



POPULATION SERVICES INTERNATIONAL, INDIA

JOB DESCRIPTION

TITLE: General Manager - Program Implementation

NUMBER OF POSITIONS: 1(One)

LOCATION: New Delhi

DEPARTMENT: Programs

REPORTS TO: Deputy Director - Program Implementation

SUPERVISES: Senior Manager - Program Implementation

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:

This position will be overall responsible for overseeing all aspects of implementation and ensuring high program quality standards maintained throughout the project period. The position will also ensure that all project implementation resources are used effectively and transparently in meeting project objectives. As Project Lead, S/he will provide technical and management leadership to the National and state-level staff, who will implement field activities. S/he will closely work with the project's technical team including Advocacy and Research to ensure rolling out of intervention plan and technical integrity of program. S/he will need to relate to and work effectively with people from diverse backgrounds, professional experiences, and personalities. The position may require up to 40-50% travel. S/he will coordinate, leverage, manage and motivate key players at the state levels towards ensuring synergy, achieving results and promote ownership of the results.



A. DUTIES AND RESPONSIBILITIES:

- Lead to setting performance goals for implementation of the project
- Lead the development of implementation strategy with the technical team of the project.
- Plan for improving the efficiency of operations and quality of all aspects of implementation.
- Lead on-time implementation of work plan through state team, review of progress and ensure that project targets are achieved as per the annual work plans.
- Lead the implementation of the plan for improving the efficiency of field operations and quality of all aspects of implementation
- Support field team to liaison with state and district health government in relevant program component and geography.
- Contribute to development/improvement of reporting and analysis formats. Work with the Research, Monitoring and Evaluation team to develop appropriate data collection procedures/systems.
- The Project Lead will be responsible for critically reviewing project performance through field visits, survey data, and program MIS data, creating project dashboards based on real time data collection and generating actionable data that influence choice of innovations. Measure early success and failures of demonstration models within the project.
- Support in documenting learnings from innovations/ demonstration models and support metrics development for scale up of successful model.
- Support project efforts to increase the use of data in districts and program decisions.
- Recruit state team according to project requirements, develop and implement systems of performance appraisal, job reviews, transfers and promotions.
- Assess departmental skill sets and ensure the team size and capacities are in line with the project targets.
- Identify training needs of field staff based on critical review of the project performance. Work with the technical leads for the project to prepare and implement the plan for providing differentiated inputs for efficiency and quality improvement of field staff.
- Mentor/handhold state team and others on the job.
- Facilitate creation of a positive organizational climate to enable people optimize their short term and long term performance.
- Carry out other assignments related to field activities and personnel as required and determined by the project management.
- Manage administrative functions related to implementation of the project.
- Manage the development and administration of the operations budget by reviewing and monitoring of expenditure.
- Develop and maintain strong external relations, in particular with National and state government divisions like FP, HMIS, M&E etc, donors, and public and private sector partners.
- Support efforts to disseminate project results to all key stakeholders.
- Ensure compiling and disseminating high-quality periodic reporting in line with donor and PSI India requirements (Quarterly and Annual Status reports, quarterly financial reports etc.)
- Provide updates on the progress made, direction, approaches and successes of the program to external and internal stakeholders.



B. QUALIFICATION AND EXPERIENCE:

- Master's degree in management, behavioral or social sciences, or related field with at least 12-15 years' work experience
- Demonstrated ability to independently plan and execute complex tasks.
- Experience of implementing large size family planning Project/s.
- In-depth knowledge of private sector approach to health care; knowledge of private sector engagement for MCH preferred.
- Demonstrated ability of mobilize commercial partners, HR agencies, Government systems, and other partners
- Proven experience to handle large and diversified teams
- Prior experience in market dynamics and market-based interventions, particularly to improve public health.
- Proven track records supporting improved use of data for programmatic decision-making.
- Skills and experience in strategic planning, management, supervision, and budgeting, and managing complex activities involving coordination with multiple program partner institutions.

C. DESIRED SKILLS:

- Strong communication skills, both interpersonal and written, to fulfill the diverse technical and managerial requirements of the project.
- Knowledge of donors policies and procedures as related to program management.
- Proven ability to bring together a diversity of partners from different interest bases and create a business case that benefits all parties.
- Strong managerial ability, including the capacity to set and manage accountability of self and others;
- Penchant for innovation preferred: Ability to foster innovation including transplantation of proven ideas on India soil, prototype new interventions or demonstration models, set metrics for success,
- recognizes failures fast and refine successful models for scale up.
- Willingness to travel extensively in India 40-50% of time
- Commitment to improving public health in India;
- Highest integrity, maturity and professionalism.



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

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