

JOB DESCRIPTION	
Position Title	Training & Quality Assurance (TQA) Head
Department/ Function	Program
Band	SPM
Location	Delhi
Travel	Up to 40%
Direct Reporting to	Director – Program
Salary Range	11 – 13 LPA
Reportees	National Trainers, State Trainers (Functional Reporting)

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.

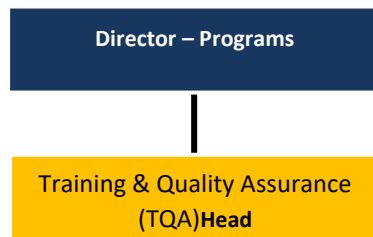
In order to achieve this, Miracle Foundation India focuses on the following three program objectives:

- 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 position will be a specialist who owns the forte of training & quality assurance in the sphere of Miracle Foundation India's work in family strengthening & family – based alternative care. Would have demonstrated leadership in strategizing the training transactional approach, design for the targeted stakeholders in sync with the expected impact outcomes of respective programs. Would have also demonstrated leadership in anchoring quality assurance of the trainings in collaboration with the teams of curriculum development (CD) as well as monitoring, evaluation & learning (MEL). Responsible along with the CD and MEL teams in building a culture of data quality and integrity.

The TQA head will oversee, influence, and lead strategic training and development initiatives across the organization, focusing on a consistent and superior learning experience that result in improved program quality.

Key Roles & Responsibilities

Strategy & Program Management

- Strategically lead the band of national, state trainers of Miracle Foundation India
- Conceptualize and design the training framework in keeping with impact goals of Miracle India programs with focus on training delivery methodology, session planning, group dynamics management, gender sensitivity, facilitation skills, in synch with child safeguarding policy.
- Responsible for ensuring training manual / module development for all levels of training.
- Ensure child protection and safeguarding principles are upheld by the training staff in in Miracle India programs across India.
- Ensure latest training content is communicated and followed in trainings across the cascade.
- Involved in hiring, and performance review of the national, state trainer teams
- Design capacity building sessions for enabling the program team to deliver interactive trainings leveraging technology. TQA team may also pitch in to support the program team in conducting training with external stakeholders – child protection functionaries.
- Identify and taking corrective measures to bridging skills gap in trainers across programme.
- Ensure knowledge upgradation of trainers through regular refresher trainings across the training cascade.
- Organizing bi- annual meetings of trainers across the programs to address trainer and training related challenges.
- Conceptualize quality assurance standards, monitoring tools in consultation with CD and MEL teams, and ensure adherence of these stand by training team. It is critical to build in the channel of bottom up feedback from the field, care must be taken that the feedback loop is complete; stakeholders on ground providing feedback for respective trainings should be updated on how that feedback was incorporated into content design, training operations design as the case may be.
- Institutionalize the training processes and ensuring quality assurance process adherence by all training staff across the regions in India, refreshers are conducted across staff in the regions.
- Visits to trainings and on-field session across the programme at regular intervals to assess quality standards followed and to assess quality of programme.
- Timely (monthly) reporting on training activities, quality assurance reports
- Is able to drive thinking and action on how to Leverage technology to facilitate world class virtual trainings aimed at meeting the needs of the social workforce, children and families.

Monitoring and Evaluation

- Devise a system for quality assurance for the capacity building initiatives of Miracle working in collaboration with MEL department
- In consultation with MEL team, engaging with research agencies and consultant to frequently measure and enhance quality of training & programme.
- Ensure availability of relevant data to the MEL department for evaluation and tracking of progress made by trainees and impact measurement

Partnership & Collaboration

- Represent Miracle India at state level, national speaking platforms, webinars to exhibit the organisation's training expertise in sphere of FS and F-BAC in the sector.
- Enrich; fortify the TQA knowledge resource base of Miracle India by feeding in the latest developments, learnings, information acquired from the external platforms.
- Networking and partnering with stakeholders to enhance program quality and expanding Miracle India programs.

Internal Relationships

Role – Department	Frequency of Interaction	Purpose of the Interaction
Program Team	Weekly	<ul style="list-style-type: none"> - Capacity building - Training design - Quality Assurance Checks
Strategy and Technical Expertise	Bi-weekly	<ul style="list-style-type: none"> - Curriculum development - Process and system related to CD and Training & Quality Assurance
Resource Mobilization Team	As needed	<ul style="list-style-type: none"> - Support in drafting concept notes /TORs etc.
Monitoring, Evaluation and Learning Team	Monthly	<ul style="list-style-type: none"> - Evidence documentation, research papers etc. - Impact dashboard

External Relationships

Role – Department	Frequency of Interaction	Purpose of the Interaction
Government agencies (State departments, Mission offices, District Magistrates etc.)	Quarterly or As needed	<ul style="list-style-type: none"> - Collaborative work for systemic change - For exchange of information - To provide orientation or trainings - Resolving bottlenecks
NGOs/Networks/UNICEF/International organization	Monthly	<ul style="list-style-type: none"> - Partnerships & Collaborations - Best Practices, tools and techniques -
Implementing Partners	As needed	<ul style="list-style-type: none"> - Strategic Planning and providing strategic directions for Capacity building

Education & Experience Required

Education	Experience
Ph.D. / M.Phil. Post Graduate Degree in Social Science / Education / Psychology or other relevant degree is strongly preferred	<ul style="list-style-type: none"> • Experience of 12 years and above in the social sector out of which at least 5 to 6 years must have been in a similar leadership role. • Proven track record of performance in similar role and stability on the previous roles shall be the added advantage • Experience in strategically leading large scale capacity building initiatives. • Experience in leading mentoring OR Supportive supervision programs. • Experience of Quality Assurance in training/program

Preferred Skills

- Preferably good understanding of Child Rights, Human Rights, Child Protection, J. J. Act. Knowledge of child

development, youth development and community programmes

- A researcher bent of mind, analytical, problem-solving, critical thinking, organisational skills, Knowledge in qualitative research skills
- Good interpersonal skills, active listener, receptive to feedback
- Ability to collaborate with a diverse team in a multidisciplinary and multicultural setting, with an ability to work independently when needed
- Self-motivated, disciplined individual who can perform at a high level in a fast - paced environment.
- Excellent written and verbal communication skills and be able to articulate thoughts, observations and recommendations in clear manner
- Excellent writing skills for program progress, narrative and other analytical reports.
- Respect for the core value of Miracle Foundation India and high level of empathy towards the project participants and the children we serve.
- Willing to spend time in the field outside of a regular office environment and have a flexible attitude
- High level of integrity, honesty, openness and sound judgement
- Willingness to accept additional responsibilities

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 staff 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.