

## **Vacancy for: Volunteer Coordinator for Care & Teaching Projects**

**Based: Hanoi**

**How to apply: Use 'Apply' button on this page. Please do not send applications by email.**

At Projects Abroad, we're passionate about travelling with a purpose. We love travel, and we love making a positive difference in communities around the world. We run projects in dozens of countries, where we send volunteers to help with anything from medicine and healthcare to education and conservation.

We don't just dream about making a difference in the world. We do it every day.

### **The role:**

We're looking for a Volunteer Coordinator to be our 'frontline' liaison with volunteers. The main objective of this role is to provide excellent customer service by being enthusiastic, efficient and supportive. This requires frequent, timely and effective communication with the local team, host families, project partners and volunteers. The role can lead to flexible working hours, and you should be prepared to assist with additional roles and responsibilities when requested.

### **Duties and Responsibilities:**

- Meet volunteers on arrival and conduct thorough induction/orientation processes
- Ensure that they receive all necessary training and support during their stay, and that each new volunteer feels welcome and secure in new environment.
- Ensure all volunteers have a set timetable/schedule/structure for their placements before they arrive
- Run monthly workshops. Be proactive on proposing ideas for workshops.
- Manage projects and ensure that they are executed efficiently and effectively
- Ensure that volunteer issues and concerns are dealt with efficiently
- Establish new work placements and projects for future volunteers and strengthen existing ones
- Develop strategies to ensure that placement activities are worthwhile for volunteers.
- Organize and provide volunteers with materials according to the placement
- Take volunteers to hospital when sick.
- Get to know and build a good relationship with each volunteer, listen and respond positively to questions that they may have
- Ensure that accurate and up-to-date information on projects are uploaded to our database with pictures
- Be available for emergencies 24 hours a day
- Maintain effective communication between our placements, volunteers and the local office
- Visit each volunteer regularly
- Manage monthly budget for project related activities

### **You should:**

- Be a Vietnamese citizen
- Hold a Bachelor's degree -or equivalent- in Social Sciences (Psychology, Social Work, Sociology) or related field, with at least **3 years' experience**
- Be fluent in English, be spoken and written
- Be proficient in the use of MS Office and the Internet
- Have excellent verbal and written communication skills
- Be reliable, self-reliant and flexible

- Have excellent interpersonal skills
- Have the ability to work under pressure, meet short deadlines and multi-task,
- Have excellent organizational skills, attention to detail and high level of accuracy

**Contract**

You will be employed on a one-year contract, subject to a three-month probationary period. An offer of employment is dependent upon receipt of satisfactory references and personal interview.

**Salary**

The exact salary depends upon your experience and will be discussed with you during one of the interviews.

Are you interested?

Great! We want to hear from you.

Please complete the application form and upload:

A one-page **cover letter**, telling us why you're perfect for this role

A two-page **CV**, clearly outlining the experience or training relevant to this role