

#### JOB DESCRIPTION

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|-----------------------------|----------------------------------------------------------------------|
| <b>Position Title</b>       | Asst. Manager/Manager, National Team, Training and Quality Assurance |
| <b>Department/ Function</b> | Program                                                              |
| <b>Location</b>             | Delhi                                                                |
| <b>Projects</b>             | North                                                                |
| <b>Travel</b>               | Upto 40 %                                                            |
| <b>Direct Reporting to</b>  | Head, Training & Quality Assurance                                   |
| <b>Reportees</b>            | -                                                                    |

#### 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

- o This position will act as a nodal point at national level in the Training and Quality Assurance team and responsible to support the states in facilitating high-quality training and its implementation on the ground.
- o This position will assist in designing curriculum, training modules and training schedules in consultation with Strategy & Technical Expertise Team
- o This position will facilitate in finalization of training calendar for the organization in consultation with respective state heads
- o The position will assist in leveraging technology for tools, processes and capacity building modules
- o This position is responsible for coordinating with the State Trainers in effective planning, execution and quality assurance of training undertaken in all the states.

- o This position is also responsible for conducting training and capacity building programs which promote Family Strengthening and Family-based Alternative Care activities effectively in a manner consistent with the organization's goals, strategy, values and approach.
- o This position is responsible for engaging with partners, sector players, local governments, and other NGOs at national and state level
- o The position is also responsible for supporting the Head, Training & Quality Assurance in partnership, collaboration, and policy work at the national level.
- o This position is responsible for managing programs in North region as a time bound assignment

## **Key Roles & Responsibilities**

### **Strategy**

- o Support the Head, Training & Quality Assurance in developing the implementation strategy for training and quality assurance process in alignment with the strategic objectives.
- o Collaborate with the Curriculum Development team in development of Curriculum and Training modules
- o Interact with the Strategy & Technical Expertise team and coordinate in creating the processes for quality assurance, training evaluation and other support as and when required

### **Advocacy**

- o Represent Miracle Foundation India to advocate Miracle's vision and mission through meetings, webinars, events
- o Implement accelerated workshops/webinars and Tea Time chats along with Program and S & TE team
- o Network with relevant government bodies, civil society organizations, NGOs in the district in order to establish necessary linkages for the curriculum and training design
- o Share evidence & best practices from the field with the Head, Training and Quality Assurance.

### **Capacity Building & Program Implementation**

- o Responsible for compiling, review and stock taking of external and internal training calendars as decided by the states and national level
- o Support state teams in planning, implementation and monitoring of training
- o Conduct training and capacity building sessions at national and state level
- o Ensure latest curriculum training design is communicated and followed in training across all the states.
- o Support the Head, Training & Quality Assurance in development of an internal training calendar and assessment of training covering all key staff of the programme implementation team
- o Support the state teams on training skills and organizing appropriate capacity building activities and high-quality report writing to address the gap.
- o Provide the necessary technical guidance & training to the external stakeholders as and when required
- o Evaluate quality of training and grading of participants for further training based on an evaluation system to be developed
- o Preparation of training materials, modules, and kits as per the standards of Miracle Foundation India
- o In-person visits to training programs across the states to ensure quality and provide mentoring in application of training
- o Implementation of a quality assurance process at state level.
- o Ensuring Child Protection & Safeguarding principles are upheld in the states
- o Addressing and troubleshooting challenges related to training and mentoring challenges that arrive at the implementation level.
- o Conduct monthly/quarterly/half yearly/ annual program reviews of partners through partnership visits and meetings to ensure effective training planning and implementation
- o Ensuring full compliance to the organization's policy and procedures

### **Time Bound Assignment**

- o Overall management of objective 2 in Aarambh and Anwasha as a Manager, District Program till the state team is hired and

onboarded fully

#### **Financial Monitoring**

- o Work in coordination with the Head, Training & Quality Assurance, Finance team as well as for the budgeting process
- o Monitor the training budget at National level

#### **Monitoring, Evaluation and Learning**

- o Monitor the training programs as per M&E framework of the organization
- o Update M & E data for the assigned project and capacity building program
- o Ensure preparation of high-quality training reports in the standard templates and timely submission to external and internal stakeholders
- o Review training reports and data received from state trainers and highlight concerns and best practices to be shared during the weekly/monthly/quarterly meetings
- o Ensure timely data entry in Salesforce/Amp Impact and analysis on a monthly basis; escalate critical issues to the Head, Training and Quality Assurance

#### **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.