

JOB DESCRIPTION	
<b>Position Title</b>	Manager Mental Health PSS (Psycho-Social Support)
<b>Department/ Function</b>	Program
<b>Location</b>	Delhi
<b>Travel</b>	Upto 40%. Willingness to travel frequently to Miracle Foundation India's program locations
<b>Direct Reporting to</b>	Sr. Director – Program

#### About: Miracle Foundation India

Miracle Foundation is a 25-year-old organization with a vision “to ensure a family for every child in our lifetime.” We work for children living in vulnerable situations and in Child Care Institutions with a specific focus on 5 well-being domains (strengthening family and social relationships, health, education, living conditions, and household economy). Since the year 2000, we have been positively impacting children and families across 10 states in India, namely Maharashtra, Bihar, Jharkhand, Gujarat, Tamil Nadu, Tripura, Madhya Pradesh, Kerala, Karnataka and Telangana. We work in alignment with Mission Vatsalya focusing on family strengthening and family-based alternative care. We collaborate with the state governments and build the capacities of the social workforce on alternatives to institutional care, reaching into communities to identify and strengthen vulnerable families long before the child separates.

**In order to achieve its mission, Miracle Foundation India focuses on the following program objectives:**

**Prevention** –children stay in families through effective gatekeeping by the social workforce

**Transition to families** – transition children from institutions to families/ family-based alternative care through support to Governments

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 the Role

This position is responsible for designing, guiding, and implementing Miracle Foundation India's Mental Health and Psychosocial Support (MHPSS) strategy. The role ensures that MHPSS principles are seamlessly integrated into family strengthening, family-based alternative care through systems-strengthening initiatives.

This position plays a critical role in proactively identifying and addressing MHPSS cases by:

- Reviewing data: Analyzing trends and insights to detect early signs of concern.
- Building partnerships: Collaborating with government, CSOs, and technical experts to strengthen support systems.
- Driving action: Leading interventions to resolve red-flagged cases and improve child and family well-being.

In addition, the Lead spearheads the implementation of MHPSS strategies within the Family Strengthening program—working closely with state teams, caregivers, and community stakeholders to ensure that vulnerable children and families receive the emotional, social, and psychological support needed to thrive.

#### Key Roles & Responsibilities

##### Strategy & Program Design:

- Develop and operationalize the organization-wide MHPSS strategy, aligned with global and national standards in consultation with the Program Design & Development vertical.
- Create frameworks and guidelines for addressing the mental health & psycho-social support needs of children, families, and communities.
- Support Program Design & Development vertical in developing training modules, tools, and guidelines on MHPSS for Miracle teams, CCI staff, and community actors (VCPCs, social workforce)
- Ensure integration of MHPSS components into family strengthening and CCI transition models.
- Build evidence-based approaches for child well-being, caregiver well-being, and resilience-building.
- Build and manage National and state partners to provide timely and appropriate mental health support to families. Ensure empanelment and endorsement by respective government of all partners
- Provide regular feedback to the Program Design and Development (PDD) team on what is working well and what needs improvement, enabling timely course correction and adaptive programming.

- Stay updated on best practices and emerging trends in MHPSS care and incorporate them into program planning.

#### **Program Implementation and Capacity Building**

- Support state teams in implementing context-specific MHPSS interventions tailored to the unique needs of each state and community.
- Build the capacity of field staff, caregivers, and community workers through structured training, mentoring, and ongoing coaching on trauma-informed care and MHPSS practices.
- Develop, adapt, and standardize tools, resources, and methodologies to enhance the quality and consistency of MHPSS program delivery.
- Track all MHPSS cases, with a special focus on red-flag cases, and facilitate structured discussions with state teams to ensure ownership, timely intervention, and prevention measures, in collaboration with cross-functional teams and partners.

#### **Quality Assurance & Evidence Generation**

- Establish MHPSS quality benchmarks, indicators, and monitoring frameworks.
- Support data collection, documentation of promising practices, and learning dissemination.
- Drive research partnerships to generate evidence on mental health outcomes in family-based care.

#### **Stakeholder Engagement & Networking**

- Represent Miracle Foundation at national/state forums on MHPSS to promote psycho-social well-being.
- Build partnerships with mental health institutions, government bodies (WCD, NHM), and networks for referral and systemic advocacy.
- Contribute to national-level dialogues and policy recommendations on child and caregiver mental health.

#### **Crisis Response & Safeguarding**

- Support program teams with critical case consultations and crisis response plans (e.g., self-harm, abuse, trauma).
- Ensure MHPSS integration into child safeguarding protocols and risk mitigation measures in consultation with Government Partnership & Strategic Alliance vertical.

### **Qualifications, Competencies & Experience**

#### **Education & Experience:**

- Master’s degree in Psychology, Social Work, Counseling, or a related field.
- At least 7-10 years of relevant experience in psycho social care, mental health programs, or child and family welfare, with a preference for working in community-based settings.

#### **Skills:**

- Proven experience in designing and implementing psycho-social interventions for vulnerable populations at scale.
- Deep understanding of trauma-informed practices, child development, and family dynamics.
- Strong skills in conducting training sessions and facilitating workshops for diverse groups.
- Ability to effectively engage with various stakeholders, including state teams, caregivers, and community members.
- Experience in managing cases and utilizing support frameworks to assist children and families.
- Familiarity with tools and methodologies for assessing the effectiveness of psychosocial programs.

### **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.

## 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.

### Additional Information

**Ethics & Integrity:** Ethics and integrity are core to our organizational culture and are embedded in our daily operations, decision-making, and annual performance evaluations.

**Background Verification:** Please note that background and reference checks are standard procedures in our hiring process.

**Data Privacy:** By submitting your application and resume, you acknowledge and consent to the collection and processing of your personal data solely for recruitment purposes, in accordance with the provisions of the Digital Personal Data Protection Act, 2023

**Diversity & Inclusion:** We are an equal opportunity employer and are committed to building a diverse and inclusive workplace. Individuals of all genders, backgrounds, abilities, and identities are encouraged to apply.

### Application Process

Interested candidates can submit their resume and a brief cover letter outlining motivation and suitability for the role to [hr@miraclefoundation.org](mailto:hr@miraclefoundation.org).

For more information about our work and impact, please visit our website <https://miraclefoundationindia.in/>