUI Child-Wellbeing data (Case Management) is regularly reviewed and updated. Ensure reporting 	<ul style="list-style-type: none"> • <u>Sponsorship integration</u>: Area Programme demonstrates excellence in Sponsorship in Programming as measured by SiP Reflection tool. • <u>RC/MVC Participation</u>: All RC participating according 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 <ul style="list-style-type: none"> ○ Children selected as per criteria and standards, with community ownership and input.

	<p>and follow-up adherence to child death, sickness and accident/protection protocols.</p> <ul style="list-style-type: none"> - <u>Programme links</u>: Provide analysis, interpretation of CMS, Child-Wellbeing and child participation data with AP team for appropriate case management follow-through and action. 	<ul style="list-style-type: none"> o CMS indicators show consistent monitoring as per CMS standards. o SSUI data indicates timely and effective case management and through local actors where possible. <ul style="list-style-type: none"> - Data emerging from child monitoring with programmatic implications is tabled to AP team or local partners.
25%	<p>Sponsor and Child Engagement:</p> <ul style="list-style-type: none"> • <u>Nurture sponsor and child connections</u>: Facilitate quality and timely communication between sponsors and Registered Children. • <u>Manage sponsorship activities to contribute to Child Participation, Life Skills and Voice</u>: Ensure sponsor engagement feature opportunities (IL, SL, CR, CGV, CPA, CC, APR, DPR, etc.) contribute to developing life skills and promoting child participation and voice. Support implementation of sponsor communication through programme activities as per activity designs. • <u>Efficient management & delivery of sponsor engagement features</u>: 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. <ul style="list-style-type: none"> - <u>Quality review</u>: Quality review of Sponsorship 2.0 products and translations. - <u>Facilitate translation</u>: Facilitate translation of correspondence to ensure accuracy and emotional nuance is communicated to children and sponsors. - <u>Production and delivery of materials</u>: Support coordination of design, development of communication materials, quality assurance and administration. - <u>Sponsor visits</u>: Plan and facilitate sponsor visits, and ensure the visiting sponsors are well attended on and get wide exposure and positive impression from visit, with adherence of required protocols - <u>Capture transformational stories</u>: 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. 	<ul style="list-style-type: none"> • <u>Nurture sponsor and child connections</u>: Communication indicators meet standards. SS can demonstrate how they are promoting quality communications from children in the processes. • <u>Manage sponsorship activities to contribute to Child Participation, Life Skills and Voice</u>: Sponsorship communications are consistently in the 3rd or 4th quartile of the Sponsorship Activities continuum of the SiP Reflection Tool. • <u>Efficient management & delivery of sponsor engagement features</u>: sponsor engagement features meet quality and delivery standards. <ul style="list-style-type: none"> - <u>Capture transformational stories</u>: Transformational sponsorship stories captured in appropriate formats for required communications.

10%	<p>Quality Assurance and Risk Management:</p> <ul style="list-style-type: none"> • <u>Child protection standards:</u> 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. • <u>Awareness:</u> Facilitate awareness of community, sponsors, registered children and ADP staff on sponsorship protocols and standards. <ul style="list-style-type: none"> - <u>Risk management:</u> 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. 	<ul style="list-style-type: none"> • <u>Child protection standards</u> 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. • <u>Awareness:</u> All key stakeholders, including staff, children/families, partners and volunteers are aware of relevant sponsorship protocols/standards. - <u>Risk management:</u> Critical sponsorship risks are identified, reviewed and managed.
10%	<p>Sponsorship Systems and Processes:</p> <ul style="list-style-type: none"> • <u>Manage business processes:</u> Manage Sponsorship Business Processes to achieve efficient outcomes. Regularly review or contextualise any business process where there are emerging problems in meeting standards. • <u>Child data record management:</u> Coordinate child data record management (<i>quality, entry in SSUI, monitoring, tracking, exception reporting, follow-up</i>) in accordance with partnership standards. • <u>Systems maintained, updated and function:</u> Collaborate with WVIT and NO IT in maintenance and update of sponsorship systems to ensure SSUI, child data, sponsorship systems and Horizon mobiles are maintained and regularly updated as per WVIT protocols and properly functioning at the field level. Ensure the functioning of all Sponsorship Business Systems (data flow between AP, NO and SOs and vice versa - reconciliation of data discrepancies) <ul style="list-style-type: none"> - <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. 	<ul style="list-style-type: none"> • <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 requirements managed and met as per standards through observance of protocols, training and filing/data management.

10%	<p>Capacity Building, Team Management and Collaboration:</p> <ul style="list-style-type: none"> • <u>Annual reflection:</u> Facilitate annual reflection and assessments on community sponsorship understanding, child participation and voice and community led child protection. Maximise child participation and voice in annual reflections and other opportunities that arise, such as evaluations or community processes. • <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. Enable team of staff and volunteer establish strong relationship with and mechanism to support children and families for active participation and engagement in programme and sponsorship. <ul style="list-style-type: none"> - <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 capacity building to DFs on SSUI Mobile, Horizon Desktop and Rich Media. Provide orientation to community volunteers on relevant Horizon features and provide practical training and testing of their performance. <p><u>Equip community volunteers, CWB committees:</u> To inspire, equip and manage community volunteers and CWB committees as active agents of change for children with the required skills to meet Child Sponsorship requirements and to be emotionally available for children to contribute positively to their lives. Ensure appropriate training for emerging child and adolescent leaders.</p>	<ul style="list-style-type: none"> • <u>Annual reflection:</u> 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 sponsorship, including AP team, relevant partners and volunteers are adequately equipped to deliver key Child Sponsorship outcomes. <ul style="list-style-type: none"> - Gaps in capacity are correctly identified and addressed. - Child well-being committee or equivalent are adequately equipped for and take an active role in managing CWB issues that emerge from sponsorship monitoring or other programme insights. - Community 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.
-----	---	---

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	<ul style="list-style-type: none"> - At least 2 years of development facilitation in and with communities. - Experience in design and facilitation of training programmes. - In depth understanding and experience in Child Sponsorship and its contribution to child wellbeing. - In-depth understanding and experience in development program approach. - Area programme work experience in Sponsorship or development projects. - Demonstrated competencies in program planning and reporting. - Demonstrated competencies in operational aspects of child sponsorship. - Demonstrated facilitation skills, including catalysing, connecting, and capacity building.
----------------------------------	---

Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> - Bachelor degree in management or a social science field preferred, or high school graduate with 2 years' experience in development work or University Diploma with 4 years' experience - Excellent presentation and communication skills. 				
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> - Knowledge of sponsorship policies, framework, systems and processes. - Knowledge and practical skills in working with children with basic understanding of Child Protection and Advocacy. - Knowledge of community development and engagement. - Knowledge of local partnering. - Demonstrated organisational skills for planning and implementing activities. 				
Travel and/or Work Environment Requirement	Willingness to be flexible with hours when necessary and able to travel often in the field 30% of the time.	Physical Requirements	Satisfactory pre-employment medical report verified by medical doctors from licensed hospitals	Language Requirements	Vietnamese: Fluent English: Elementary

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/Cluster Sponsorship Specialists	Technical expertise, guidance, support and capacity building across all aspects of Child Sponsorship.	Monthly/Quarterly
NO Sponsorship Manager	Global guidance clarification and support on NO level plans.	As required
Development Facilitators	Monitoring and tracking of sponsorship deliverables for all RC.	Daily/Weekly
Technical Specialist	To ensure RC participation and inclusion.	As required
WVIT	Prompt support to ensure smooth functioning of Sponsorship systems and mobiles.	As required

DECISION MAKING

Decisions to suspend performance standards in a NO due to circumstances especially emergence or insecurity are referred to GC.

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 checked="" type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input type="checkbox"/> Be Accountable | <input 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 |
|--|--|--|--|