



## POPULATION SERVICES INTERNATIONAL, INDIA

### JOB DESCRIPTION

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**TITLE:** Senior Manager - Knowledge Management  
**No. of Position:** 1 (One)  
**LOCATION:** Patna, Bihar  
**DEPARTMENT:** Program Support & Development  
**REPORTS TO:** Associate Director - Program Learning & Trainings  
**SUPERVISES:** None  
**GRADE LEVEL:** C2  
**POSITION CATEGORY:** Program Support & Management  
**OPEN DATE:** 15 Jan 2024  
**CLOSE DATE:** 14 FEB 2024  
**EMAIL ID:** careers@psi.org.in

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PSI INDIA is a non-profit, nongovernmental organization registered in India dedicated to improve life of vulnerable population, particularly the improvement of reproductive and sexual health, improved services for the health of mothers and children, sustainable sanitation solutions for cities and slums. PSI India was incorporated in 1980 under the India Societies Act of 1860 and began implementing full-scale activities in 1988. Over the past thirty-three years, PSI India has collaborated with the Government of India and a number of donors to implement various programs towards increasing the use of modern contraception for family planning, to provide products and services for the health of mothers and children and to decrease the spread of HIV/AIDS and TB. For more information, please visit [www.psi.org.in](http://www.psi.org.in).

#### **About specific Program:**

PSI India with support from Program in Bihar will scaling up proven high impact approaches for family planning to improve the family planning and contraceptive services across Bihar. It strengthens district level health systems to improve health services and end preventable child and maternal deaths among the vulnerable population in the districts. Through the partnership and support from PSI India, the program will deliver to rapidly scale up high impact practices (HIP's) to bridge demand, enabling and supply gaps in reproductive health among urban poor in India. Districts will progress through the four stage model (Start up, Surge, Pre-graduation and Post-graduation), based on tenets of creating sustainable impact at scale of family planning best practices through health system strengthening in a cost efficient way, through the "Lead, Assist, Observe and Sustain" coaching model. The program goal and strategic objective is to reduce preventable maternal, new-born and child deaths among the urban poor by increasing the use of modern contraceptive methods among married women, 15-49 years of age, with special focus on adolescents and youth, First Time Parents and improving the coverage and quality of evidence-based reproductive, maternal, new-born and adolescent health interventions. The program will capitalize the private sector and facilitate the development of private/public partnerships to increase Family Planning (FP) services in urban communities.

#### **A. POSITION PURPOSE:**

PSI India seeks experienced, dynamic candidates for the position of Senior Manager - Knowledge Management. The person will be responsible for synthesizing learnings from the field of Bihar (but not limited to these geographies) and document significant change stories, case studies, concept notes and carry out pause and reflect exercise. S/he will contribute to newsletter, monthly/quarterly/annual reports, social media posts, conference reports and devise aesthetic documents with infographics etc.

#### **B. DUTIES AND RESPONSIBILITIES:**

- Review and consolidate technical documents, research reports (such as TRaC surveys), operation manuals, and reports on specific health topics and project best practices and lessons learned.
- Document best practices / case studies / human interest stories/ research reports / concept papers/ lessons learned documents from project activities at district, state and national levels, packaging those in a variety of ways for distribution to a broader private- public sector community.
- Document/ support in developing proposals and reports for national or international donors (which includes monthly, quarterly & annual report)
- Contribute to development of fact sheets, newsletters, and web content for advocacy with public-private sector for projects and programs
- Respond to ad hoc requests for articles or short summaries of achievements, developing power point presentations.
- Provide support to build capacities of teams in the planning and development of the development of reports / proposals including annual work plans, quarterly and annual progress report, gnatt charts and country operational plans in order to meet donor requirements and deadlines
- Develop quality and timely concept notes and proposals for corporate and government donors, and liaising with program staff and partners
- Provide support to research and knowledge management teams in preparing Knowledge, Attitude, Behavior, Practice (KABP) survey reports for formal and informal workplace programs.

#### **C. QUALIFICATION AND EXPERIENCE:**

- A Master's degree in social sciences or related degree or an equivalent combination of education.
- Exposure to development sector particularly in Health Sector would be an asset.
- 8-12 years of experience of which a minimum of two years' experience in documentation essential in development sector, pharmaceutical industry preferably on maternal health/reproductive health/family planning/STI RTIs

#### **D. SKILLS:**

- Excellent written and oral communication skills in English, plus experience researching and writing, including analysis, and developing policy and/or advocacy materials for national and international or global audiences
- Strong analytical skills and ability to synthesize complex material.

- Understanding of public and private health systems in India.
- A team player with strong facilitation & mentoring skills
- Excellent writing skills and fluent in English and Hindi speaking.
- Good computer skills especially MS Word, Excel, PowerPoint.
- Excellent writing ability in English to write proposals and reports.
- Willingness to travel around 25% of time.
- Ability to work independently and under deadlines and take initiative and be innovative.

#### COMPETENCIES:

- **Drive Change and Innovation:** act with urgency for continuous improvement and with a bias towards action; promote development of breakthrough solutions; embrace and advocate innovations that improve results. Aggressively promotes the need for breakthrough improvements.
- **Customer Service Orientation:** see PSI India from the client point of view; keep client needs paramount when making decisions and taking action; think beyond current client base; understand the forces that impact PSI India, those we serve and those we could serve in the future. (Client refers to all internal/external stakeholders and customers. This should be more clearly defined by manager and employee, as appropriate. Works closely with the people PSI India serves to find out what they value the most.
- **Communicate and Share information:** share information people need to make decisions or avoid problems; keep people informed about all issues that may affect them. Communicates clearly, concisely and to the point. Keeps people informed on a timely basis of change, key events and decisions that may affect them.
- **Understand Donor and Development Perspective OR Demonstrate Openness and Flexibility:** see PSI India from the donor point of view; understand the market forces that impact PSI India; understand current donor strategy and where it is likely to lead in the future. Invests time to understand the donor's priorities, procedures and systems.
- **Technical Skills:** should possess the technical skills required to be able to successfully lead the role

*PSI India is an Equal Opportunity Employer and encourages applications from qualified individuals regardless of race, religion, national origin, sexual orientation or disability.*