

Senior Programme Coordinator – Udayan Ghar

Organisation: Udayan Care

Location: Delhi/ NCR

Reports to: Senior Manager- Alternative Care

Date:30 October 2020

About Udayan Care

Udayan Care, an ISO 9000 certified organisation, has been working for the quality care of disadvantaged children and women and youth for over 25 years, with the endeavour of providing sustainable rehabilitation. The mission of “A nurturing home for every orphaned child; an opportunity for higher education for every girl and every adult; the dignity of self-reliance and the desire to give back to society.” is what drives its 140 employees and close to 800 volunteers to action.

Based on the belief that a loving home and family is the right of every child, Udayan Ghars are long term residential homes that nurture children who are orphaned or abandoned in a family environment. Beyond 18, they get aftercare support and are educated and trained further, till job-ready and independent.

Udayan Care has been accredited by Give India, Guidestar and Credibility Alliance, for its transparent and credible performance. In 2015, the Honourable President of India awarded Udayan Care the National Award for Child Welfare 2014—India’s highest commendation for a non-profit child welfare organisation constituted by the Government of India.

Please visit www.udayancare.org.

Purpose of the Role

The “Senior Programme Coordinator- Udayan Ghar” oversees the functioning, coordination and management of all aspects of Udayan Ghar programme in the respective zones (i.e. 6-7 or more Udayan Ghar/ Homes). The role includes supporting the Programme Coordinators (i.e. Children’s home In-charges) in the home level interventions, building a network with stakeholders, conducting cross social audits, identifying gaps, providing emergency response services, ensuring timely and quality reporting, performance evaluation etc.

Key Responsibilities

Operations

1. Facilitate implementation of Udayan Ghars’ model of providing care to children and its policies across all homes in the respective zones and improve the standards of care.
2. Ensure compliance/ adherence to norms prescribed under the JJ Act and Rules for the management child care institutions.

3. Conduct six monthly Social Audits to monitor the progress of the Homes (Ghar) and make recommendations.
4. Ensure implementation of various Standard Operating Procedures (SOPs) and provide feedback for improvement.
5. To act as a bridge and facilitate/ follow-up the tasks to be completed at HO level for the smooth functioning and running of the Homes.
6. To expedite the process for compliances, clearances, procurements, repairs, replacements, hiring, handover etc.
7. Participate in research on various aspects of Alternative Care carried out by Udayan Care and be able to articulate ground level experiences.
8. Develop and monitor annual operating budget for the Udayan Ghars in the respective zones in consultation with Sr. Manager- Alternative Care.
9. Do resource mapping with the help of Programme Coordinators and establish new tie-ups/ linkages to get support for children in terms of health check-ups, schools admissions, vocational trainings, procurement of necessities etc.
10. Take temporary charge of the Homes in the respective zones in the absence of Programme Coordinators.
11. Ensuring smooth handing over and transition upon resignation of any of the Programme team member.

People Management

1. Ensure timely fulfilling vacancies with right people and plan their induction and training.
2. To lead a committed and dedicated team comprising Programme Coordinators and Care Staff in the respective zones.
3. To provide support in conflict resolution and ensure effective working together with staff, children, mentors and volunteers.
4. To take regular programmatic updates from Programme Coordinators and conduct team meetings (home wise and/or zone wise) to discuss progress, challenges etc.
5. To plan and monitor the engagement of staff, volunteers and interns at the Home level.
6. Track and measure the level of engagement of programme team on a periodic basis and report to Manager and/or Senior Management
7. To do performance evaluation of Programme Coordinators in consultation with mentors based on KFAs.
8. Ensure participation of staff, mentors and volunteers working directly with children in internal and external capacity building opportunities.
9. Enhance one's own and others' knowledge in the space of Alternative Care and contribute towards developing and refining training programs based on ground realities.
10. To receive to-do task list from Programme Coordinators and ensure smooth functioning on Homes in their absence due to leaves, vacancies etc.

Programme support

1. Building network with stakeholders such as police, CWC, DCPU etc. in the respective zones.

2. Provide support to deal with difficulties/ emergencies and to liaise with various duty bearers/ stakeholders such as child welfare committees, district child protection units, school authorities, government bodies etc.
3. Ensure participation of children in education, extra-curricular and developmental activities for their holistic growth.
4. Ensure children get timely access to health care and psychological wellbeing services.
5. Work closely with Programme Coordinators to develop home-wise monthly calendar of activities with children keeping in view school holidays and ensure follow-up.
6. Participate in the management committee meetings and staff meetings held at the home level and ensure timely follow-up of to-do tasks.
7. Ensure that Programme Coordinators are developing Individual Care Plans as per the assessment and requirements of each child and providing special attention at the age of 14 years to prepare children for transition into young adults.
8. Build networks and ensure proper transition of children into healthy, stable and independent young adults.
9. Support and ensure follow-up of children after restoration to their families.
10. Provide support in the management of an effective network of alumni and address their issues as per the organizational norms.
11. Ensure timely license renewals, legal compliances, follow-up on suggestions/ recommendations by govt. functionaries coming for inspections etc.
12. To ensure that required follow-ups/ improvements are done based on the gaps identified and recommendations emerging out of the social audits of the Homes in their respective zones.

Documentation

1. Ensure that adequate (as per JJ norms and organizational requirements) and accurate documentation is done at the home level which includes all files and registers.
2. Contribute towards developing SOPs related to various issues/ situations pertaining to children and also develop emergency response action plans.
3. Ensure that the data and reports submitted by the Programme Coordinators on monthly/ quarterly/ annual basis to various functionaries are correct in numbers and language.
4. To ensure timely and quality reporting by Programme Coordinators and support them in improving their documentation skills.
5. Facilitate collection and collation of information/ reports from Programme Coordinators on legal aspects and donor reporting.
6. Ensure timely filling up ERP systems and analysis thereof to improve systems.
7. Ensure that the Programme Coordinators do not send any official letters/ reports/ reply/ compliances to any outside agency/ department without getting it approved from HO.

Experience and Qualifications

Experience

1. Around 3 or more years of work experience on child rights/ institutional care issues.
2. Good knowledge of programme management and handling teams.

3. Sound knowledge of JJ Act and child rights and child protection practices and norms.

Educational Qualifications

Essential- Masters in Social Sciences/ Law

Desired- Masters in Social Work

Skills and Knowledge

1. Experience in team management and programme management.
2. Excellent writing/editing and verbal communication skills.
3. Excellent skills in managing resources and donor reporting.
4. Self-starter, able to work independently and with team; enjoys creating and implementing new initiatives.
5. An ability to work successfully under pressure with the capacity to manage competing priorities and deliver to deadlines.
6. Strong personal and social values.

Please send your CV to hrd@udayancare.org and mgr.hrd@udayancare.org