

Designations: Senior Associate-Operations**No of Positions – 1****Location – Delhi****Nature of engagement- Contractual****Period of engagement- Upto 31 December 2022, subject to renewal**

School Health Clinics seek to provide comprehensive primary healthcare to government school students by catering to both physical and mental health issues within the school campus. Each clinic has a doctor, a psychologist, a nurse, and a multi-task worker who are responsible for regular screening, diagnosis, treatment and prevention of primary healthcare concerns of students. A pioneer in the education and healthcare space, the Education and Health Departments of the Government of Delhi have come together to ensure the holistic development and well-being of government school students through the School Health Clinics Pilot Project.

A Project Management Unit (PMU) has been set up to help the GNCTD manage the implementation of the pilot project. The PMU has partnered with the Hans Foundation for the smoother functioning and operations of the School Health Clinics Project.

Position Summary -

We are looking for an Operations Executive (OE) to oversee the entire operations and functioning of School Health Clinics in the target schools under the project. The OE will report to the Project Manager (PM) and the Senior Project Associate (SPA) while working under the supervision of the PMU and THF.

The OE will be responsible for the smooth and swift delivery of services in the school clinics, firefighting ground level issues on a daily basis, deriving learnings from every glitch and gap and creating the pathway for sustainable expansion of the project. Their scope of work will range from creating and reviewing reports, supporting in monitoring and evaluation, facilitating stakeholder management and coordination and ensuring the proper supply and stock of resources in SHCs.

Role and Responsibilities –

- Reviewing procurement lists, medicines and equipment and getting it delivered by relevant stakeholders.
- Monitoring supply chain and logistics, and ensuring processes and tasks are carried out efficiently
- Acting as the nodal officer for reporting grievances related to medicines, equipments, SHC infrastructure, and other basic amenities related to SHCs
- Timely redressal of all such grievances and escalation/de-escalation of issues to higher level authorities
- Scheduling feedback sessions within schools for rapport building and better service delivery.
- Assessing feedback by the staff members and using your creativity to establish, improve, and refine services
- Support to organize review meetings, supervisions, and training for the project staff.
- Facilitating employee grievance redressal with HR executive.
- Ensuring that school level issues are addressed by timely involvement of HoS and DoE as and when required.
- Collation and review of monthly staff reports.
- Supporting Project Associate in creating meeting notes, minutes, agendas, meeting summaries, memos, and other report materials, as may be required, in a timely manner.

- Addressing ground level issues and logistical concerns based on the feedback from the MnE team.
- Facilitate supervision sessions for psychologists, review their reports, design and execute appropriate actions for the challenges identified
- Collation of contingency bills and any other clinic specific requirements

Essential Qualifications

- Graduation with at least 3 to 5 years of relevant work experience in people management, project implementation, handling field team, operations and logistics or administration in government, or NGO sectors.
- Candidates with post graduate degree in management or administration will be preferred

Required Skills & Competencies

- Strong interpersonal, negotiation, and conflict resolution skills. Excellent coordination skills
- Strong written and verbal communication and capability to relate and interact with multicultural teams
- Good computer skills particularly MS EXCEL & other MS Office Software
- Giving close attention to details and demonstrated ability to handle sensitive or confidential information

Remuneration

INR 7,20,000 per annum