

JOB DESCRIPTION

Position Title	Manager – Psycho Social Support (PSS)
Department/ Function	Strategy & Technical Expertise (S&TE)
Band	Manager
Location	Delhi
Travel	Upto 40%
Direct Reporting to	Director S&TE
Salary Range	8-10 LPA
Reportees	-

About: Miracle Foundation India

Miracle Foundation India works with a vision of a family for every child in our lifetime. The organisation has emerged as an industry leader in family strengthening (FS) and family-based alternative care (F-BAC), helping to reintegrate children with families, and working at the local level to prevent child separation from family.

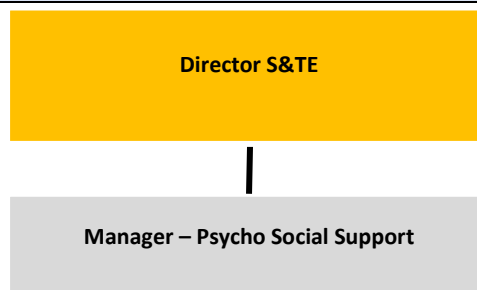
In order to achieve this, Miracle Foundation India focuses on the following three program objectives:

1. **Prevention & Gatekeeping** –children stay in families through effective gatekeeping by the social workforce
2. **Transition** – transition children from institutions to families /F-BAC options through support to Government
3. **Youth Enablement** – enable youth and care leavers to live a meaningful and productive life

The inherent approach of Miracle India’s work has been about capacity building, strengthening the existing systems to support the Government and civil society organisations in strengthening FS and F-BAC in keeping with the vision of the Juvenile Justice (Care & Protection) of Children Act 2015.

Miracle Foundation India is a Section 25 NGO which is responsible for executing all programs in India and is associated with Miracle Foundation global organization which is registered in the US as a 501(c)(3) non-profit.

Organization Chart



Key Purpose of the Role

The person will have expertise to uphold the anchor of psycho social support in the work purview of Miracle Foundation India. This position is responsible for providing technical support and guidance specific to psycho social support across the strategic program objectives of the organization.

Key Roles & Responsibilities

Technical Support in the spheres of Transition & Prevention related programs:

- Work closely on regular basis with the Manager FS & F-BAC to develop program plans and strategies which support emotional transition of children and families throughout reintegration/prevention of family separation based upon analysis of trends of family, community needs, cases brought before the child welfare committees (CWC)

- Build capacity of Miracle program team, CCI/Government social workers, case workers, community volunteers, children and families focusing on:
 - # Working through children's trauma and related emotions/behaviours, building their life/coping skills, and preparing them for the adjustment common to reintegration / family strengthening & prevention with the goal of life long mental well-being and positive relationships.
 - # Preparing families for the adjustment related to reintegration and/or strengthening families to avoid separation through education and support in areas such as impact of trauma, importance of attachment, positive discipline; building their life/coping skills with the goal of mental well-being and positive relationships.
- Referring the case management tracker / MIS and in consultation with Miracle program team, CCI / Government social workers, case workers, community volunteers to assess need and develop counselling plans for complex issues that need higher level of support (eg, substance abuse, domestic violence, mental illness), and identify resources for appropriate level of treatment (psychiatrist, specialized psychologist)
- Validate community counselling resources located by Miracle program team and CCI social workers, considering quality, consistency, and treatment approach
- Locate counselling training resources (specific workshops, classes, seminars) for Miracle Foundation's program team and partner staff
- Mentor program teams to work with, community leaders, District Mental Health Program (DMHP), VCPCs, ASHA workers/community health programs, etc to determine PSS needs of community and identify gaps in resources
- Support the program team, in developing and implementing (through community volunteers/peers with lived experience) programs for families/youth aimed at reducing the stigma associated with mental health and educating on effectiveness of treatment, and resources available for support
- Support the team in helping families/youth build their PSS skills through group sessions or use of technology
- As required, will get involved in demonstrating to the program team, capacity building of social workforce, community volunteers, and para-professionals, children, families in the area of PSS support to children and families.
- Provide oversight of treatment of children (including mental health medications) through consultation with Miracle program team/partner staff
- Keep high level checks, balances to ensure that Miracle program team, as well as staff at partner organisations, nodal agencies maintain requisite documentation of mental health cases with complete confidentiality.
- Collaborative work with Associate Director, MEL to monitor progress at a high level for children and families receiving services, analyze data, and deliver recommendations for improvement
- Collaborate with the Curriculum Development Head for development of PSS package related content and Head, Training & Quality Assurance

Partnership & Collaboration

- Gain an understanding of Mental health / PSS landscape in India and specific communities by networking with like organizations
- Do the groundwork and establish strategic partnerships in PSS at the national, state level, with organisations, service providers who will provide specialized services, referrals support to Miracle programs. At appropriate regular intervals,

review the quality of their services referring to the feedback from the program team.

- Document the Miracle Foundation India best practices being implemented as a part of the programs in mental health / psycho social support and share these through publications, papers, etc.
- Develop and circulate information, communication and education materials related to Psycho Social Support
- Represent Miracle India at suitable psycho social support speaking platforms, webinars,
- Enrich, fortify to the PSS technical knowledge resource base of Miracle India by feeding in the latest developments, learnings, information acquired from the external platforms.

Miscellaneous

- Attend professional development opportunities related to PSS and other relevant trainings.
- Conduct primary/ secondary researches to identify innovative PSS practices to increase the overall quality of the programs
- Any assignment given by the Regional Director & Sr. Management.

Internal Relationships

Role – Department	Frequency of Interaction	Purpose of the Interaction
Program	Biweekly/Monthly	<ul style="list-style-type: none"> – For incorporating PSS initiatives in Miracle Foundation India programs – For any changes in regards to emotional support needed, therapy or Medications – For Training and Capacity building
Curriculum Development Head	As needed	<ul style="list-style-type: none"> – Development of training curriculum and resources
Manager FS & F-BAC	Weekly / Biweekly	<ul style="list-style-type: none"> – Onboarding and technical support – Coordinate PSS services with FS & FBAC Program – Discussion with Manager FS & F-BAC, Mental Health & Training Consultant

External Relationships

Role – Department	Frequency of Interaction	Purpose of the Interaction
Partner Organizations	Weekly/ Monthly	<ul style="list-style-type: none"> – For capability building and technical guidance
Mental health consultants/ Therapists	As needed	<ul style="list-style-type: none"> – For any new initiatives/ external support as needed
Other NGOs and Government Agencies	As needed	<ul style="list-style-type: none"> – For learning innovative PSS practices

Education & Experience Required

Education	Experience
<ul style="list-style-type: none"> ○ MSW, M.Sc. or M. Phil in Clinical Psychology, Applied Psychology or Counseling Psychology 	<ul style="list-style-type: none"> ○ 10 to 12 years of relevant work experience in similar organisational/functional context ○ In-depth understanding of PSS to include child development, attachment, positive parenting

Preferred Skills

- Leadership abilities to steer the PSS forte

- Ability to organise, plan, and prioritise work
- Learning orientation for effective problem-solving
- Initiative and attention to detail
- Excellent communication skills, both verbal and writing in English
- Excellent interpersonal skills
- A demonstrable commitment to social justice or international development through experience in campaigns, voluntary work, or academic research
- Respect for the core values of Miracle Foundation India and high level of empathy towards the project participants and the children we serve
- Capable to think innovatively and creatively to accomplish organisation objectives

Child Safeguarding Policy

Any employee, consultant, contractor or the supplier undertaking an activity on behalf of Miracle Foundation India must sign and comply with the Miracle Foundation's India Child Safeguarding Policy which is a statement of Miracle Foundation's India commitment to preventing abuse and protecting children with whom it comes into contact.

This extends not only to children with whom Miracle Foundation India and its partners work directly with, but also includes children whom staffs are responsible for. Miracle Foundation India believes that the situation of children must be improved through the promotion of their rights supported and demonstrated by all members of staff. Miracle Foundation's India Code of Conduct sets out the standards to which all staff members must adhere.