

Job Title : Programme Manager- Transport Terminals
Reporting To : Senior Manager Program and Strategic Alliance
No. Of Vacancies : 1
Location : New Delhi
Responsible for : Project Coordinators and presently 4 Projects (Delhi Sarai Rohilla Railway Station, Delhi Cantonment Railway Station, Ghaziabad Railway Station, Anand Vihar Bus Terminus) and upcoming transport terminal-based projects.

Railway Children India (RCI) is a section 8 company registered under the Companies Act 2013 (earlier section 25) in India, working for bringing sustainable changes in the lives of children living alone or at risk on the streets.

RCI endeavors to ensure that each child living or passing through the railway stations that our organisation works with, is offered a comprehensive recovery and reintegration programme which is rights based and ensures safety, well-being and permanence.

Job Purpose:

The Programme Manager is responsible for ensuring program quality and reporting goals through the management of an existing multi-project portfolio, including transport terminals such as bus terminals and railway stations. This role involves upcoming transport terminal-related projects with a focus on child protection interventions in the Delhi/NCR region, ensuring high-quality and consistent implementation.

Key responsibilities:

Outreach in the Transport Terminals:

- Deploy the outreach team based on train/bus shift timings and child turnover, creating duty rosters accordingly.
- Identify strategic locations in railway stations and bus terminals for child presence and guide the team accordingly.
- Analyze weekly trends of child movement and guide the team based on data analysis.
- Establish strong working relationships with transport stakeholders.
- Ensure continuity in Child Help Group meetings at transport terminals, involving government child protection representatives.
- Oversee the quality of the Child Help Desk Register.

Case Management:

- Daily interaction with Project Coordinators to understand case management, vulnerability identification, and compliance with child protection procedures.
- Provide guidance and support to Project Coordinators in finalizing individual care plans, follow up and family strengthening efforts.
- Coordinate with the Child Safeguarding Lead to discuss cases and ensure effective case management.
- Ensure timely case closure post discussion with Project Coordinators.
- Rigorous monitoring of documentation under case management and providing feedback to Project Coordinators.
- Monitor compliance of follow-ups and family strengthening efforts.
- Ensure quality intervention in line with child-related legislation.

Follow-up and Family Strengthening:

- Develop plans for telephonic and physical follow-ups.
- Discuss follow-up status with the team and decide on actions accordingly.
- Prioritize follow-up of child safeguarding cases.
- Coordinate with the Family Reintegration team for seamless execution.

Program Management:

- Oversee multiple transport terminal-based projects, ensuring program objectives and donor requirements are met.
- Ensure efficient implementation and management of station-level programs in adherence to quality standards.
- Support field teams in meeting special donor requirements and ensuring clarity of roles and responsibilities.
- Plan and implement capacity building programs for railway authorities and other stakeholders.
- Ensure compliance with child protection framework in India.

Stakeholder Management:

- Anchor the local advocacy plan and ensure compliance.
- Identify key advocacy agenda from project areas.
- Plan and conduct district and state-level consultations, trainings, and interfaces.
- Develop stakeholder engagement plans for stations and ensure effective implementation.
- Engage and collaborate with various stakeholders for effective project operation.

Child Safeguarding & Reporting:

- Ensure adherence to Child Safeguarding policy, procedures, and practices.
- Report Child Safeguarding incidents or concerns and foster an encouraging environment for discussion.

Programme Planning, Budgeting, MIS Management, and Reporting:

- Coordinate with staff for documentation of promising practices and lessons learned.
- Lead the weekly data analysis process and identify key insights.
- Ensure timely reporting through narrative reports and identification of crucial case studies.
- Lead the annual action plan and budget development.
- Manage Direct Implementation Programme budget, ensuring timely fund utilization tracking.
- Facilitate visits of donors, visitors, new joiners, consultants, and volunteers.
- Ensure timely submission of quality reports for donors.

Team Management, Development, and Support:

- Support Project Coordinators and Teams in efficient day-to-day implementation.
- Conduct structured weekly and monthly reviews of projects and assess team performance.
- Implement monthly one-to-one meetings as part of Performance Management and Development Policy.
- Ensure capacity building of team members on relevant acts and SOPs.

General Duties:

- Uphold and work within Railway Children India's policies and procedures.
- Adhere to Railway Children India's Child Safeguarding Policy and Code of Conduct Policy.
- Promote and embody Railway Children India's core values.
- Undertake any other duties as delegated by the line manager.

Expected Competencies:

- Graduate in social work or related discipline with 10-12 years of relevant experience. Candidates with an MSW will have an added advantage.
- Experience in coordinating child protection programs and working with government departments with focus on transport terminals.
- Knowledge of child-related laws and schemes.
- Computer-savvy with strong networking and management skills.
- Proficient in Hindi and English.

- Detail-oriented with a willingness to undertake extensive fieldwork.

Expected Attitude:

- Commitment to the cause of children in difficult circumstances.
- Conduct yourself in accordance with the rules of 'Child Safeguarding Policy' and 'Code of Conduct Policy' in your Professional and Personal life-which includes reporting suspicions of child abuse or any breach of these policies

Additional attitude (s)

- as per the Job description

Job Reference:

'Program Manager – Transport Terminals'

To Apply:

The eligible candidates may send their application along with a cover letter at careers.india@railwaychildren.org.in by **20th January, 2024**. Please mention 'job reference' in subject line of application. Applications received without correct subject line will not be reviewed.

'At Railway Children India we are committed to the safeguarding and protection of all those who come into contact with us in our work. We follow a range of procedures to ensure that only those who are suitable to work with children are recruited. This post is subject to a range of vetting checks including police verification.'

Due to the high volume of applications often received, only those found suitable for the role will be contacted.