

## HAGAR VIETNAM JOB DESCRIPTION

1. Position Information:	
<b>Job Title:</b>	<b>Project Assistant</b>
<b>Position Reports To:</b>	Project Officer
<b>Staff reporting to this post</b>	None
<b>Position Location:</b>	<ul style="list-style-type: none"> <li>• Primary reporting line is Project Officer</li> <li>• Regular liaison will be required with Hagar International in Vietnam (Hagar Vietnam) staff including Program Manager, Project Coordinator, and other staff in relevant Hagar’s departments</li> </ul>
<b>Contract period</b>	Full time, 1-year contract with possibility of extension
<b>Position Purpose:</b>	This role is to support the implementation and monitoring of Hagar Vietnam’s projects.
2. Position Context/background:	
<p>Hagar is an international trauma-informed care (TIC) specialist agency founded in Cambodia in 1994.</p> <p>Our focus is enabling women and children who are suffering from the impact of trauma resulting from slavery, human trafficking and abuse to recover and lead independent lives. We do direct client-based work, and seek to magnify the impact of our work through building the capacity of other agencies and individuals to increase the quality of their work with survivors in their own community, empower survivors to increase their voice and agency, and influence systems strengthening at all levels.</p> <p>In Vietnam, we work directly with clients/survivors, and build the capacity of other agencies to respond to the needs of survivors in their own work, using our TIC model of providing support and social services to survivors. Since 2023 our client-based work has focused upon the Hanoi municipality and targeted provinces including Hanoi, Nghe An, Yen Bai, Lao Cai and Quang Binh. Additionally, we respond to the needs of potential clients nationally, if we are the best placed to respond to their complex traumas. At this time, we provide support and access to multi-sectoral social services for around 150 persons (clients/survivors), 400-600 family members, and 200 local authorities each year. Each client/survivor is served by Hagar for a period of 06-36 months, but depending upon the individual, can be much longer.</p> <p>Our partnership work builds the capacity of, government, government-affiliated mass organisation representatives (predominately the Women’s Union), like-minded agencies and individuals to implement TIC case management responses for women and child survivors in their own work. We provide short-term training workshops, and longer-term training and supervision models, tailored to the individual needs of participants. We also provide leadership mentoring to female government staff, and seek to influence national case management and shelter guidelines, and survivor-friendly interviewing strategies by authorities. We provide on-going technical advice to national organizations and individuals with whom we collaborate, international telephone counselling for Vietnamese victims of trafficking and survivors of trauma, and support voluntary repatriation as requested. In this way, Hagar’s work impacts upon partners directly, and indirectly their clients/survivors.</p> <p>In 2023, our work impacted more than 60,000 vulnerable people, directly and indirectly. In 2024, Hagar Vietnam is implementing projects that contribute to achieving Hagar Vietnam's 2023-2025 country program and Operational Plan, as well as Hagar International's 2023-2025 Strategic Plan and its five strategic goals: Heal, Prevent, Partner, Influence and Empower.</p>	

**Our Vision**

Communities free and healed from the trauma of human trafficking, slavery, and abuse.

**Our Mission**

For those affected by trauma and those who support them, Hagar is an expert in care and recovery. When healing happens, the cycle of trauma stops.

**Our Values**

**Respect:** We believe in the right of all people to be heard and treated with respect and dignity.

**Integrity:** We commit to act ethically and honestly, striving to do the right thing at all times and in all circumstances.

**Compassion:** We want compassion and kindness to be evident in our attitude, communication and in active, practical ways.

**Excellence:** We hold ourselves to high standards, listening and learning from those we support, our partners and each other, to continuously improve all that we do.

**3. Important Stakeholders & Relationships:**

External	Internal	Membership Committees / Groups
<ul style="list-style-type: none"> <li>• Clients/survivors</li> <li>• Local partners</li> <li>• Others as required</li> </ul>	<ul style="list-style-type: none"> <li>• Country Director/Project Coordinator</li> <li>• Senior Management Team, particularly Program Manager</li> <li>• Program staff.</li> <li>• Communications Officer</li> <li>• Finance &amp; HR Department</li> <li>• Volunteers (as relevant)</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Hagar and Vietnam-based working groups as agreed with Hagar line manager.</li> </ul>

**4. Major Responsibilities of the Job**

- **Program implementation**
  - ✓ Provide the support to project coordinator and officers in areas of project planning, implementation to ensure strongest progress towards the project goal and objectives, and most efficient use of resources. Key areas of accountability include:
  - ✓ Assist project teams to prepare terms of reference (TOR), agenda, tools and materials for trainings/workshops, community activities, meetings at national and project areas.
  - ✓ Assist project teams in reviewing and consolidating documents, materials, reports
  - ✓ Travel to the project sites to support project implementation as requested.
- **Administration support**
  - ✓ Provide supports in project logistic arrangement and settlements strictly following Hagar financial and administrative procedures and guidelines.
  - ✓ Work with consultants and service providers for logistic arrangement on providing related services of project in target areas.
  - ✓ Support admin and finance team as well as partners in completing relevant payment as Hagar procedures.
- **Monitoring and evaluation**
  - ✓ Ensure the field M&E, including regular monitoring visits to project areas;
  - ✓ Maintain database, records for case studies, photographs, and other data for project planning and documentation.
  - ✓ Draft narrative reports (regular internal and donor reports) for submission to Project Officer for review and compilation.
- **Others**

- ✓ Assist the project coordinator/officer in consolidating and preparing monthly, quarterly reports.
  - ✓ Document project deliverables, good practices, lessons learnt, MSCs and other documentations.
  - ✓ Support project team upon request
- **Contribution to the development of Hagar program**
- ✓ Actively participate in and provide inputs for development of new concept notes/ proposals and program strategies.
  - ✓ Be updated on and follow recent and cutting edge developments in the regional and national community in regards to human trafficking, violence and abuse
  - ✓ The job duties and responsibilities as set out above are not exhaustive and the post holder may be required to carry out additional duties within reasonableness of their level of skills and experience, including adjustment on job description.

## 5. Work Environment

- This position is based in Hanoi, Vietnam.
- Travel to provinces is required. All travel will be at the request and approval of the line manager and aligned to Hagar Vietnam's approved cost norms.

## 6. Core Competencies

- **Accountability:** We take responsibility for using our resources efficiently, monitoring progress and for being accountable to our clients, our supporters, and partners.
- **Collaboration:** We build strong relationships that inspire trust, respect and effective communication.
- **Creativity:** We embrace innovation, change and new approaches to ensure continuous improvement.
- **Learning:** We pursue excellence by encouraging reflection, continuous learning and professional development.
- **Quality:** We aspire to high goals and strive for the highest quality outcomes and services.

## 7. Approval

**Prepared by:** \_\_\_\_\_ **Date:** .....

**Nguyen Thi Thuy Duong, Project Coordinator**

**Reviewed by:** \_\_\_\_\_ **Date:** .....

**Chu Thanh Hoa, Program Manager**

**Pham Thi Ngan, Finance & HR Manager**

**Approved by:** \_\_\_\_\_ **Date:** .....

**Giang Thi Thu Thuy, Country Director.**