

TERMS OF REFERENCE

Position Name: Sponsorship Volunteer
Unit/Project: Sponsorship Department
Reports To: Sponsorship Manager
Working Time: whole working days during 6 January- 29 April 2025

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 430 staff, of which 93% are Vietnamese nationals.

WVV is operating 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 letters.

Every year we produce millions of photos, videos, cards, letters and reports for sponsors. These features are the way we show sponsors the impact of their contribution. These features also give the sponsor an opportunity to develop a deeper connection with their sponsor child.

PURPOSE OF POSITION:

To assist Sponsorship Department in handling the routine correspondence and Birthday/Christmas cards

MAIN TASKS AND RESPONSIBILITIES:

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/Christmas Bounceback

- Receive and check Birthday/Christmas cards from Support offices
- Checking translation and quantity
- Enter information in Horizon, and process packing and mailing to the Area program weekly
- Support to translate Birthday/Christmas cards 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