

Job Title : Programme Manager- Transport Terminal
Reporting To : Senior Manager Programme and Strategic Alliance
No. Of Vacancies : 1
Location : Mumbai
Team reporting : 10 outreach workers, 2 social workers and 1 case worker

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

The Programme Manager is responsible to commission the child protection work at one railway station and subsequently expand the work to other railway stations within Mumbai region in the future. The position is expected to commission and manage the implementation of the railway station-based child protection programme in collaboration with the District Child Protection Unit, Mumbai. The position is responsible for the programme quality and reporting goals through the management of the project and setting up the coordination protocol between the railway personnel and the district child protection functionaries.

Key responsibilities:

Commissioning of the project

- Collaborate closely with the Mumbai District Children Protection Unit (DCPU) to design and roll out the child protection programme that will identify and protect children who are found alone and at risk at railway stations.
- Develop and manage a detailed project implementation plan in collaboration with DCPU, Mumbai.

Outreach in the Transport Terminals

- Deploy the outreach team based on train shift timings and quantum of children arriving at the railway station alone and at risk, creating duty rosters accordingly.
- Identify strategic locations in railway station 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 railway stakeholders at all levels.
- 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 team of outreach workers and the social workers to understand case management, vulnerability identification, and compliance with child protection procedures.
- Provide guidance and support to the team 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 the team.
- Rigorous monitoring of documentation under case management and providing feedback to the team.
- 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.

Programme Management

- Ensure programme objectives and donor requirements are met.
- Ensure efficient implementation and management of station-level programme activities 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

- Ensure all key decisions are taken in consultation with DCPU, Mumbai and Railway personnel.
- 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.
- Ensure data and reports are submitted to DCPU, Mumbai within the agreed timeline and using approved templates.
- 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 Team 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 or managing child protection programmes 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 Marathi, 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

Job Reference: 'Programme Manager – Transport Terminals'

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.