

## JOB FRAMEWORK

Position Title	Program Coordinator
Reporting	Assistant Manager – Operations
Location	Jaipur-Rajasthan
No. of positions	1

### 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 Organisation 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 Organization 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 Organisation's CORE VALUES.**

Mission driven	Client Centered	Accountable	Courageous	Resilient	Inclusive
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### JOB SUMMARY

The incumbent will be responsible for planning and implementing of program in the various districts allocated to him/her in Rajasthan. The role will entail providing a high level of administrative support to the Senior team as well as to their respective team, mentoring the teams and achieving the program deliverables with optimum quality, and coordination to the team including preparation of briefing materials to support planning and program development. A professional, friendly attitude and effective communication and Team monitoring and management skills are the keys to becoming successful in this role.

### KEY RESPONSIBILITIES

#### 1. Program operations.

- Ensure adequate number of FDS area are allocated by regular and close interactions with the health officials.
- Ensure the CYP targets (annual and quarter, channel-wise, method-wise) for the Clinical Outreach (COT) teams and in-reach centers are met.
- Ensure all the FDSs are managed as per the Organization guidelines Ensure the availability of required amenities, stationary, consumable, equipment, supplies etc. for effective management of FDSs. In case of any

deficiency take corrective actions.

- Ensure streamlining of operations for FDS: Make a monthly plan for demand generation activities for achieving the targeted clients. Implement the route plan for COT teams as per directions of Assistant Manager-Operations and work in close connection with the Program Executives/Block Coordinators/Interpersonal Communicator/Counsellors to achieve the desired results.
- Arrangement of FDS supplies and materials: To work in coordination with clinical outreach (COT) staffs (Doctors & Paramedics) and ensure all the arrangements of supplies and materials required to conduct the FDSs.
- Ensure an adequate number of surgeons and paramedical staff are empaneled so that the program can run smoothly.
- Ensure the reimbursements are submitted and realized timely by keeping a close track and by supporting the FDS Coordinators (FDSC) /Program Executive (PE).
- Arranging on-call teams in the absence of any team member.
- Carry out a minimum of 5 visits to COT FDS document the findings in a checklist and present the findings to the team and seniors. Field visit is expected to be productive and cost effective therefore give preference to local /public transportation facilities.
- Handle the interpersonal conflicts within the team effectively.

## **2. Liaison and maintain relations with government officials and develop partnerships at the district and block level.**

- Liaising and maintaining public relations with Govt. officials: Develop relationships and maintain communication with district & block-level government officials, health workers, and other professionals to attain the goals of Organisation Program.
- Developing partnership with local NGOs, CBOs, PRI's members, and private service providers: To meet the local NGOs / CBOs/Referral hospital and partner with private providers as per The Organisation guidelines.

## **3. Reporting and Documentation**

- Lead the district level monthly meetings and ensure all the programmatic and clinic issues are discussed and properly documented.
- Responsible to ensure that the IQAs and CA are conducted in the teams and the action points are followed up by the Clinical Outreach Teams (COT).
- Ensure monthly plan for the entire team is well documented and shared with the Assistant Manager.
- Ensure correct and timely filling of daily tracking sheet and fortnightly share with state office.
- Responsible for ensuring proper maintenance of all stocks- Medicines, consumables, and equipment. Responsible for physical count of all stocks and submission of weekly and monthly MSRs.
- Submit advance monthly tour plan: Discuss and prepare a tour plan as per discussion with Assistant Manager-Operations.
- Ensure timely submission of cash flows and expense reports to the state.
- Supervise and monitor all program staff and guide them to perform to their best.
- Documenting and disseminating all key challenges and lessons learned: Review all monitoring documents received from Counselling staff and prepare monthly report and submit to Assistant Manager-Operations.
- Ensure to minimum two spot check upload in a month.

## **4. Clinic Channel Operations**

- Responsible for effective management of clinic operations and management in Rajasthan.
- Regular supporting supervision and financial check and balances of clinic.
- Maintain quality clinic service delivery by mitigating day to day operational issue and challenges.
- Support to hiring the vacant position at clinics.

## **5. Demand Generations:**

- Carry out and support field team to organize different mobilization activity to improve productivity of COT and Clinic channel.
- Management of referral network data and coordinate with field team to strengthen client referral

network for all clinic networks.

- Organize mobilization and community engagement activities and event at different location of clinic catchment areas.
- Carry out IEC and BCC activities with target population.

#### **6. Registration Documentation process:**

- Update registration end date and validity tracking related to clinic and COT operations. (Clinic LS, MTP Registration, BMW, Fire, PCB registrations etc.)
- Process of document to CMHO office for COT registration and renewals.

#### **7. Program and financial Data Management:**

- Update program and financial data (NHM Reimbursement), clinic income data on the provided tracking systems.
- Check and Balances of financial income of clinic and verified the same for daily and monthly closing purpose.
- Regular verification of FDS expenses and submission of expenses report on time for monthly closing purpose.
- Timely file submission for clinic NHM reimbursement.
- Timely submission of progress report to CMHO and DY CMHO.

**\* Any other work as and when required**

### **QUALIFICATION AND EXPERIENCE**

- Graduate/ Post graduation/ MSW / MPH
- Minimum three- four (3-4) years of progressive experience in a fast-paced environment is required, preferably in healthcare or a not-for-profit organization.
- Worked on various healthcare projects at the district level.
- Knowledge of Family planning (FP) services (desirable).
- Advanced computer software skills in Microsoft Office suite and virtual environment are required.

### **SKILLS AND COMPETENCIES**

- Excellent oral and written communication skills.
- Excellent project management skills including the ability to plan and the ability to collaborate with other teams and across the organization.
- Drive and enthusiasm.
- Implement and monitor performance of field staff.
- Willingness to travel extensively.
- Demonstrated time management skills. Well organized and attentive to detail.
- Analytical, creative and problem solving (out of box thinking).
- Professional and diplomacy and confidentiality required.
- Team management and monitoring skills.
- Documentation and report writing abilities.

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

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