

Job Description for Role: Program Manager for VTC (Voice that Cares)
VTC is a mental health help-line which provides tele-counselling and is expanding to centres across India providing holistic wellness.

Heartfulness Institute

Responsibilities:

- Fully accountable for meeting program goals on a timely basis
- Engage with external industry stakeholders, Educational, Research and Apex Institutions, Regulatory authorities to develop partnerships
- Create new products and services within the Voice that Cares brand and mature the existing services to deliver high quality of customer experience & delight. Develop a mechanism to receive feedback, analyse the same to drive higher quality of services
- Systematically report metrics and impact to the governance council on a timely basis, take the guidance from the advisory team to shape the future trajectory and escalate potential issues on a timely basis to bring in course corrections
- Develop an organization structure, identify, and work with the HR function to hire the right talent into the organization
- Lay down processes, implement the right platforms and drive adoption to streamline operations
- Manage VTC operations, team members and their motivational levels to ensure smooth operations, with clearly defined metrics
- Promote Voice that Cares with the target audience community to increase demand for services. Engage with Government Institutions and bodies, schools, colleges and communities, work with agencies for media and digital marketing to drive higher demand for Voice that Cares.
- Attract funding from donors, manage expenses to make the program fully self-sufficient and work with the Accounts team to manage financials and timely reporting
- Work with Apex organizations like NIMHANS, TISS, etc. for training and certification and with partner organizations to ensure continuous learning and development of volunteers and counsellors.
- Setup a model to ensure that the program operates within the regulatory framework and is fully compliant with all regulations and guidelines that apply to the initiative.

The right candidate must be a graduate / post-graduate, needs to be a self-starter, have 8-10 years of professional, managerial experience in a similar capacity, should come from a healthcare background, be flexible to travel as necessary, and have project management skills. An understanding of mental health and experience in working with Govt. Bodies will be a plus.

Please send in your resumes to info@rocf.org