

POSITION DESCRIPTION

Position Title:	Field Sponsor Relations Assistant (FSRA)
Department:	Sponsor Relations
Location:	ChildFund Vietnam – Area Development Office
Reports to:	Sponsor Relations Officer
Employment status:	Full-time

ORGANISATIONAL CONTEXT

ChildFund Australia is an international development agency that works in partnership with children and their communities to create lasting and meaningful change by supporting long-term community development and promoting children's rights.

ChildFund Australia directly implements child-focused development programs in Viet Nam, Papua New Guinea (PNG), Cambodia, Laos, and Myanmar, and works in conjunction with the ChildFund Alliance global partnership to deliver programs in countries throughout Asia, Africa and the Americas.

Programs are funded by sponsorship contributions, grants, donations and other revenue. ChildFund Australia has an extensive child sponsorship program with more than 55,000 children in 24 countries sponsored by Australians.

ChildFund Australia's goals are to deliver quality development programs that are respectful, responsive and effective.

ChildFund Vietnam is the representative office of ChildFund Australia – an independent and non-religious international development organisation that works to reduce poverty for children in the developing world.

ChildFund began working in Vietnam in 1995 and operates community development programs in the areas of education, water and sanitation, sustainable livelihoods, food security, child rights and child protection and maternal and child health, including HIV prevention.

ChildFund's programs are being implemented across the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where the majority of people are from ethnic minority groups, often the most vulnerable or marginalised sections of the population.

JOB PURPOSE & REPORTING STRUCTURE

The SR Assistant reports directly to the Sponsor Relations Officer at the Area Development Office (ADO).

POSITION SUMMARY

SR Assistant works under the guidance and direction of the Sponsor Relations Officer, performs the duties related to the operation of the Sponsor Relations Department within ChildFund's Community Development Program (CDP) in the assigned provinces, contributing to the objective of "establishing, maintaining and developing effectively the core relationships among children, their families and sponsors in order to ensure a good support to ChildFund's sustainable and continuously developed fundraising for the implementation of development projects in the fields, serving the organization's overall objective of improving the well-being of children in the project communes".

KEY AREAS OF RESPONSIBILITY

1. Partnership

- Maintain and develop sustainable relationships with partners and members in levels of authority to complete well office and administrative procedures related to children's programs and the operation of Sponsor Relations Department to ensure a smooth performance of CDP's project;
- Liaise with agencies in the field of children to make request for cooperation or support for projects when necessary.

2. Sponsor Relations

- Prepare for child sponsorship activities:
 - Provide logistical support to the children enrollment for programs under the Sponsor Relations Procedures as required;
 - Ensure good preparation of communes' and children's information, transfer that information to Hanoi Office upon the prescribed forms;
 - In cooperation with Community Sponsor Relations Committees and community authorities to deal with unexpected difficulties from arising incidents;
- Maintain correspondence flow between children and sponsors:
 - Ensure contents of correspondence between children and donors follow common regulations of the program;
 - Ensure a strict compliance of receive-send, check and record of correspondence with ChildFund's regulations; monitor, supervise and manage work to ensure a timely and effective processing of incoming and outgoing mails in the area development office, as well as maintain rhythmic cooperation with the Sponsor Relations Officer at Hanoi Office, including comparison of the number of mails received with the detailed list, checking donors' mail contents, set lists, packing mails and urge of donors' mails and community sponsor relations committee;
 - Handle with forms of sponsorship information that needs verifying at ADO;
 - Processing the declaration table of child data for re-assignment material (RAM) activity and enrolled children's material.
 - Provide other support to the officers of Sponsor Relation program as required during the implementation of annual action plan such as: CPR, RAM (taking photo of children, processing the information of child's changing), annual gifts allocation, annual meeting,

- Maintain the data management system of enrolled children:
 - Update and manage children filing system in accordance with ChildFund Australia’s standards and regulations, ensure the information security as assigned by the sponsor relations officer;
 - In cooperation with the Sponsor Relations Officer in Hanoi Office in order to update information regularly and accurately.
- 3. Activities for Children**
- Participate in organising communication and promotion activities in order to help children understand the correspondences with sponsors as well as to encourage children actively participate in this activity:
 - In cooperation with Sponsor Relations Officers at the Area Development Office (ADO) and Hanoi Office to make communication plan for activities of Sponsor Relations Program;
- Participate in developing activities which encourage children’s participation in sponsor relations promotion activity.
- 4. Together with the Sponsor Relations Officer to cooperate with Community Sponsor Relations Volunteers**
- Participate in monthly meetings of the Community Sponsor Relations Committees at communes if required, monitor agreed and planned activities or questions raised in these meetings;
- Organise/facilitate training and capacity building for Community Sponsor Relations Head and the Sponsor Relations Volunteer team as required.
- 5. Organizational Development**
- Participate in the development of ChildFund’s policies and the establishment of ChildFund’s data system, and the development of annual or long-term strategic plans;
- 6. Relationship Building & Representation**
- Establish appropriate information-sharing relationships with staff in similar positions within non-government departments, institutes or other agencies within the province.

REQUIRED COMPETENCIES/EXPERIENCE/QUALIFICATIONS

Core Competencies

- Commitment to ChildFund Australia’s values, vision and mission: demonstrates a strong belief in ChildFund Australia’s core purpose, and reflects the values of the organisation in daily activities and behaviours;
- Teamwork: the ability to work cooperatively and flexibly with other members of the team with a full understanding of the role to be played as a team member;
- Communication: the ability to communicate clearly and persuasively verbally and in writing;
- Accountability and integrity: our obligation as individuals to account for our activities, to accept responsibility for them, and to disclose the results in a transparent manner; and
- Adaptability and flexibility: the ability to meet changing conditions and respond to new organisational requirements, with flexibility and resilience.

Functional Competencies – Technical

- Basic knowledge of child rights, child protection, with good understanding of the situation facing children in developing communities;
- Ability to use the SR database system to manage the SR daily works effectively, being initiative and innovative on system development;
- Ability to train and coach people at the communities in sponsor relations activities;
- Ability to undertake detailed activities with a high level of accuracy;
- Ability to respond to urgent demands while maintaining on-going implementation of activities;
- Good presentation and report writing skills;
- Good spoken and written Vietnamese (English is preferred);
- Excellent computer and typing skills; experienced with computerized information (including spreadsheets, databases), familiar with software packages under Windows and Email.

Qualifications and experiences

- College degree in the relevant field of recruitment position (major in socio-science or foreign language);
- Experiences and approaches working with program participants are preferred;
- Experiences in administration or project assistant in non-government organizations, government departments or similar organisation are also preferred.

WORKING CONDITIONS & OTHER ESSENTIAL REQUIREMENTS

- This is a field based, full-time position with regular and extensive travel to ChildFund's project areas within the province. It is expected that the position-holder will also be required to undertake occasional work-related travel to the Hanoi office and other parts of Vietnam;
- Adherence to written confidentiality policy/agreement is required;
- The successful candidate will be offered a three-year contract. Salary will be set according to experience and qualifications, in accordance with ChildFund's salary scale;
- Permanent appointment to this position is dependent upon successful completion of a Police Check and signing of ChildFund's Child Safeguarding policy and procedure code of conduct;
- In this position you will be required to conduct follow-up Police Check every 2 years or at any other time when required to do so by ChildFund;
- Commitment and adherence to ChildFund policies and procedures is required, and
- Other working conditions and benefits are outlined in ChildFund's HR, PDP and Operations Manuals.

STANDARD OCCUPATIONAL HEALTH AND SAFETY (OHS) RESPONSIBILITIES

- Cooperate with all health and safety policies and procedures of the organisation and take all reasonable care that your actions or omissions do not impact on the health and safety of colleagues in the workplace.

ChildFund is an equal opportunities employer

People with disabilities are encouraged to apply for the position through ChildFund's competitive hiring process.

Approval by:

Date:.....

Name: Nguyen Thi Bich Lien

Job title: Country Director

ChildFund Australia Representative Office in Vietnam