

JOB DESCRIPTION

Position Title	Manager/Asst. Manager- Training and Quality Assurance
Department/ Function	Program Design & Development
Location	Delhi
Travel	Up to 70%
Direct Reporting to	Lead, Training & Quality Assurance

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

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.

Key purpose of role

The National Training Manager/ Asst. Manager is a central point of contact in the Training and Quality Assurance team, responsible for supporting states in the development and implementation of high-quality training programs. This role involves planning, designing and developing training and materials in consultation with the Lead of Training, ensuring to meet organizational objectives and industry standards. The Manager/Asst. Manager may need to travel nationwide to deliver training and assess its effectiveness.

Collaboration is key, as this position works with the Program and Curriculum Development team to create robust training modules and coordinates with State Heads and State Trainers to ensure seamless execution.

Additionally, the role requires engaging with external partners, local governments, and NGOs to foster strong relationships and support policy work at the national level. Overall, the National Training Manager/Asst. Manager is instrumental in ensuring training quality and effective partnerships across the country.

Key Roles & Responsibilities

Capacity Building and Program Implementation

- **Training Strategy Development:** Collaborate with the Head of Training & Quality Assurance to create a strategic plan for training and quality assurance that aligns with the organization's goals.
- **Training Implementation and Evaluation:** Conduct training sessions with state trainers, evaluate training effectiveness through quizzes, assessments, and gather feedback from participants for continuous improvement.
- **Resource Management:** Manage resources like budgets, training materials, and equipment to ensure efficient and cost-effective training delivery.
- **Reporting and Communication:** Prepare and deliver regular reports on training progress, effectiveness, and challenges to senior management and stakeholders.

- **Training Module Development:** Assist in creating training modules and schedules, and coordinate the training calendar with state heads to ensure proper execution.
- **Quality Assurance Coordination:** Interact with the Strategy & Technical Expertise team to establish quality assurance processes and ensure consistent training evaluations across different regions.
- **Capacity Building and Mentoring:** Provide one-on-one training to internal teams and support state teams in planning, implementing, and monitoring training activities to enhance their capacity.
- **External Stakeholder Engagement:** Coordinate with external stakeholders and translation agencies to ensure smooth communication and the provision of high-quality training materials in different languages.
- **Compliance and Safeguarding:** Uphold child protection and safeguarding principles, ensuring training and mentoring practices meet these standards while addressing any challenges that arise during implementation.
- **Program Review and Partnerships:** Conduct regular reviews of training programs through partnership visits and meetings to maintain effective training and ensure adherence to the organization's policies and procedures.
- **Collaboration with other departments:** Coordinate and lead intensive workshops, webinars, and Teatime chats with support from the Program & GPSA team.

Establish connections with local government agencies, civil society organizations, and NGOs to support curriculum and training initiatives.

Report valuable insights and best practices from the field to the Lead of Training and Quality Assurance.

Oversee the training programs in alignment with the organization's Monitoring & Evaluation (M&E) framework.

Keeping M&E data updated for the designated project and capacity-building program.

Ensure the creation of training quality assurance tools and detailed reports using standard templates and submit them promptly to both internal and external stakeholders.

Examine training reports and data from the state team, identifying concerns and best practices to discuss in weekly, monthly, or quarterly meetings.

Ensure to monitor Training Calendar, Survey CTO and Monthly Reports, escalating significant issues to the Head of Training and Quality Assurance.

Education & Experience Required

Education	Experience
<ul style="list-style-type: none"> ● MSW/MA Sociology (Strong knowledge of Child Protection and Family Strengthening) 	<ul style="list-style-type: none"> ● 5-6 Years of experience in training delivery and Module Development.

Preferred Skills

- Ability to organize, plan, and prioritize work
- Experience in developing and delivery of training materials.
- Good knowledge and experience with e-learning technology and software.
- Experience in projects on child protection & child care
- Strong interpersonal and communication skills
- Respect for the core values of Miracle Foundation India and high level of empathy towards the project participants and the children we serve
- Capable of thinking innovatively and creatively to accomplish organizational objectives.

Note: Please note that background and reference checks are standard procedures in our hiring process. Additionally, ethics is a fundamental aspect of our organizational culture, reflected in both daily operations and annual performance evaluations.

PSEAH (Policy on Prevention of Sexual Exploitation, Abuse and Harassment)

Any individual associated with Miracle Foundation India, including employees, consultants, interns, volunteers, contractors, and suppliers engaged in activities on behalf of the organization, is required to sign and adhere to the Prevention of Sexual Exploitation, Abuse, and Harassment Policy (PSEAH). This policy mirrors Miracle Foundation India's unwavering commitment to preventing any form of exploitation, abuse, or harassment and ensuring the safety and well-being of all individuals with whom the organization interacts. This commitment extends beyond direct beneficiaries to encompass anyone for whom Miracle Foundation India and its partners assume responsibility. Upholding the belief that the circumstances of individuals, especially vulnerable populations such as children, must be enhanced through the promotion of their rights, Miracle Foundation India mandates compliance with the Prevention of Sexual Exploitation, Abuse, and Harassment Policy as an integral component of its overarching Code of Conduct. The Code of Conduct establishes the ethical standards and behavioural expectations to which every staff member must strictly adhere, thereby fostering a secure and respectful environment for all.

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.