

## JOB DESCRIPTION

**Position Title:** Manager- Community Processes & Capacity Building

**Number of Position(s):** 1

**Reporting:** Program Lead

**Location:** Shillong, Meghalaya

**Internal Stakeholders:** CEO, Director Programs, Functional Heads WISH program

**Education:** MPH/MSW/Masters in Social Sciences

**Experience/Necessary Skills:** The incumbent should have:

- 8-10 years of experience with implementation of health programmes at the primary level with international and/or national NGOs
- Familiarity/experience in working with health systems in the public sector
- Experience of working with large scale community health worker programmes, particularly related to training, policy evolution, and supervision
- Excellent communication and presentation skills, analytical and interpersonal abilities
- Excellent oral and written communication skills in English. Working knowledge of local dialect (Khashi, Garo) is desirable.
- Demonstrated ability to work in a multi-disciplinary team.
- Ability to work on different assignments simultaneously to meet the timelines.
- Computer proficiency with high level of familiarity with commonly used packages like MS Word, Excel, Power Point.

**Language Proficiency:** English and Local dialect (eg. Khashi, Garo desirable)

**Job Role:**

**The key deliverables will include (but not limited to) the following:**

- Provide Policy and Programme related TA support to State NHM for Community Processes (CP) and Capacity Building (CB) with special focus on Village Health Council as required at National and State Levels
- Provide State Level Technical support for CP and CB, guide and support State Counterparts in programme implementation (around VHCs).
- Undertake analytical documentation of field review visits from different states to inform implementation and programmatic and policy changes as required.
- Develop study/ evaluation protocols, undertake and guide studies pertaining to- baseline measurements, operational research and impact assessments for improving design of CP/CB interventions.
- Contribute in writing programme specific operational guidelines; undertake research to write technical and policy briefs, training material, reports, case studies, monitoring checklists/protocols etc.
- Support and supervise systematic collection, documentation and presentation of information regarding CPHC and providing inputs to the decision makers.
- Support to identify, develop and support field demonstration sites as laboratories for demonstration for learning and scale up
- Undertake periodic field visits to districts and blocks to review programme implementation, identify implementation challenges and support state and district NHM authorities in designing suitable solutions or enable linkages with appropriate public health/research/academic/technical/support institutions for technical support related to Community Processes particularly Village Health Council
- Support the process of modification of the Village Health Council programme strategy (if required during implementation)

- Develop study/evaluation protocols, undertake and guide designing and conducting baseline, operational research and impact assessments for improving design of CP particularly VHC interventions.
- Identify best practices and innovations within states and districts and support states to document it for dissemination to other states/districts
- Contribute in writing programme specific operational guidelines; technical and policy briefs, training material, reports, case studies, monitoring checklists/protocols etc.
- To identify training needs and coordinate activities for the training of Village Health Council and relevant State/District/Block/Sector officials
- To identify training requirements for refresher trainings at all levels for various functionaries.
- To plan for periodic refresher training of the District/Sector Officials/VHC members on the updates of the state specific information.
- To conduct gap analysis of the poor performing VHCs and support the State authority to develop strategies as per requirement.
- To participate in the bimonthly review meetings of the VHCs
- To support organization for different Capacity Building intervention related to different programs and organization development initiative.
- Provide technical support in developing, reviewing, translational (if needed), designing curriculum for training resource material as appropriate for various relevant stakeholder.
- Help maintain a database of trainers and other resource persons for facilitating in various training programs.
- Facilitate in managing roster of trainers, trainees and system for nomination for various TOTs. Develop TNA as per the requirement.
- Coordinate with other agencies and partners for planning, organization and facilitating in different capacity building programs.
- Support in conduction online trainings (as and when/if required) through desired modes, as and when required along with preparing training material, presentations and pre-post-test forms, as appropriate and necessary.
- Facilitate development of assessment tools/checklists for various trainings
- Support regular assessment through a designed framework/ generation of actionable points.
- To understand and be able to handle digital mode of trainings i.e., online training platforms.

***Any other reasonable duty assigned by supervisor that is consistent with the nature of the job and the level of responsibility.***

## **Personal Attributes:**

- Demonstrates integrity, ethics, compassion and respect;
- Passion for results- Highly motivated and resourceful; demonstrates high accountability, ownership and a go getter attitude; takes initiative and drives results;
- Demonstrates speed, agility and innovation in thought and in action;
- Decision-Making: S/he has the ability to evaluate risks and opportunities; uses analytical and problem-solving skills to arrive at sound business decisions;
- Result Focused: S/he effectively manages time and deliverables for self and team; has a strong sense of ownership; is able to multi-task and work under pressure; demonstrates attention to detail and sets high benchmarks;
- Brand Ambassador: Has a strong professional presence and can be seen as a credible and key representative of WISH to forge strong strategic partnerships;
- People Management: possesses strong interpersonal abilities and provides necessary direction to team with focus on skill building,
- Emotionally intelligent, perceptive and demonstrates inclusiveness and diversity;

# LEHS

Lords Education & Health Society



- Willingness and ability to travel extensively

## About us:

Lords Education and Health Society (LEHS) is a not-for-profit entity that was established in 2003 as a society under the Indian society registration act 1860. In 2014, the Wadhvani Initiative for Sustainable Healthcare (WISH), the flagship program of LEHS, was established with a generous grant from Mr. Sunil Wadhvani and his family.

**Wadhvani Initiative for Sustainable Healthcare (WISH)** is a US 501c3 organization founded by Mr. Sunil Wadhvani, philanthropist and co-founder of iGate. In India, WISH is the flagship program of LEHS, a registered non-profit organization in India. LEHS|WISH works towards improving the quality of and access to primary healthcare services for the under-served communities in India. WISH is implementing healthcare models through partnership with state governments, international agencies and the private sector by appropriately introducing promising healthcare innovations in the public health system in order to build an equitable, innovation-led and evidence-based quality healthcare system within easy reach of the underserved populations.

We are committed to building an equitable, quality-assured, innovation-led ecosystem that makes healthcare accessible to the most underserved.

## Our Values, Our Purpose- Vision and Mission

We strive to abide and live by the following values in our day-to-day functioning- CRISP.

| <b>Our Values</b><br>At LEHS WISH we strive to live our values  | <b>Our Purpose- Vision and Mission</b><br>At LEHS WISH our purpose governs all our action |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
|---|---|-----------------------------|------------------|--|---------------------|--|----------------|--|-----------------------|-------------|---|--|--|
| <table border="1"><tbody><tr><td><b>C</b> Compassion</td><td>Towards the people we serve</td></tr><tr><td><b>R</b> Respect</td><td>For our work and partners through accountability</td></tr><tr><td><b>I</b> Innovation</td><td>In product offerings and overall thought process</td></tr><tr><td><b>S</b> Speed</td><td>Agile and efficient approach to our work</td></tr><tr><td><b>P</b> Perseverance</td><td>For results</td></tr></tbody></table> | <b>C</b> Compassion   | Towards the people we serve | <b>R</b> Respect | For our work and partners through accountability | <b>I</b> Innovation | In product offerings and overall thought process | <b>S</b> Speed | Agile and efficient approach to our work | <b>P</b> Perseverance | For results | <table border="1"><tbody><tr><td><b>Vision:</b><br/>Quality healthcare for all</td></tr><tr><td><b>Mission:</b><br/>To improve primary healthcare systems through innovation.</td></tr></tbody></table> | <b>Vision:</b><br>Quality healthcare for all | <b>Mission:</b><br>To improve primary healthcare systems through innovation. |
| <b>C</b> Compassion   | Towards the people we serve   |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
| <b>R</b> Respect  | For our work and partners through accountability  |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
| <b>I</b> Innovation   | In product offerings and overall thought process  |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
| <b>S</b> Speed  | Agile and efficient approach to our work  |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
| <b>P</b> Perseverance   | For results   |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
| <b>Vision:</b><br>Quality healthcare for all  |   |                             |                  |  |                     |  |                |  |                       |             |   |  |  |
| <b>Mission:</b><br>To improve primary healthcare systems through innovation.  |   |                             |                  |  |                     |  |                |  |                       |             |   |  |  |

## Our Approach

Our work is positioned at the intersection of **primary health care** and **innovations**.

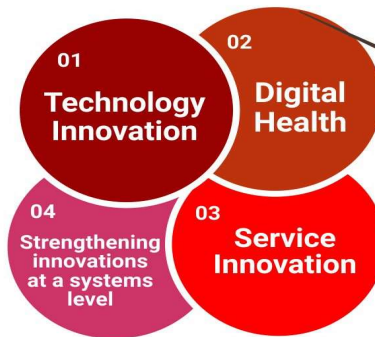
## Our Approach

Our work is positioned at the intersection of primary health care and innovations.

### Primary Health Care



### Innovation



LEHS|WISH is an equal opportunity employer. All candidates applying for the position should submit their resume and cover letter specifying the position name in the subject line along with notice period and current/ expected compensation details to [career@wishfoundationindia.org](mailto:career@wishfoundationindia.org)

**Date of job posting: August 17, 2023**

**Apply before August 31, 2023 for best consideration**