

Job Title : Outreach Worker
Department : Programme
Positions : 1
Location : Delhi Sarai Rohella / Delhi Cantonment
Direct reporting to : Project Coordinator

Railway Children (RC) is an international not for profit organization, established in UK and working in India since 1996. RC has worked at more than **35 railway stations** and **reunified more than 100,000 children** (found alone and at risk) with their respective families. RC has played a significant role in the **development of the first ever Government Guidelines on protecting Children in Contact with the Railways**. Subsequently, it was also involved in the process of **developing Standard Operating Procedure (SoP) on child protection for the Indian Railways (2015)**. Railway Children India was established as a **Section 8 not for profit Indian company in 2013 to scale and sustain the impact of RC's work in India**. Railway Children India's (RCI) vision is **"a world where no child ever has to live on the street"**.

RCI aims to transform India's railway stations into **child-friendly spaces** to protect every child arriving or passing by the station alone. At the **community** level, we work to create a safety net within the community, so that none of the children fall out of the safety net and become vulnerable. We also work at the **Government** level to strengthen systems and structures; key to ensuring long-term and sustainable changes. An integral part of our work is capacity-building the station community and railway officials on the issues faced by children, and how to respond to their needs. RCI currently works at 3 railway stations and 1 bus terminal. We are also working with children living across 7 slum communities of Delhi and NCR settled around transport terminals. Our work protects around 4000 children every year.

Job Purpose

This position is responsible for conducting 24/7 outreach on a rotation basis to reach out to the children who need care and protection at and around transport terminals (road transport and railways). He/she is expected to establish a very good working relationship with Railways/ transport officials and other stakeholders.

Roles and Responsibilities

- Responsible for conducting 24/7 outreach in the transport terminals and contacting children who are missing, separated, un-accompanied by adults or runaway and in need of care and protection.
- Respond to the immediate needs of children such as food, medicine, or shelter.
- Help children to feel comfortable and safe, motivate them to come to the Child Help Desk.
- Ensure child information is entered in registers such as (Daily Dairy or station dairy Entry) at GRP/ RPF station and receive the acknowledgement.
- Support Social worker to record the first-hand information of the child in RCI

defined template at Child Help Desk.

- Ensure responsible handover to fellow outreach worker while shift change.
- Networking with stakeholders on railway platforms viz. Station Manager, GRP, RPF, vendors, porters, etc. and organize stakeholder meetings and events.
- Organize awareness programme for the stakeholders and children on various issues at and around railway station.
- Escorting the children for restoration process (need basis) and conducting follow up in coordination with the Follow up and reintegration officer.
- To report any Child safeguarding incidents, concern, or doubt to the concerned person as per the organizational CSP reporting procedures.

Expected competencies:

- Graduation/Diploma in any stream. Graduates in Social Work will have an added advantage.
- Minimum 1 -2 years of relevant work experience in development field preferably with prior experience in working with children.
- Experience of working in outreach and engagement, particularly with vulnerable/disadvantaged groups.
- Basic knowledge of child protection issues and laws will be an added advantage.
- Basic computer knowledge is an added advantage
- Hard-working, reliable and professional, able to manage a varied and challenging workload and work well both as part of a team and alone.
- Strong communication skills including presenting, facilitation and relationship building and Proficiency in Hindi (both verbal & written)
- Experience of working with a variety of different stakeholders
- Proficiency in English (written & verbal) will be an added advantage

Compensation offered:

The offer made to the selected candidate shall be commensurate with qualifications, experience and salary history.

Expected attitude:

- Commitment towards working on 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
- Sensitive to the rights of children, especially on child protection and gender issues
- Flexibility and ability to work in a team and on shift basis.
- Sense of balance and ability to work under pressure

Job Reference: 'Outreach Worker – RCI'

To Apply:

The eligible candidates may send their application along with a cover letter at **@contact@railwaychildren.org.in** by mentioning the Job title above. Please mention 'Job reference' in the subject line of the application. Applications received without correct subject lines 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 through 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 a high volume of applicants, only those found suitable for the role will be contacted.