TITLE: General Manager (Monitoring, Learning and Evaluation)

NUMBER OF POSITIONS: 1(One)

LOCATION: New Delhi

DEPARTMENT: Programs

REPORTS TO: Deputy Director - Program Implementation

SUPERVISES: None

GRADE LEVEL/SALARY BAND: C1

POSITION CATEGORY: Program Support & Management

Population Services International (PSI) India is a non-profit, non-governmental organization dedicated to ensuring accessible and affordable healthcare for vulnerable populations in India, thereby improving their quality of life and well-being. Established in 1980 under the India Societies Act of 1860, PSI India began implementing full-scale activities in 1988. Over the past thirty-seven years, PSI India has demonstrated unwavering dedication and strong expertise in program implementation, planning and policy, research and evaluation, social behaviour change communication, and strategies for building habitable, sustainable, and healthy cities. PSI India has positively impacted the lives of millions across various states through its diverse programs. Its technical and operational capabilities have engaged government bodies, international and national philanthropic agencies, and private entities to address a wide range of health issues, including reproductive health, maternal health, child health, non-communicable diseases, communicable diseases, HIV/AIDS, and nutrition. For more information, please visit *www.psi.org.in*.

POSITION PURPOSE:

PSI India seeks an experienced, dynamic candidate for the position of monitoring, learning and evaluation in program. This position would be responsible for working with program in implementing a comprehensive monitoring, learning and evaluation (MLE) plan aligned to the program implementation strategies, plans, timelines and learning objectives. This position will also collate the information/data from various states and districts, analyse to identify gaps in FP/ contraceptive practices and provide support in guiding program strategy. The MLE work plan of program includes synthesis and analysis of data from Health Management Information System (HMIS), Project Management Information System (PMIS). The position will also study the insights and experience of newer Contraceptive roll out in various states and further share with different stakeholders including government, donor, private sector and internal team. Further, the work plan also includes integration of a data quality assurance (DQA) mechanism, analysis of cost efficiency, government financial contribution for family planning and conducting qualitative case studies for learning purpose. This position is responsible to triangulate and synthesize collected data and information, generate actionable insights for the program, as well as improve utilization of data in decision making for the program.

A. DUTIES AND RESPONSIBILITIES:

- Develop and implement the MLE framework for the program and support program team in ensuring that the M&E activities are aligned with programmatic work plans
- Design project management information system (PMIS) to measure scale-up of best practices/ interventions, implementation strength including the setting of clear targets for each district and monitor consistently to assess the quality and coverage of program interventions in all districts
- Develop and maintain project monitoring and reporting tools as needed to generate indicator reports for tracking progress against key indicators and demonstrate the effectiveness of program interventions
- Analyze HMIS data for all intervention states/districts on a monthly basis, update HMIS Dashboard and share with program team. Build capacities of state and district level government key staffs to conduct HMIS analysis methodology and guide databased decision making.
- Analyze and produce high quality reports that highlight key findings, trends and recommendations for program improvement
- Develop both quantitative and qualitative reports by analyzing data using different statistical methods, frame research designs, draw sampling methodologies, data collection and analysis process for conducting baseline, endline and midterm reviews if any.
- Lead in writing donor reports (monthly, quarterly and annually) along with supporting evidences on key performance indicators from data analysis and learning activities and ensure timely submission o project reports
- Work closely with partner organization to ensure smooth implementation of the activities at the state level and seek inputs on a regular basis while working on systems data (HMIS) and its use
- Track both family planning commitments and expenditure in PIP on a quarterly basis with clearly highlighting the areas require attention for strengthening budget allocation and improving expenditure for FP service delivery
- Conduct routine data quality assessments for the selected key indicators reported under health system strengthening efforts and prepare RDQA reports for sharing with the state governments to facilitate their decisions on data quality
- Undertake regular field visits to assess the systems and verify data as well as support field staff for program implementation and monitoring
- Regular visit and meeting with Key divisions of government at National and state level like HMIS, FP, M&E and related officials for sharing and taking support to ensure D4D is in place.
- Willingness to work across projects and any other need based work as specified by the organization.

B. QUALIFICATION AND EXPERIENCE:

- Post-Graduate/PhD (preferable) degree in Statistics/Economics/Social Science/Public Health/Demography/Population Sciences.
- 12-16 years of experience in monitoring and evaluation of program E and/or measuring behavior change.

- Strong understanding with principles of program implementation research and agenda setting for applied research
- Willingness to travel a minimum of 33% time every month across project geographies.
- Previous success publishing peer-reviewed journals preferred.

C. DESIRED SKILLS:
- Strong quantitative and analytical skills using a statistical package (preferably Stata)
- Skilled in analyzing unit level data of census and other large scale sample survey data such as NFHS and other large scale datasets
- Training and relevant practical experience in quantitative and qualitative research methods, including design, data collection, data quality assurance and analysis
- Experience in managing and supervising a monitoring and evaluation team of data collectors preferred.
- Experience of working in online MIS and coordinate Information Technology activities
- Ability to communicate technical information clearly and effectively
- Interpersonal skills necessary for mentoring, organizational skills and ability to multi-task;
- A team player with strong facilitation and mentoring skills.

D. 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