

Reporting to: Operation Manager

Location: Ahmedabad

Major Responsibilities:

[A] Admission & Discharges

1. Conduct & fill Admission forms/ interviews, for New Admissions & Follow ups.
2. Enter/Facilitate entry of data in Excel/Application
3. Conduct & fill Discharge forms/ interviews for New & Follow ups.
4. Ensure Follow-up to assess status of child/ family Follow Questionnaire is done.

[B] Ready reckoner for emergency services

1. Ensure Directory of local doctors, carpenters, plumbers, electrician, other service providers is prepared.
2. Ensure Directory of authorities, fire, police, ambulance, etc. is prepared.
3. Strengthening relationships with them for further engagement

[C] Engaging with Doctors/MSWs

1. Ensure Contact details of referral hospitals, Drs, MSWs, NGOs, local clubs is prepared & build relationship with them.
2. Identify nearby Paed Onco treating hospitals.
3. Strengthen relationships with them for further engagement

[D] Beneficiary Management

1. Conduct Parents Meetings & prepare minutes (fortnightly) 15th & 30th of every month.
2. Take feedback & handle complaints redressal - CC
3. Handle discipline issues & complaints -Cases escalated by CC
4. Showcase Talents of kids - (With assistance from Teacher/CC/Counsellor)
5. Ensure CC take Health status (Monthly) and update Programme Manager. (PM- Till the time ERP is applicable)

[E] Engaging with Doners/ Supporters

1. Update AL Requirements - (Refer Google Sheet)
2. Interact & Assess Donation opportunities; mobilize donations whenever possible
3. Send Introduction, thank you letters promptly and maintain relationship with them.
4. Maintain database-In coordination with donor manager.
5. Optimise support for unit sponsorship, meal mate, toys, clothes, other required items at centres
6. Strengthen & Developing Employee engagement programs with corporates/Brands

[F] Supervision/ Monitoring of CC/HK/Drivers

1. Ensure Premises Cleanliness, basic upkeep & maintenance- (CM should countersign CC checklist)
2. Ensure Services and Care Process of families- (Everything apart from cleaning & maintenance)
3. Ensure that all minor repairs & maintenance work are addressed
4. Handle Beneficiary Feedback - on HK/Drivers
5. Handle Complaints Redressal - of HK/Drivers Log sheet of vehicles and proper utilization of vehicles (For outstation)
6. Get quotes for Pest Control/ AMC of equipment's, TV, fridge, AC, etc. (Ensure they are done as per scheduled)
7. Organise Capacity/Skills Building of CC

[G] Stationary/ Items purchase

1. Ensure Inventory of all items in centre
2. Update Requirements list
3. Tap which all can be acquired through donation

4. Purchase of remaining items that cannot be mobilized, after seeking approval

[H] Approving Leaves for Driver/CC/ HK

1. Approve for Drivers - (For outstation)

[I] Plan, Distribute Hygiene Kits in local hospitals

1. Ensure Inventory of stock
2. Place Order for fresh stock
3. Ensure update of Data on excel sheet by CC
4. Ensure upload of Photo on WhatsApp group by CC

[J] Mealmate

1. Block date
2. Payment confirmation with Accounts department
3. Arrange meal
4. Share pictures
5. Optimise meal mate

[K] Any issues with landlord/Government bodies/Local bodies

1. Visit them as needed.
2. Timely submission of documents in coordination with development team

[L] Case Studies

1. Prepare Write up/with Pictures for Doners (from child analysis or interaction with families).
2. Upload on software

[N] 8080 Number

1. Update Calls/ Sheet (Automated- IVR – Caller Option)
2. Make the right pitch for donation for all AL centres

[O] Events/Special Days

1. Plan with CC
2. Ensure pictures & details captured for social media/CSR reports

[P] REPORTS

Daily

Check Housekeeping checklist - Thru CC

Check CC checklist

Make Random/ surprise centre round - Once or twice daily (online/Offline)

Go through Vehicle/Driver checklist

Prepare Daily update on visitors

Send Mails to visitors whenever applicable

Ensure Petty Cash handled Thru CC

Make Random surprise monitoring of Centre camera/Vehicle camera

Prepare Incident Report where applicable

Highlight Centre maintenance - Major issues

Ensure Stock/Grocery Availability

Weekly

Prepare Interesting case studies

Admission - welcome stories

Discharge - Bye Bye Chemo.

Fortnightly

Conduct Parents Meet - With focus on feedback on Shelter facilities, CC, Vehicle, Driver, Grocery, Treatment, Doctor, Counsellor, Teacher

Monthly

Send social impact report - to Dimple

Prepare Mealmate - report

Prepare Unit sponsorship - Mail to the doner

Quarterly

Conduct Inventory audit

Carry out Team appraisal as per JD

Prepare Consolidated Centre Report

Half Yearly

Conduct Surprise alcohol/ drugs testing of drivers/ HK (if applicable)

Yearly

Carry out Annual appraisal of staff

Prepare budget for ensuing year

Review of SOP/ forms/checklist on a half-yearly basis

[Q] Finance

Ensure timely payments are done to vendors

Management of Petty Cash

Apply now: headhradm@accesslife.org