

TERMS OF REFERENCE

Position Name: Sponsorship Volunteer
Unit/Project: Sponsorship Department
Reports To: Sponsorship Manager
Working Time: Full-time and part-time
Duration:

Period 1st: 01 December 2025 – 28 February 2026 (Number of Volunteers: 1 - fulltime)

Period 2nd: 01 May 2026 – 31 August 2026 (Number of Volunteers: 4 – full time and part-time)

While the overall timeframe for period 2 is from May to August, the actual working schedule for each volunteer will differ based on GC's CEW plan and real implementation needs. However, each volunteer engagement will not exceed three months.

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%). WVIV employs about 370 staff, of which 99% are Vietnamese nationals.

WVIV is operating in 28 Area Programs (AP) in 4 zones: North 1 (Dien Bien, Ha Noi, Hai Phong), North 2 (Thanh Hoa, Hung Yen, Quang Ninh), Central (Quang Tri and Da Nang), and South (Quang Ngai, Ho Chi Minh, Lam Dong, An Giang).

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.

Christmas season brings a high volume of Bounce back and correspondences from sponsors to children, requiring significant effort to process and respond. In addition, some APs that are closing, such as Nhu Xuan and Tuan Giao, have a large number of farewell letters from children that must be carefully reviewed to meet sponsorship standards before submission to SO. As the end of the year is a peak period, World Vision Vietnam must ensure all these child-sponsor communications are handled with care and delivered promptly to both sponsors and children.

PURPOSE OF POSITION:

The purpose of this Terms of Reference (TOR) is to outline the roles and responsibilities of volunteers who will support World Vision Vietnam during two critical sponsorship engagement seasons:

- Christmas Season (December–February): Assisting in processing and delivering sponsor-to-child correspondences, including letters, cards, and gifts, ensuring timely and accurate handling.
- Child Expression Worksheets (CEW) Season (May–August): Supporting the preparation, quality check, and mailing of approximately 70,000 CEWs from sponsored children to sponsors, maintaining high standards and deadlines.

MAIN TASKS AND RESPONSIBILITIES:

1. Birthday bounce back & Christmas card processing (For both periods)

- Receive and verify Birthday Bounce back and Christmas cards from Support Offices and sponsors.
- Record relevant information in Horizon and coordinate weekly packing and mailing to Area Programs.
- Provide translation support upon request.

2. Routine correspondence handling (For both periods)

- Receive and check letters and gift parcels from sponsors.
- Record correspondence details in Horizon and manage weekly packing and mailing to Area Programs.
- Receive and verify reply letters from sponsored children and support weekly mailing to Support Offices.
- Provide translation support for letters when requested.

3. Communication product support (For both periods)

- Provide support in compiling and designing a simple volunteer handbook according to guidance
- Assist with basic photo/video editing (cropping, adding subtitles...)
- Provide translation assistance for communication materials when required.

4. Farewell Letter processing (For the 1st period)

- Review the quality of translated Farewell letters.
- Translate Farewell letters when needed.
- Assist with packing and mailing Farewell letters to Support Offices.

5. Child Expression Worksheet (CEW) Processing (For the 2nd period)

- Review quality of CEWs and CEW translations.
- Translate CEWs if requested.
- Support packing and mailing CEWs to Global Centre.

6. Other tasks: Perform other duties as assigned by Sponsorship Specialist.

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