

Position Description

Position Name:	English Speaking & Personality development facilitator	BPO Calling
Position Requirement:	1	1
Position location:	Shaheen Bagh and Madanpur khadar, South East Delhi	
Reporting t To:	Project Coordinator	
Position Tenure:	Up to one years (extendable based on requirement and budget availability)	

Back ground:

EFRAH (A Society For Social Welfare) is a Non-Governmental Organization started in 1997 and came into legal existence on 17th March 1999 through getting Registration under society registration act 21 of 1860 and its Registration No is S-34553 in Delhi (India). It is registered under foreign contribution registration act 6 (1) (a), registration No. 231660324 as well as registered under Income tax act of 80G and under the 12A. We started working with 150 children of vegetable vendors in the Okhla vegetable market area, New Delhi with an aim to mitigate child labor and mainstream those children with school for the sake of availing regular education. The core area of EFRAH intervention is **Education** (Facilitating children through learning centers & Vocational Training centers, mainstreaming those children with school, Advocating Right to Education Act implementation and the importance of social & financial education), **Livelihood** (Self Help Group formation, Micro Finance & placement of students capacitated through vocational training), **Health** (RCH Awareness & HIV/AIDS prevention among female sex workers and migrant labors), **WASH** (Water Hardware Installation and Sanitation & Hygiene programme), **Disaster Risk Reduction (DRR)** (Awareness and increased coping capacity to shocks induced to disaster) are another area of intervention and **Rights** (Advocacy for Child Rights, domestic violence and sexual harassment-related to Adolescent girls/Women). EFRAH is functioning through a child-centered community development approach and advocacy is a part of the outreach program. We adopted “education and rights” as a tool for social change, particularly in the informal economy as well as the unorganized community. At the community level, we organize communities in their peer groups and orient/capacitate them for concerning matters along with group management.

Position Summary:

English Speaking and personality development facilitator cum teacher will be responsible for educating students whose drop from school, colleges due economical constraints. In short educate the socio economic background students and educate them and make them as able to employable.

BPO calling facilitator cum teacher will be responsible for educating students or training those drop from school, colleges due economical constraints. In short educate/training to the socio economic background students and educate them and make them as able to employable

Key Responsibilities (English Speaking facilitators):

- Strategic leadership/education on compliance and of EFRAH's training activities with a focus on quality learning outcomes for students and targeted growth for the EFRAH
- Lead the strategic development and implementation of the Vocational Training framework for the organization
- Establish and maintain links with stakeholders – employers, schools, training providers, Government departments, organizations and other relevant networks - to earn enterprise income, identify skill shortage areas, possible career and transition programs and appropriate vocational training opportunities
- Develop, maintain, review and improve EFRAH vocational training protocols and guidelines to ensure vocational Skills compliant
- People management of the Vocational Training team
- Leadership in coordinating and facilitating marketing and communication strategies to promote vocational training and other activities to community stakeholders
- Research and develop resources to support vocational training and programme delivery
- Maintaining knowledge of issues relating to vocational training
- Prepare regular reports for the PC and Board against identified targets for the vocational training team
- Actively scan the external environment for new trends, development and opportunities and to prepare the EFRAH to be able to quickly respond to these new opportunities. To ensure good coordination with the team members.
- To ensure timely submission of records and reports of students & vocational center.
- Report writing and documentation (qualitative inputs)
- To ensure good coordination with the team members as well as community peoples and entire preferred stakeholders of the project.
- Mapping of the target area, selection of the preferred providers.
- Preparation of monthly action plan with deliverables.

Qualifications and Skills Required:

- Graduate degree or any related field. Preferred Post-graduation, B. ed or equivalent for English facilitators cum teacher.
- Proficiency in English (English Speaking and personality development) and BPO Calling facilitator.
- Preferred experience candidate, fresher's may also apply.

- Strong interpersonal, team-working and facilitation skills.
- Ability to work under pressure with multiple tasks, demands and deadlines with a positive and constructive attitude.
- Work on MS Office and MS Excel

Willingness to travel extensively in the program intervention areas. Please apply by 30th Jan'2023 at hr@efrahindia.org

EFRAH is committed to working for the holistic development of the people, living in dehumanized and deprived conditions in the society without any discrimination against caste, creed and religion. We involves community members to motivate the young adolescent girls and women from the community to form adolescent groups (like Adolescents Awareness Groups –AAG) women's groups- (MahilaMandals, Self Help Groups- SHG, Community Education Committee- CEC) and other community based organizations (CBOs) and through we ensure the community development, Community empowerment, often in disadvantaged circumstances, to improve living conditions and opportunities.

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