

TERMS OF REFERENCE

Position Name: Sponsorship Volunteer (4 positions)
Unit/Project: Sponsorship Department
Reports To: Sponsorship and Alternative Funding Manager
Working Time: 6 May – 31 August 2024

WORK CONTEXT / BACKGROUND:

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.

WVV is operating in 25 Area Programs in 4 zones: North 1 (Dien Bien, Hai Phong), North 2 (Thanh Hoa), Central (Quang Tri and Da Nang) and South (Quang Nam, Quang Ngai, Binh Thuan, Ho Chi Minh, DakNong).

World Vision Child Sponsorship connects sponsors with vulnerable children, creating life-enriching experiences for children, families, communities and sponsors. Child Sponsorship enables and fosters personal relationship between sponsors and sponsored children through data, photos, videos, cards, and correspondence.

Child Expression Worksheets (CEW) are completed by the sponsored children and sent to all sponsors every year. CEWs are ranked as the most important feature that the sponsors received because they are the only printed piece of written child input including child's handwriting and drawings. Great CEWs build connection and commitment for sponsors and are shared, treasured, and kept for years. Each year, World Vision Vietnam need to ensure mailing about 70,000 CEWs in quality and timely to sponsors.

PURPOSE OF POSITION:

To assist Sponsorship Department in handling the routine correspondence, Birthday Bounce-back and around 70,000 Child Expression Worksheets (CEW).

MAIN TASKS AND RESPONSIBILITIES:

Process Child Expression Worksheet (CEW)

- Support to review quality of CEWs and CEW's Translation
- Support to translate CEWs if requested
- Support to packing and mailing CEWs to Global Centre

Process routine correspondence

- Receive and check Sponsors' letters and gift parcels
- Enter information in Horizon, and process packing and mailing to the Area program weekly
- Receive and check Sponsored child reply letters from the area programs and support mailing letters to the Support office weekly

Process Birthday Bounceback

- Receive and check Birthday Bounce-back from Support offices
- Enter information in Horizon, and process packing and mailing to the Area program weekly
- Support to translate birthday bounce-back if requested

Other tasks as assigned by Sponsorship Specialist as appropriate

Knowledge, Skills and Attitudes required:

- A graduate in any field, preferably in the field of English language
- Ability to read, write and speak fluently in English and Vietnamese
- Literacy in MS Word, Excel, PowerPoint
- Good interpersonal skills
- Communication skills, working collectively and independently
- Well organized working style
- Full support for the philosophy, purpose and values of WV