**Trainer – BPO (Voice Process) (UCIT Programme)**

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| **Location:** | **Noida Sec 57** |
| **Reports to:** | **Assistant Director/ Assistant Manager** |
| **Section 1 | About Udayan Care** | |
| Udayan Care, a Public Charitable Trust has been working for the quality care of disadvantaged children and women and youth for over 26 years, with the endeavor of providing sustainable rehabilitation. The mission of “A nurturing home for every orphaned child; an opportunity for higher education for every girl and for every adult; the dignity of self-reliance and the desire to give back to society”, is what drives its 130 employees and close to 900 volunteers to action.  Udayan Care provides homes to orphaned children while also giving girls financial and development support to continue higher education, and communities to train themselves in vocations, by engaging socially committed individuals, who provide a transformative, nurturing and mentoring environment,  to help them realise their full potential. | |

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| **Section 2 | Purpose of the Role** |
| Under supervision from the HOD, the Trainer – BPO (Voice Process) assumes responsibility of the facilitation of CCE Training offered at Udayan Care. He/she will follow the prescribed curriculum/calendar of activities that are designed to develop the relevant skills in the students. This is done to increase their skill level in order to secure employment. This is inclusive of mock job interviews, job counseling to students, sensitivity awareness and training for existing and potential employees in the centre |

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| **Section 3 | Key Responsibilities** |
| * Facilitates day-to-day classes to assist students in gaining knowledge and skills needed to secure employment in field of telecom sector * Conducts classes in an atmosphere that promotes caring and respect in accordance with the Mission and Vision of Udayan Care * Plans, organizes, and administers the prescribed curriculum with the support of the coordinator – training & assessment * Prepares written weekly reports to head office team * Demonstrates understanding of Employability skills, teaching materials, and procedures with understanding of various teaching methods. * Understands the need of and sensitivity to culturally diverse populations. * Maintains close communication with IT Programme Coordinator and HOD of the Programme |

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| **Section 3 | Key Responsibilities** |
| * Ensures the delivery of services which are reflective of an Independent Living, self-sufficiency and empowerment. * Work on curriculum development for the CCE course as per NSDC - QP to upgrade the training level * Quote the case studies & success stories of students in stipulated format who enrolled in CCE course |
| **Section 4 | Experience and Qualifications** |
| Around 6 months to 2 years of work experience in relevant field. Preferably in NGO Sector. Prior Experience in leading NGO in programme implementation or teaching will be preferred Graduate or post graduate in any stream  Zeal to work in the community  Willing to travel within Delhi/NCR |

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| **Section 5 | Skills and knowledge** |
| * Strong analytical skills and good judgment * Good communications skills, networking and relationship building skills with a wide range of individuals in public, private and non-profit sectors * An ability to work successfully under pressure with the capacity to manage competing priorities and deliver to deadlines. * Strong personal and social values |

**How to Apply:** Please download and fill the Application form and send to [hrd@udayancare.org](mailto:hrd@udayancare.org) along with your updated c.v. Contact Person: Mehak