

**Save the Children, US Programs
Job Description**

Position Title: Sponsorship Community Liaison

Supervisor's Position Title: Deputy Director, Programs

Department: (State)

Location: (Cluster)

Primary Purpose

The Sponsorship Community Liaison ("SCL") conducts all onsite sponsorship activities for a cluster of partners within a community. The SCL directly reports to the state Deputy Director, Programs and is responsible for the collection and submission of required materials in compliance with Sponsorship policies and procedures. Key responsibilities in this position include recruitment and enrollment, correspondence processing, monitoring eligibility, supporting retention activities and conducting Annual Family Updates. This SCL regularly consults with the Sponsorship Operations team for training, technical assistance, guidance on standards and tracking deliverables and works directly with partner site staff to coordinate activities and collection of materials.

The Sponsorship Community Liaison is required to represent Save the Children's core values of Accountability, Ambition, Collaboration, Creativity, and Integrity to internal and external audiences.

Duties and Responsibilities

| | Responsibilities | Essential Duty? | % of Time |
|----|--|---|------------------|
| 1. | <p>Recruitment and Enrollment</p> <ul style="list-style-type: none"> • Meet annual enrollment goals in each partner site. • Coordinate recruitment activities with partner site staff. • Educate partner staff and parents on the benefits and expectations of Sponsorship and disseminate fact sheets, membership cards and other sponsorship materials. • Identify eligible children and collect required materials for enrollment including participation forms, parent media release forms, high-quality child photographs and the 30-day letters. • Keep accurate records of participating children and ensure the confidentiality of family information. | Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/> | <u>25%</u> |
| 2. | <p>Correspondence Processing</p> <ul style="list-style-type: none"> • Receive, review and ensure timely distribution of letters and packages to children from sponsors. • Assist children with responses and proactive letters to sponsors on or before deadlines. • Maintain the correspondence charts in each site and distribute small rewards when applicable. • Track and resolve late correspondence. | Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/> | <u>20%</u> |
| 3. | <p>Monitoring Eligibility</p> <ul style="list-style-type: none"> • Conduct routine eligibility checks throughout the year and maintain accurate records of benefits received. • Report any changes to child information and eligibility within 48 hours and child deaths within 24 hours. • Notify USP Sponsorship to process child transfers to other | Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/> | <u>25%</u> |

| | Responsibilities | Essential Duty? | % of Time |
|----|---|---|------------------|
| | participating schools. <ul style="list-style-type: none"> • Conduct the annual Mid-Year Eligibility Check for all participating children and submit by deadline. • Conduct Annual Family Updates (AFUs) and submit updates to child/family information and program participation, new high-quality child photographs, updated 30-day letters and other materials as requested. | | |
| 4. | Supporting Retention Activities <ul style="list-style-type: none"> • Collect marketing assets including child art, photographs, literature and other collateral. • Facilitate and participate in sponsor visits. • Ensure lifeline materials are compiled and submitted by the date requested. • Submit success stories, blog posts, voice recordings and other media on sponsorship and programs in assigned cluster. | Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/> | 15% |
| 5. | Other Sponsorship Activities, as assigned <ul style="list-style-type: none"> • Attend trainings and routine technical assistance calls. • Monitor sponsorship operations and retentions performance. • Identify and share best practices with other Sponsorship Community Liaisons. • Support other clusters' sponsorship efforts as needed. • Communicate regularly with sponsorship operations and state program teams. | Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/> | 15% |

Background and Experience

- Minimum 1-2 years of administrative and customer service experience requiring the use of computers, internet, Microsoft Office and general office equipment
- Prior experience working in a role within a school and/or directly with children
- High School degree or GED, required
- Must have a valid driver's license and personal vehicle for daily travel

Knowledge, Skills and Behaviors

- Commitment to representing Save the Children's core values and desire to create lasting change for children
- Ability to build strong relationships and rapport with sponsorship partners and within the community
- Professional interpersonal skills, positive attitude and comfortable speaking in public
- Proactive, deadline-driven, responsive and self-motivated
- Highly organized and attentive to detail
- Able to implement established policies and procedures and to recommend changes when appropriate
- Proficient with a digital camera and scanner

Contacts

| Contact | Frequency | Purpose | Internal/ External |
|-----------------------------------|------------------|---|--|
| Deputy Director, Programs | Daily | Supervision, professional development and support | Int. <input checked="" type="checkbox"/> Ext. <input type="checkbox"/> |
| Sponsorship Community Coordinator | Regularly | Training, technical assistance, compliance, quality and monitoring deliverables | Int. <input checked="" type="checkbox"/> Ext. <input type="checkbox"/> |
| Program Specialists | Regularly | Coordination and collaboration | Int. <input checked="" type="checkbox"/> Ext. <input type="checkbox"/> |

| | | | |
|---------------------------------|-------|--|--|
| Partner Site Staff | Daily | Coordination, access to site and students | Int. <input type="checkbox"/> Ext. <input checked="" type="checkbox"/> |
| Sponsored Children and Families | Daily | Information management, sponsorship education, correspondence and materials collection | Int. <input type="checkbox"/> Ext. <input checked="" type="checkbox"/> |

Problem Solving

1. Use the check list below to describe the kind of problem solving *most typically* required in (or associated with) this position. Do not base your choice of a description on unusual or atypical situations. Check one box.

Problem solving requires:

- Application of clear practice and procedure.
- Analysis in order to determine application of established practice and procedure.
- Judgment in applying established practice and procedure.
- Modification of established practice and procedure.
- Judgment/creativity in application of accepted principles.
- Judgments, where generally applied principles are inadequate, to determine course of action.

2. Use the following check list to describe the breadth or complexity of problems encountered by this position. Check one box.

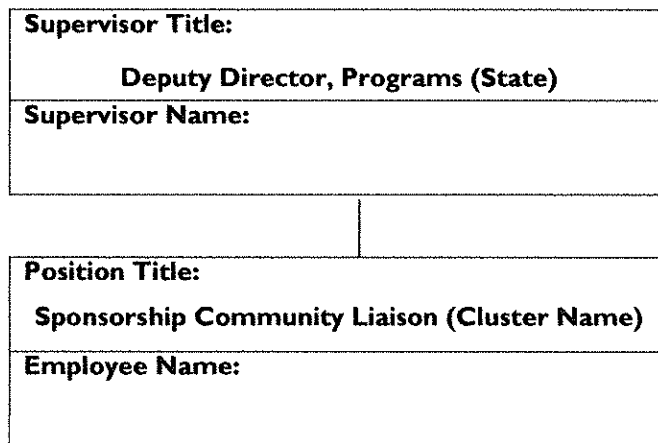
Problems:

- Deal with incumbents' work only.
- Involve work done within a unit.
- Involve work done in multiple units within a department.
- Involve work done in multiple departments within a division.
- Are across departments related to programs and projects.

IMPACT

The Sponsorship Community Liaison has a direct impact on USP's ability to deliver sponsorship programming and retain sponsorship funding. If duties are not completed on time and to the standards of sponsorship policies and procedures, both the community and USP are at risk of losing sponsors, breaching policy and damaging the reputation of Sponsorship at Save the Children. Successful management of Sponsorship results in strengthened community capacity, sponsor satisfaction and increased sponsorship funding. The SCL will be in direct contact with children and therefore must commit to upholding Save the Children's Child Safety Policy.

Reporting Structure:



Additional Information:

The Sponsorship Community Liaison engages in daily travel within a defined geographic area. In many cases, the position holder will be considered a remote worker reporting to partner sites and working from a home office rather than reporting to a field office. For this reason, the SCL must be willing to use their personal vehicle for travel and must have home internet access in order to fulfill their duties. It is highly preferred that the SCL reside within or near the sponsorship communities they support.

Manager's Signature **

I have reviewed this job description and confirm that it is a correct and complete representation of the position.

| | | |
|-----------------|-----------|------|
| Print Your Name | Signature | Date |
|-----------------|-----------|------|

Next Level of Supervision **

I have reviewed this job description and confirm that it is a correct and complete representation of the position.

| | | |
|-----------------|-----------|------|
| Print Your Name | Signature | Date |
|-----------------|-----------|------|

**** If Sectors are involved, this form requires additional approval by Sector Director.**