

[Job Description](#_top" \o " The job description provides a set of responsibilities for candidates, new employees, and managers to ensure agreement and understanding of the expectations for a specific role. It allows candidates to asses if they are suitable for an open position and provides a guide for recruiters to screen candidates and streamline the recruitment process.After a candidate is selected and on-boarded, the job description can be used as a guide for setting goals and targets when determining annual performance objectives. It can also assist in formulating training and development plans. )

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| **JOB INFORMATION** | | | |
| Job Title | Urban Area Program Development Facilitator | Line Manager Title | Urban Area Program Manager |
| Grade Level | 13 | Department/Office | Field Operations |

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| **[CONTEXT](#JOB_PURPOSE" \o "The job purpose should state the reason the position exists, its objective, and the degree of supervision needed. Typically, one or two concise sentences capture the main purpose of the job.Example: Under general supervision, this role will develop and deliver on key finance initiatives in order to etc… All components of the job description should be written in a manner that a layperson can understand, with all acronyms spelled out the first time they are used within the description.)** | | | | | | | |
| 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 (WV) 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](#JOB_PURPOSE" \o "The job purpose should state the reason the position exists, its objective, and the degree of supervision needed. Typically, one or two concise sentences capture the main purpose of the job.Example: Under general supervision, this role will develop and deliver on key finance initiatives in order to etc… All components of the job description should be written in a manner that a layperson can understand, with all acronyms spelled out the first time they are used within the description.)** | | | | | | | |
| * + 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](#MAJOR_RESPONSIBILITES" \o " This is the foundation of the job description. It conveys the complexity, scope and level of responsibility of the job. As such, it is important to describe the duties and responsibilities as accurately, concisely and completely as possible.    There are three sections in which to document. They are broken up into percent of time, activity and end results.  When developing this section group the responsibility into 3 to 5 buckets that capture the main components of the role. It is helpful to divide the tasks and/or responsibility into daily, weekly, monthly, quarterly or annual to aid in understanding the amount of time each area of responsibility will take. Each main responsibility should include related tasks in the delivery of each responsibility.  Next, list the expectation of how each responsibility will be carried out under End Results. End results should be measurable, and time bound and written in a manner that can inform the development of annual performance objectives.  All components of the job description should be written in a manner that a layperson can understand, with all acronyms spelled out the first time they are used within the description.)** | | | | | | | |
| **% of time** | **Activity** | | | | | **End Results** | |
| 45% | **COMMUNITY ENGAGEMENT AND SPONSORSHIP**  **Planning**   * Facilitate partnering/ networking with and connections among different local stakeholders (formal and informal community groups, businesses, NGOs and local government agencies, etc.) to mobilize resources for the well-being of children in alignment to the stakeholders mapping of the area * Raise awareness of local partners and community in assigned commune on WV’s Christian identity and values, child focused and community-based development approach * Facilitate capacity building for communities and local partners in Area Program (AP) planning and annual community review and planning with a focus on urban contexts, its challenges and opportunities * Facilitate AP planning activities at the assigned communes * Facilitate annual community review and planning at the assigned communes with a focus on impact, sustainability and effectiveness. * Support communities and partners to develop and implement the community-based disaster preparedness plans   **Monitoring**   * Facilitate capacity building for communities and local partners in the assigned communes in shared monitoring that is suitable for urban dwellers * Facilitate shared monitoring activities and reports * Facilitate refection meetings with participation of communities * Facilitate annual program effectiveness/ PAF self-review and community-based groups self-review   **Child participation and protection:**   * Strengthen child clubs and children led community initiatives * Promote the use of child friendly tools such as photo voice, body map, river of life to increase child participation and voice in the community * Strengthen child protection committees in the assigned communes   **Most Vulnerable Children (MVC) inclusion:**   * Facilitate capacity building for communities and local partners in MVC mapping for urban contexts to ensure that all vulnerable groups are mapped out and reached * Facilitate the process of MVC mapping and updates * Utilize MVC mapping results for program planning and support – to make sure MVC are included and best benefiting from technical project interventions/ models * 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 plans are made and implemented * excellent cooperation with local stakeholders and community on planning and implementation. * Stakeholders engagement are ensured with high commitment of the community. * Timely support and update to the community * Effective meetings with communities and relevant partners. * Evidences of child impact are collected and update upon. * Child safety is prioritized and ensured. * All targets of MVC are achieved as planned * 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 CityWide 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.   **Financial Management**   * Manage resources with integrity and stewardship, in compliance with WVV’s financial policies and procedures. * Coordinate procurement and strategic sourcing in assigned communes | | | | | * 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.) | |
| 5% | **Security and Risk Management**   * 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. | | | | | * Staff’s safety and security * Incidents are reported timely as per the incident management protocols | |
| **[KNOWLEDGE/QUALIFICATIONS FOR THE ROLE](#KNOWLEDGE_QUALIFICATIONS" \o " Knowledge skills and abilities allow the recruiter and the candidate to understand what experience is required in order to be successful in the role. It should be listed as the minimum amount of education and experience required.  Knowledge: The level of education, experience and training an individual must have at minimum to be considered qualified for the position. Skills: The proficient manual, verbal, or mental manipulation of data or things.  Specific skills such as ability to create, manipulate and utilize spreadsheets, word processing programs, or proficiency in a second language. Abilities:  The competence to perform an observable behavior or a behavior that results in an observable product, e.g., organize or plan work or coach and mentor others. )** | | | | | | | |
| Required Professional Experience | | * 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 | | * Bachelor degree, preferably in education, public health, community development, social work. * Motorbike driving licence | | | | | |
| Preferred Knowledge  and Qualifications | | * 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. | | | | | |
| 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](#KEY_WORKING_RELATIONSHIPS" \o "Each job will typically have multiple working relationships. In this section, please define the key contacts with whom the incumbent will be required to interact, in order to be successful in the job. Please consider internal contacts outside the immediate department, as well as external contacts.When describing the reason for the contact, describe the interaction in terms of sharing key or complex information, providing business solutions and/or recommendations, or influencing external partners to share in WVI’s vision and mission. )** | | |
| **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 |
| Other NGOs, CBOs, FBOs, Businesses. | Partnering, Networking, Relationship Building | Occasionally |
| **[DECISION MAKING](#DECISION_MAKING" \o "In this section please include information that describes the role's authority to act, approve, or make decisions. Please think about the responsibilities of the role in terms of: Supervision of work – Is the WHAT and the HOW clearly prescribed and reviewed. Directed Work – The WHAT is prescribed but the HOW is only prescribed at the level of policies and general rules or precedents. Guided Work – The WHAT is prescribed only in very general terms and the HOW is not prescribed at all, although it would be subject to the general limitations of the organizations’ business and way of doing business.  )** | | |
| As per the level of authorities of WV Vietnam | | |

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| **CORE COMPETENCIES** – For all positions, select the top 3 prioritized competencies from below. Click [here](https://careers.wvi.org/uploads/CoreCompetencies%20Pocket%20Guide%20for%20Website.pdf) for a quick overview of our Core Competencies. | | | |
| Be Safe and Resilient  Deliver Results | Build Relationships  Be Accountable | Learn and Develop  Improve and Innovate | Partner and Collaborate  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 |

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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. |