

## JOB VACANCY



REACH is a leading local NGO in providing free of charge vocational training for disadvantaged youth in Vietnam. Since 2004, REACH has trained more than 8000 students and placed 80% of them at job. REACH is now working with YCI, (Youth Career Initiatives), a program of the International Business Leaders Forum (IBLF) to provide six-month education of life and work skills for disadvantaged young people. The first joint training shall be at Hanoi Hilton, Hanoi Sheraton and InterContinental (60%) and at REACH's premise (40%), planned to start in early August 2013. To ensure the quality of the YCI training project, REACH is seeking a motivated, qualified Training Coordinator to coordinate the project in 9 month period with possible extension.

**Job Title:** YCI Project Coordinator

**Location:** Hanoi

**Position duration:** 9 months (possibly extended)

**Starting date:** desirably mid Jul 2013

**Job Purpose:** the incumbent shall be responsible for coordinating various activities of the YCI vocational training project of REACH and ensure smooth operation and quality of the project.

**Report to:** Northern Regional Manager

**Line Cooperation:** Northern Training Coordinator, B2Y, Hanoi F&B Facilitators

### **Key areas of performance:**

1. Management of student enrollment:

- Participate in mobilization of students of all possible sources to meet enrollment target.
- Interview and counsel students in interview day, use the right tools of selection to ensure the right ones enrolled.
- Conduct home visits to ensure the accuracy of students' life declarations.
- Prepare all documents required by YCI partner for this process.

2. Management of students in training process:

- Conduct class observation at REACH and regularly check students' attendance at hotel to ensure they meet the hour- of- training requirement. Develop and use monitoring tools to record student attendance.
- Counsel students so as they have good behaviors during training process.
- Regularly contact with hotel POC to keep up with students' training status
- Notify REACH Training Coordinator (TC) and Northern Regional Manager (NRM) immediately of any student drop out or skip of class or misconducts.

3. Quality assurance:

- Work with REACH TC to ensure the training program at REACH is done as schedule, develop and improve the curriculum within the incumbent's capacities.
- Regularly pay visit to hotels to ensure the quality of training. Develop tools to monitor and evaluate the quality of hotel trainer's delivery. Acquire hotel training documents for this purpose and share with Northern TC.
- Make timely suggestion of changes to improve the program or settle quality issues.
- Record all training related data to well-developed tools.
- Notify REACH Training Coordinator (TC) and Northern Regional Manager (NRM) immediately of any issue related to training quality

4. Reporting and knowledge sharing:

- Develop report to REACH and YCI partner as required
- Acquire good training process and curriculum from hotels and other sources to enrich REACH's training values.
- Share the experience and learning from YCI project with REACH staff

5. Partnership development:

- Join meeting between REACH and YCI, hotels and other partners to ensure the cooperative training meets highest scores of efficiency.
- Fulfill all paper work needed as well as other duties to ensure good partnership development and implementation.
- Meet and maintain relations with partners and authorities, fulfill required procedures to ensure the smooth operations of the program

Besides the above mentioned key areas of performance, the incumbent shall conduct other tasks assigned by NRM, COO in consideration of his/her time and capacity.

**Position requirements:**

1. Qualification, experience and knowledge:

The incumbent must have

- University graduate,
- 2 years of experience and/or excellent knowledge in Hospitality sector
- Experience in training monitoring, curriculum improvement,
- Experience in Sales position is a plus
- Proper understanding of REACH and YCI's operations

2. Skills and competencies:

The incumbent must have

- Good ability to use Office programs such as Excel, Word, PowerPoint...
- Good verbal and written English skill
- Good skills in making reports with given forms,
- Have high monitoring and evaluation skills, especially for training observation and evaluation
- Result orientation and customer service thinking.

Applications should be sent to REACH Hanoi Office (Tầng 5, Tòa nhà Trung tâm REACH, số 45 làng Bún Phú Đô, Mễ Trì, Từ Liêm, Hà Nội) or via email to [tuyendung@reach.org.vn](mailto:tuyendung@reach.org.vn) by 17.00 05 July 2013. Only shortlisted candidates shall be called for interview.



[www.reach.org.vn](http://www.reach.org.vn)



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REACH is a Vietnamese non-governmental and not-for-profit organization specializing in providing free vocational training, career advice and job placement services for Vietnam's most disadvantaged youth.

REACH là tổ chức phi chính phủ Việt Nam hoạt động trong lĩnh vực tư vấn, hướng nghiệp, đào tạo và giới thiệu việc làm miễn phí cho thanh niên có hoàn cảnh khó khăn.