

VACANCY INFORMATION

Job Title	WV Micro Finance (MF) Transformational Impact Officer	Line Manager Title	MF Program Executive Director. Dotted line to WV Partnership & Transformational Development Manager
		Department/Office	Micro Finance Program
Grade level	13	Work location	Hanoi

WORK CONTEXT

Micro Finance Program – World Vision Vietnam (MFU) is an independently managed program that promotes transformational development through the provision of micro financial services. MFU was established since 2006.

Micro Finance program’s mission is to foster improvement in the quality of life among the clients in Vietnam by assisting the economically active poor and graduating the moderate and poorest of the poor into entrepreneurial skills. This will be accomplished through a sustainable Micro Finance program that provides access to loans, insurance and savings within program areas. All aspects of the services that MF program delivers are built to lead the development of appropriate models, capacities and systems for Micro enterprise development in Vietnam, resulting in sustainable economic development as part of WVI transformational development ministry throughout Area Program (AP) communities.

MF Program is structured in two management levels: central office in Hanoi and branch office at provincial and/ or regional level. All direct transactions with clients including clients screening, loan processing and loan collection are carried out at communities’ level through a network of local staff.

At present, MF Program is operation in 11 districts mainly in the north and central of Vietnam.

JOB PURPOSE

This will be achieved by seeking to integrate our faith and identity throughout MFU’s work with boldness and humility by:

- Ensuring that our work results in positive financial, social, spiritual impact.
- Adapting and developing resources (reflecting branding, communication and F&D priorities) that will influence and deepen all staffs understanding of our identity and how it informs our approach to work and delivery of financial services.
- Championing, modelling and supporting the living out of WV/VF’s faith and calling through equipping of leaders and staff (including staff of different faiths; reflect denominational diversity and other-faith sensitivities, where appropriate.)
- Ensuring our faith informs and supports the delivery of high-quality financial services and non-financial services (e.g. training of clients), and external engagement in delivering MFU’s mission mandates and impact of faith.
- Empowering and mobilizing individuals, groups and communities’ gifts, talents, knowledge, resources, and capacities (spiritual, social, physical and economic) to drive social change for sustainable child wellbeing.

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
20%	<p>Develop staff capacity for accomplishing transformational development:</p> <ul style="list-style-type: none"> • Participate as a trainer in staff trainings as well as ongoing staff development to inculcate in our staff the focus on transformational development, stewardship, excellence in client care, operational excellence, and client protection. • Conduct extensive field visits and shadow loan officers, and branch managers to understand the realities on the ground. Provide coaching and mentoring to branch managers to establish a strong mission focus and a healthy organizational culture within each branch. • Oversee and organize training and program development in Empowered Worldview, and embed this approach into the DNA of our operations. This position will oversee piloting and then roll out of client training in MFU. 	<p>MFU's capacity to measure impact improves; and the results of impact measurement are used to inform management decision-making.</p> <p>Over time, client outcomes improve.</p>
50%	<p>Roll out the Empowered World View:</p> <ul style="list-style-type: none"> • Sufficient understanding of the EWW approach to be able to lead the learning and adaptation of EWW in the country. Contribute to and apply learning for EWW. • Guide the integration and implementation EWW in other client education, marketing and staff development processes as appropriate. • Conduct training of facilitators for EWW transformers/ community agents. • Support EWW transformers/community agents in the facilitation of EWW facilitators workshops • Ensure sufficient capacity in the organization to: <ul style="list-style-type: none"> - Ensure quality of implementation, - Manage monitoring, data analysis and interpretation of EWW information through the project model cycle (design, implementation, monitoring and evaluation) - Facilitate learning and research/build evidence for EWW - Providing reports to the MFU leadership, region and global teams as needed on progress of EWW roll out in the country. • Support EWW implementation and monitoring. 	<p>EWW is strongly integrated with and successfully contextualized.</p> <p>Sustainability of the EWW is enhanced by active and motivated community agents and strong partnership with WVIM and other local partners. Clients' satisfactions are improved.</p>

20%	<p>Organize and facilitate community agents, clients and Saving Groups:</p> <ul style="list-style-type: none"> • Coach community facilitators/ agents of EWV. Build capacity of the community agents through trainings and other supports. • Visit the Saving Group meetings. • Guide the integration and implementation of EWV in marketing, fund raising, client education, impact measurement processes as appropriate. • Provide or link the Saving Groups with necessary information and services in the communities. 	<p>At least 50% of the Saving Groups are trained in EWV. Strengthened impacts and client centric principle through the Saving Groups and EWV community agents.</p>
10%	<p>Monitor and Evaluate activities:</p> <ul style="list-style-type: none"> • Ensure accurate and timely collection of impact-related data and indicators. • Serve as on-site lead for the Holistic Community Assessment process (will receive training in this method, along with support of an international consultant) • Prepare success stories and case studies of EWV. • Report to donors, specifically on EWV-related activities, as well as to VFI, the Board, and SMT. 	<p>Marketing and positioning materials are enriched through success stories and case studies. Impact data and analysis are included EWV and SG data.</p>
	<p>Others:</p> <ul style="list-style-type: none"> • Perform any other duties that may be assigned by the Executive Director • Take responsibility for personal security, accurately identify and assess the dangers and respond in the most appropriate way; take all good faith efforts to keep other WVV staff and property secure with guidance and instruction as being trained by WVV 	

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	<ul style="list-style-type: none"> • Education at a minimum of Bachelor degree level. • Computer literacy; strong computer skills including Word, Excel, PowerPoint. • Excellent written and verbal communication skills in English. • Commitment and ability to develop others. • Strong understanding and application of theology, missiology and diversity of faith traditions. • Advanced skills in adult learning styles, and instructional and curriculum design.
List additional work experience	<ul style="list-style-type: none"> • More than 5 years' experience working (including unpaid work) in a faith community, demonstrating spiritual leadership to others, a prayerful approach to work and a commitment to own spiritual development and discernment.

required as a minimum qualification for this position.	<ul style="list-style-type: none"> • Experience working in the development sector (e.g. NGO or missionary work) – with microfinance, banking or other business experience as an added advantage. 				
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> • Demonstrated ability to work effectively and listen deeply to people from high-poverty contexts. • Demonstrated ability to work sensitively and effectively with people from different backgrounds and cultural contexts and nationalities, and also with people of different faiths or those who may profess to have no belief system. • Excellent training and coaching skills and ability to develop own training methods and materials. • Strong interpersonal, diplomatic and negotiating skills, ability to influence and exercise discretion. • Proven outstanding coordination skills, with ability to handle multiple activities concurrently, work under pressure, and meet tight deadlines. • Demonstrate high level of ethical commitment and trustworthiness. • Build and maintain relationships with community stakeholders. • Be committed to work with the poor and have customer service-oriented mindset; • Carefulness, proactiveness, hardworking and detail oriented • Willingness to support, articulate and demonstrate World Vision’s core values in meaningful ways to children and communities. 				
Travel and/or Work Environment Requirement	<ul style="list-style-type: none"> - Work in a team environment with great diversity - Regular field visits are expected 	Physical Requirements	<ul style="list-style-type: none"> - Satisfactory pre-employment medical report verified by medical doctors 	Language Requirements	Vietnamese: Fluent English: Fluent

KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
MFU Program Executive Director	Overall guidance and approval	Daily
National office team members	Experience sharing/ learning/ peer support	Periodically/ when required

Branch Managers/ branch staff	Managing, Monitoring and technical support	Daily
WV Partnership & TD manager	Overall guidance & support	Daily

DECISION MAKING

As per the level of authorities of WV Vietnam and within MFU's Policies and Guidelines

CORE COMPETENCIES – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

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|---|--|---|---|
| <input type="checkbox"/> Be Safe and Resilient | <input type="checkbox"/> Build Relationships | <input checked="" type="checkbox"/> Learn and Develop | <input checked="" type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input type="checkbox"/> Be Accountable | <input type="checkbox"/> Improve and Innovate | <input type="checkbox"/> Embrace Change |

For Management positions only, select the top 2 prioritized competencies from below.

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| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
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APPROVALS

Line Manager:	Approval Date: Click or tap to enter a date.
Matrix Manager:	Approval Date: Click or tap to enter a date.
Department Heads:	Approval Date: Click or tap to enter a date.
P&C Director:	Approval Date: Click or tap to enter a date.