



Job Title: Senior Coordinator – Programs and Trainings (Innovations)

Location: New Delhi

About the organization:

Ipas Development Foundation has been working in India since 2001 to improve the sexual and reproductive health ecosystem in the country. In close collaboration with the national government and formal partnerships with state governments, we work in communities and with the public health system to enhance access to sexual and reproductive health services, particularly comprehensive abortion care and choice-based contraception. IDF’s program currently spans 10 states to include the states of Assam, Bihar, Chhattisgarh, Jharkhand, Karnataka, Madhya Pradesh, Odisha, Rajasthan, Uttar Pradesh, and West Bengal.

Ipas Development Foundation (IDF) has been consistently rated among “India’s top 10 NGOs to Work For™” in the last 6 years and “India's Best Workplaces™ for Women” for last 3 years by Great Place to Work Institute. This recognition is a testament of the organization’s high-trust, high-performance work culture.

Visit us at: www.ipasdevelopmentfoundation.org

General Description:

The Senior Coordinator – Programs and Trainings is responsible for leading the technology-based innovations in IDF.

The position is based at New Delhi and will be primarily responsible for design and implementation of digital & technology outreach initiatives directly and, through external consultants or agencies. The position would work towards strengthening existing initiatives such as a chatbot, phone helpline, content on YouTube, etc. The position will also be expected to innovate and expand the range of digital platforms used to increase awareness and efficacy of the program by identifying opportunities among existing platforms or creating new platforms.

Duties and Responsibilities:

- Oversee and manage the functioning of user care services such as helpline and chatbot to ensure seamless user interactions and issue resolution.
- Work closely with vendors and external partners to manage technology/ digital operations efficiently, ensuring smooth delivery of digital services and solutions.
- Stay up to date with the latest advancements in technology and digital communication and identify opportunities to implement them for IDF’s programs.

- Represent IDF in external forums to explore and scope potential opportunities for digital engagement, utilization of AI, content development, platform generation, delivery etc.
- Identify and establish strategic partnerships with relevant organizations to expand the reach of digital platforms for IDF.

Qualification and Experience:

- Post Graduate degree in Management/Social sciences/Public Health/Engineering or any other related field.
- 2 to 3 years of hands-on experience of planning and implementation of digital/technology-based projects.
- Good understanding of the health sector and the use of digital – tech innovations to support program outreach and delivery.
- Ability to read, write and speak in English and Hindi.
- Excellent computer skills with proficiency in standard MS Office applications.

To apply:

Interested candidates with relevant experience may e-mail their CV, cover letter stating details of any technological/digital based projects developed and implemented along with current/ last drawn salary and expected salary to idf.inn@sectoraccess.co.in by October 10, 2023.

Please note:

- IDF management reserves the right to modify the contents of this position description at any time.
- IDF is an Equal Opportunity Employer.
- IDF has a Hybrid Work Model.
- IDF's recruitment and selection procedures reflect the organization's commitment to the safety and protection of children in the organization's programs. All employees & consultants are expected to uphold this commitment.
- Women candidates are encouraged to apply.
- Only shortlisted candidates will be contacted.

For further clarifications, please contact our talent acquisition partner Sector Access by sending a WhatsApp or SMS with your name, contact number and query to +91 98 189 44549 or write to idf.inn@sectoraccess.co.in and Sector Access will connect with you on priority.