

## JOB FRAMEWORK

<b>Position Title</b>	<b>Counsellor cum Clinic Supervisor</b>
<b>Reporting</b>	<b>Assistant Manager - Operations</b>
<b>Location</b>	<b>Alwar and Jaipur (Rajasthan)</b>
<b>No. of Position</b>	<b>2</b>

### Background

The Organization is a registered not-for-profit organization operating since 2009. The high-quality services we provide, give a woman the power to choose if and when she has children so that she's free to pursue her plans and dreams for herself and her family. Our mission is **"Your Body, Your Choice, Your Future"**.

The Organization is the No. 1 non-governmental provider of Clinical Family Planning services. We provide quality family planning and safe and legal abortion services to women in need, through multiple channels that comprise of our own clinics, clinical outreach teams and public sector support to Government facilities. We are currently working in the states of Rajasthan, Uttar Pradesh, and Madhya Pradesh in Public Private Partnership with state governments. In 2023, our teams directly provided family planning choices and quality services to over 160,263 clients that delivered a Couple Year Protection (CYP) of over 1.98 million.

A large number of women in India are unable to exercise their sexual and reproductive rights due a number of barriers – social, cultural, policy, and access to information and services. Thus, we work in partnership with stakeholders to improve the policy environment towards enabling women to exercise their reproductive rights and choices. The Organisation also implements advocacy projects to advance sexual and reproductive rights in the country.

**It is a role requirement that the job holder must fully comply with, promote and live The Organization's CORE VALUES.**

<b>Mission driven</b>	<b>Client Centred</b>	<b>Accountable</b>	<b>Courageous</b>	<b>Resilient</b>	<b>Inclusive</b>
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### JOB SUMMARY

The incumbent works as part of a medical team which is fully staffed and well equipped mobile team which provides an entire range of high quality family planning services at public sector sites – Community Health centres (CHCs) or Primary Health Centres (PHCs). A professional, friendly attitude and effective communication, listening skills and empathise with, encourage and help to empower individuals (Clients) are keys to becoming successful in this role.

### KEY RESPONSIBILITIES

#### **1. Front desk Management**

- Front office management of centre
- Filling of forms: Govt. case card & Organization case card, Cash receipts, Daily client register etc.

## **2. Client Management**

- Welcome the clients' keeping in mind clients' dignity and respect irrespective of caste, creed, religion or sex.
- To manage client and attenders in waiting area.
- Counselling on all types of family planning services & comprehensive abortion care
- Maintain confidentiality of client.

## **3. Clinic Management**

- Participate in regular meeting to learn and share information amongst group members.
- Maintenance of the centre and check cleaning of the in centres.
- Accurate maintenance and updation of all documents and share to supervisor on regular basis.
- Ensure the logistic requirement and check maintenance as per time schedule.
- Update contact list of empanelled doctor/emergency referral unit/blood bank/ambulatory services.
- Maintain attendance register/Leave record of In centre staff.
- Maintain record of fixed asset & consumables.
- Arrange the visit of dignitary if required.

## **4. Finance Management**

- Cash collection, bank deposit, and monthly reconciliation.
- Hand over the cash on daily basis to State team/supervisor.
- Disbursement of beneficiary amount & referral incentive.
- Maintain pay in slip.
- Timely submission of claims to District Health Society .
- Regular follow up of claim reimbursement.

## **5. Co-ordination with the state team**

- Day to day management of centre (stock management, interaction with procurement department).

## **6. Demand Generation**

- Regular interaction with motivators for client generation.
- Identification and motivation of candidate to join The Organisation network and further complete training related training to actively participate in client generation for In Centre.
- Follow-up with IPC/BCs about client Flow.

## **7. Co-ordination with other bodies**

- Compile the data with the support of PE/Female/male Nurse for timely receiving of DHS claims.
- Liaising with Pollution Control Board/Waste Disposal Agency for the Bio-Medical Waste of In Centre.

## **8. Reporting**

- Daily/weekly/fortnightly/monthly reporting to different departments.
- Assist Medical Officer/Consultant Gynaecologist of centre in all the administrative, liaising, client's generation activities
- Develop monthly report regarding family planning services at reception and send it to manager.
- Data entry in Organization software (CLIC) in regular basis.
- Typing letter/application as per need
- All data filing in regular basis.
- Performing other clerical duties as per the need.

## **QUALIFICATION AND EXPERIENCE**

- Graduate with 3 Years of experience in development sector.

## **SKILLS AND COMPETENCIES**

- Good interpersonal and communication skills (both oral and written), analytical, creative and problem solving.
- Good Knowledge of Computer (MS- Office)
- Excellent Team work and people skills
- Building a relationship of trust and respect with clients.

**Interested candidate please share your cv at:**

[contact@pmspl.net.in](mailto:contact@pmspl.net.in)