**WORLD VISION INTERNATIONAL IN VIETNAM**

**JOB DESCRIPTION**

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| Job Title | Area Program Junior Sponsorship Assistant | HAY GL | 9 |
| **Department** | Field Operations  |
| **Reports To** | Line Manager: Area Program Manager Matrix Manager: Sponsorship Manager |

**WORK CONTEXT / BACKGROUND:**

World Vision is a Christian relief and development organization working to create lasting change in the lives of children, families and communities living in poverty. World Vision serves all people regardless of religion, race, ethnicity or gender. As a child-focused organization, WVIV’s work focuses on children, ensuring they are protected and their basic needs are met. WVIV has been funded from 12 support countries in Europe, Asia, the Americas and Australia. Funding of WVIV consists of sponsorship program funding (70%) and PNS/grants (30%). WVIV employs about 430 staff, of which 99% are Vietnamese nationals.

Currently, World Vision International in Vietnam is operating in 5 zones: North 1 (Hoa Binh and Dien Bien), North 2 (Yen Bai – Tuyen Quang), North 3 (Thanh Hoa, Hai Phong), Central (Quang Tri, Quang Nam, Da Nang) and South (Quang Ngai, Ho Chi Minh, DakNong). WVIV’s AP usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVIV’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, WVIV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

**PURPOSE OF POSITION:**

To support WVV in building and enhancing Sponsorship Service Operations focusing in children’s well-being and the transformation of registered children, their families and communities and sponsors through collaborating with local sponsorship volunteers network in planning and implementing activities of the Sponsorship Management Project in the designated AP working area. AP manager in ensuring the focus on children’s well-being and the transformation of registered children, their families and communities and sponsors through collaborating with Development Facilitators and local sponsorship volunteers network, partners in planning and implementing sponsorship activities in the designated AP working area.

To assist the AP Manager and Sponsorship Facilitator in facilitating and maintaining efficient and effective Sponsorship Service Operation, Sponsorship programing and Child Monitoring according to the Sponsorship standard.

| **ROLE DIMENSION** | **End Results Expected** | **Time Spent** |
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| SPONSORSHIP SERVICE OPERATIONS  | * Assist SF in maintaining good relations between sponsors and Registered Children through routine mailing communication between sponsor and RC.
* Correspondences are checked for consistency and completeness as required by the Sponsorship Standards.
* Assist SF to process Gift Notification (GN), if applicable, are handle and the “Thank you” letters are translated into English in a timely manner.
* Support SF to process/update Support Office/Sponsor’s requests in a timely manner in accordance with SSO policies.
* Support with correspondence translation in required.
 | 20% |
| SPONSORSHIP PROGRAMMING AND CHILD MONITORING | * Assist SF in selecting RCs as new growth, replacement or reactivation in timely manner as per the AP’s child selection criteria which is formulated with regards to the Sponsorship Standard, national, local context.
* Ensure the quality of Child Histories and Child Digital Images before entering into the Sponsorship system.
* RC’s data is updated in a timely manner and accordance to the Child Sponsorship Standard.
* The child Monitoring process is maintained in accordance to the CMS.
* At least one home visit to each registered child per year is ensured by AP staff or Sponsorship Volunteers network or hamlet facilitator network other AP staff.
* Health, education and child protection of children in target areas of the AP are monitored and appropriate follow-up actions are taken as part of the programme’s intervention.
* Benefit, participation of RC, their families and communities are tracked and updated.
 | 40% |
| DATA ENTRY PROCESS  | * Enter Child History (CH) off new growth, replacement or reactivation into system in the timely manner to ensure the completeness, accuracy and consistency
* Update child correspondence into system as daily basis.
* Update the child wellbeing monitoring information (presence, education, helath, participation..) system as per standard.
 | 30% |
| COMMUNITY AWARENESS & TRAINING  | * Support SF in orientation, awareness raising and trainings for sponsorship volunteers, hamlet facilitators and other related local partners, RCs, RC’s parents, and community local people.
* In collaboration with other AP team members, sponsorship network and National Communicator(s), stories about RC and their families documenting significant changes in their life, achievements, best practices and learning experiences are compiled for WV publications and shared within the Partnership.
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| **No. Direct Report:** | - | Positions Supervised: | - |
| **Other Reporting Relationships** | Technically liaise with Junior Sponsorship Assistant in National Office |
| **Financial Authority** | No  |
| Annual Total Budget | Around US$ 250,000 to $550,000 |
| Decision Making Authority |  Within WVV Policies and Guidelines  |

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| **Important Functional Relationships:**  |
|  **Contacts**  | **Reason for Contact** | **Frequency of Contact** **(Daily, Weekly, Monthly)** |
| AP Manager  | Overall guidance and approval  | Daily, Weekly and monthly  |
| Development Facilitators  | Track the benefits and participation of RC and their families in the AP’s activities. Monitor the well-being of RC and seek support from other projects as appropriate. Awareness raising on sponsorshipSponsorship trainingSponsorship performance and statistics | Weekly and monthly  |
| Sponsorship Cluster Officer or Sponsorship Officer (Hanoi) | Technical Support  | Daily, Weekly and monthly |
| Local Partners (PMB, Schools...) | Training/Orientation  | Quarterly, semi-annually.  |
| Sponsorship Volunteers | Correspondences, Visits, CMS, Training, Filing  | Weekly |
| Registered Children and their families  | Child Registration into the Program; Correspondences, Visits  | Quarterly and semi-annually. |
| **Major Challenges:** |
|  **Challenge**  | **Possible Approaches/Solutions** |
| * The requirement of being based at the project sites in the remote areas, living far away from the family.
 | * Hardship Allowance, Housing and Transportation benefits are provided.
* Appropriate staff care
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| * Have to work with many people (Sponsorship volunteers, AP staff…) to get the work done; continuous changes and new initiatives/standards to adopt; many urgent deadlines to meet.
 | * Be trained on time management, technical skills, facilitation skills and organizational skills.
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| * Integration with sponsorship
 | * Understanding of sponsorship and development and way they facilitate CWB in the community
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| * New partnership initiatives, such as TFE (Transformed Field Environment)/ SSUI (Sponsorship Single User Interface)
 | * Be equipped on the changes and guided on the new system (SSUI)
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| Knowledge, Skills, Abilities: |
| Education | Bachelor’s Degree  |
| **Knowledge & Skills** | * Conceptual understanding of and commitment to development work, especially Christian, child-focused, community-based development concepts, approaches and processes;
* Strong understand of community-led development work
* Demonstrated training and facilitation skills, including catalysing, connecting and building the capacity of community groups
* Good time management and organizational skills;
* Good interpersonal and communications skills;
* Fair English, especially email/letters writing skills;
* Good computer skills in Word, Excel, Powerpoint and email;
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| **Experience** | * Experience in community development or with NGO.
* Experience in capacity building for local stakeholders/partners.
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| **Work Environment** | * Work in a team environment with great diversity
* 50% time of field visits is expected
* 50% time of managing the Sponsorship services and system
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| **Core Competencies** | **Be Safe and Resilient:** I take care of my personal well-being and support others to do the same. |
| **Build Relationships:** I treat others with empathy and respect so that trust grows and we can speak the truth with love. |
| **Learn and Develop:** I create opportunities for myself and others to grow, strengthen competence and improve performance. |
| **Partner and Collaborate:** I engage and influence networks of people beyond my role to make a bigger difference than we could alone. |
| **Deliver Results:**I focus on and help achieve the things that matter most, with clear evidence of my contribution |
| **Be Accountable:**I exercise wise stewardship showing sound judgment and integrity in the decisions and choices I make. |
| **Improve and Innovate:**I seek and discover new and better ways of doing things, solve problems, and turn ideas into action. |
| **Embrace Change:**I approach change and the opportunities it offers with openness and courage and I encourage others to do the same. |