



Manager – Alternative Care

Location: New Delhi
Reports to: Managing Trustee/ COO
Date: April 2019

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 25 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 180 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 get employed. With the promulgation of recent JJ Act, we would also like to venture into other programmes of alternative care. Please visit: <http://www.udayancare.org>

Udayan Care has been accredited by GiveIndia and Credibility Alliance, for its transparent and credible performance. It has been a recipient of the prestigious India NGO Award 2011 (medium category), and also National Award for Child Welfare 2014, handed over by Hon’ble President of India on 14th November 2015.

Section 2 | Purpose of the Role

Udayan Care seeks to engage socially committed individuals in bringing about a world in which each disadvantaged child enjoys a supportive family environment. The 17 Udayan Ghars, in and around Delhi, nurture orphaned and vulnerable children in the warmth of a family, with a dedicated team of social workers and caregivers, and are supported by a committed group of volunteers called mentors parents. Udayan Ghar programme extends into Aftercare programme too for the young adults’ all comprehensive development into productive citizens of the country.

The Program Manager oversees the coordination and administration of all aspects of Udayan Ghar programme including hirings, trainings, supervising the programme coordinators, documentation and timely reporting, ensuring statutory compliances, donor and finance management, maintaining relationships with mentors and volunteers, also acts as a part of the senior management team of Udayan Care.

The role reports into the Programme Director and works in close collaboration with the Senior Management/ Trustees.

Section 3 | Key Responsibilities

1. Business/Strategic



Section 3 | Key Responsibilities

- Developing and implementing yearly plan for Alternative Care Programme
- Spearheading the Alternative Care for children agenda including training and documentation
- Identify programme development opportunities and innovative methods of child care and protection specially for institutionalized children and alternative care
- Develop and monitor annual operating budget for the Ghar Programme
- Develop and implement monitoring and evaluation systems and processes for the programme
- Networking and representing Udayan Care to all relevant forums – NGOs, Government agencies, potential and current donors
- Ensure an effective ERP system to record all transactional details

- **Operations**

- Ensure fulfilling vacancies with right people, their induction and training
- Ensure timely reporting for government bodies and donors
- Effectively manage information on legal aspects/ donors/ reports and proceedings at all Alternative Care Program through a centralized monitoring system (MIS); Ensure timely filling up ERP systems and analysis thereof to improve systems
- Facilitate implementation of Udayan Ghar model and policies across all homes and consider improving the standards of care in our existing and future homes
- Facilitate all homes with the approved number of children as per licenses
- Arrange internal and external capacity building opportunities for Children, Mentor parents, counselors, and care staff
- Ensure an effective mental health programme and other developmental activities for all children
- Holding monthly meeting of mentors, aftercare committee and other committees
- Intervene in case of crisis at any home at any time, deal with CWC members and government authorities with the support of mentor parents and social workers, defusing issues related to children
- conflict resolution between staff members, mentors and volunteers
- Developing and refining training program
- es under Alt care; internal as well as external, get training proposals approved by government – state and central, as well as NGOs.
- Ensure an effective Aftercare Programme, with proper development of each youth till employed
- Ensure management of an effective network of alumni and address their issues as per the organizational norms
- Ensure an effective research programme in all aspects of alternative care within the organization
- Ensure an effective ERP system to develop all kinds of MIS for programmatic evaluation and monitoring

2. People

- To lead a committed and dedicated alternative care team comprising social workers, **counsellors** and care staff.
- Communicate with mentor parents and ensure effective working together with staff, children and mentors.
- Effective dealing with volunteers, interns and employee engagement programmes



Section 3 | Key Responsibilities

- Capacity building of Social workers, counsellors, care staff on child care and protection and also of staff of other institutions
- Recruitment of social workers and caregivers.
- Capacity Building of children, youth, staff, volunteers
- Ensuring statutory compliances and Donor and Finance management

3. Process

- Refine periodically and ensure implementation of standard operating procedures in Ghar programme
- Track and measure the level of engagement of programme team on a periodic basis and report to senior management
- Ensure adherence to JJ Act and other guidelines on alternative care

Section 4 | Experience and Qualifications

Experience

- Around 5 or more years of work experience on child rights/ institutional care issues
- Good knowledge of programme management and handling teams
- Sound knowledge of JJ Act and child rights and child protection practices and norms

Educational Qualifications

- Masters in Social Sciences/Arts/Law

Skills and Knowledge

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

Please send your CV to: hrd@udayancare.org