



POPULATION SERVICES INTERNATIONAL, INDIA
JOB DESCRIPTION

TITLE: Manager - Program Implementation

NUMBER OF POSITIONS: 1

LOCATION: Bavla, Ahmedabad, Gujarat

DEPARTMENT: Programs

REPORTS TO: Director-Programs

SUPERVISES: MIS Documentation, FPCs

GRADE LEVEL/SALARY BAND: D

POSITION CATEGORY: Program Operations

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:

The Project Lead will provide strategic, technical, and managerial leadership for the project in Bavla. S/he will be responsible for overall planning, implementation, government liaison, monitoring, and quality assurance of the project. The role requires strong coordination with district and state health authorities, National Health Mission (NHM), facility staff, and technology partners to ensure effective rollout and sustainability of telemedicine services. The Project Lead will ensure achievement of project deliverables, institutionalization within government systems, and generation of evidence for scale-up.



A. DUTIES AND RESPONSIBILITIES:

- The position will be based at Bavla and require close coordination and advocacy with respective District and state level government officials, for implementation and roll out of project & digital health initiative.
- Lead end-to-end planning, coordination, and implementation of the project in Bavla in line with approved work plans, timelines, and quality standards.
- Supervise, guide, and mentor FPCs and consultants, ensuring accountability, performance tracking, and timely delivery of outputs.
- Liaise and advocate with District Health Officials, NHM, DHS, and State Health Society for smooth implementation, digital health strengthening, provider availability, and infrastructure improvements.
- Represent PSI India in district and state-level coordination, review, and dissemination meetings related to telemedicine and digital health.
- Support integration of project priorities into NHM PIP and government systems to ensure sustainability and institutionalization.
- Oversee HWC readiness assessments, infrastructure gap analyses, and digital upgrades to ensure teleconsultation readiness and stable connectivity.
- Guide implementation and quality assurance of teleconsultation workflows across HWCs and hubs under the hub-and-spoke model.
- Strengthen logistics and supply chain systems, including LMIS use, digital indenting, and coordination with officials to minimize stock-outs of medicines and diagnostics.
- Oversee recruitment, onboarding, training, and performance monitoring of doctors engaged in the teleconsultation hub model.
- Ensure planning and execution of capacity-building activities, including trainings and refresher sessions for CHOs, ANMs, ASHAs, and JAS members on eSanjeevani, ABHA ID creation, and digital health protocols.
- Promote continuous learning, mentorship, and peer-support mechanisms among frontline workers and facility staff.
- Guide community mobilization through VHSNDs, JAS platforms, IEC campaigns, and telemedicine demonstrations to improve awareness and uptake.
- Monitor teleconsultation volumes, service utilization, provider performance, and community response to inform adaptive planning.
- Ensure robust data collection, validation, and reporting through PMIS and other systems for internal and donor reporting.
- Lead preparation of monthly, quarterly, and annual progress reports and dashboards.
- Document best practices, innovations, and lessons learned to inform scale-up and policy advocacy.
- Establish and oversee quality assurance and feedback mechanisms to maintain high standards of service delivery.
- Undertake any other tasks assigned by the supervisor or organization in support of project goals.



B. QUALIFICATION AND EXPERIENCE:

- Postgraduate degree in Public Health, Health Management, Social Sciences, or related field
- 5-8 years of experience in public health program implementation
- Minimum 5 years of experience working with government health systems
- Experience in digital health/telemedicine preferred
- Experience in Gujarat or similar contexts desirable

C. SKILLS:

- Leadership ability, including the capacity to set and manage accountability of self and others.
- Ability to communicate clearly and concisely, orally and in writing in English, Hindi, Gujarati and to make effective presentations to the communication team.

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.
- **Develop Others:** give people challenging assignments to develop their capabilities; provide timely coaching, instruction and feedback, create an environment where failure is seen as an opportunity to learn; Coaches others and helps them develop their knowledge and skills; Give people authority to make decisions.
- **Act with Long Term Perspective:** take actions today to build a strong foundation for future success; identify and take advantage of emerging opportunities; keep PSI's long-term goals.
- **Manage Complexity:** clarify issues in complex or ambiguous situations; balance competing priorities or goals; manage effectively in matrix organization; make timely decisions using available facts in ambiguous situations; make sense of inconsistent data; Keeps focused on key objectives and results when addressing the details of a situation.
- **Influence Decisions & Actions:** build support for recommendations and decisions; find common ground and mutual benefits to gain agreement and commitment; show enthusiasm, excitement and passion for goals. Identifies and communicates benefits to get agreement.

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