

Job Description	
JOB TITLE	Program Manager [TRC Host Project]
REPORTING TO	Program Head, Research Innovation and Outreach / The Resilience Collaborative [TRC] Host Project Focal Point
LOCATION	New Delhi (Hybrid/Remote Work Arrangement)
OPEN ENDED / FIXED TERM (Duration)	Fixed Term (1 Year) Tentative 01 July 2023- 30 June 2024, with potential to extend
FULLTIME EQUIVALENT	1.0 FTE
JOB FAMILY	Project

About The George Institute

The George Institute for Global Health was established in 1999 with a mission to improve the health of millions of people worldwide, particularly underserved populations, by challenging the status quo and using innovative approaches to prevent and treat the world's biggest killers: non-communicable diseases and injury.

With offices in Australia, China, India and the UK, our 700+ people support 245+ active projects and clinical trials across 50+ countries, with 400+ more staff across our social enterprises. We focus on the global health challenges that cause the greatest loss of life, the greatest impairment of life quality and the most substantial economic burden, particularly in resource-poor settings.

Together with our academic partners, UNSW Sydney in Australia, Manipal Academy of Higher Education in India and Imperial College London in the United Kingdom, we work with a global network of collaborators, undertaking clinical, population and health systems research.

Our experts are among the most cited globally, bestowed accolades for excellence and innovation, and regularly participate in policy fora. Our research is published in leading academic journals, referenced in policy documents, and recognised for its excellence, innovation and impact. We are designated a WHO Collaborating Centre (WHO CC) for Injury Prevention & Trauma Care, and a WHO CC for Population Salt Reduction. Since 1999, we have raised more than \$1 billion for research and produced over 10,000 peer-reviewed publications and other academic outputs.

What we do

- Lead world-class, large-scale clinical trials, epidemiological studies and health systems research to transform treatments and healthcare delivery
- Look beyond single diseases, across the life course, to identify patient-centred approaches to care that can be implemented at scale
- Develop low-cost, innovative solutions to global unmet needs
- Drive our global impact through a program of research, advocacy, thought leadership and disruptive social entrepreneurship

For more information about The George Institute, visit www.georgeinstitute.org.

The George Institute India

The George Institute, a wholly owned legal not-for-profit Indian research institute, has been conducting research related activities in India since 2002. The George Institute India's mission mirrors that of the parent organization, namely the discovery and implementation of solutions to chronic and disabling health problems through research, policy development and capacity building.

A number of large-scale projects in population, health systems and clinical research, funded by a diverse group of sponsors, both public and private, are conducted in India. The George Institute India comprises two distinct operating groups: Research and Development, and Infrastructure and Resources. It has two separate offices - in Hyderabad and New Delhi, where the research staff and senior management are based.

Context and Role

The Resilience Collaborative [TRC Host Function]

The Resilience Collaborative [TRC] is a global Community of Practice (CoP) that aims to advance learning and the use and generation of evidence around the application of evidence-based interventions to promote and build resilience for Front Line Health Workers, particularly in low resource settings. TRC was launched by the Johnson & Johnson Center for Health Worker Innovation in 2021. As part of its growth and evolution, its host role has been transitioned to The George Institute for Global Health.

As a global learning community, members of TRC are working together to:

- a. Learn about evidence-based approaches to improve health worker resilience.
- b. Apply evidence-based approaches in local contexts.
- c. Use measurement and evaluation to optimise program design.
- d. Explore opportunities to build the evidence base, particularly in low-resource settings.

The George Institute India is looking for a Program Manager as part of hosting the TRC community and to support its further development.

Reporting Relationship

The Program Manager will directly report to [Dr. Oommen John, Program Head, Research Innovation and Outreach]

Duties and Key Responsibilities

The Program Manager – The Resilience Collaborative [TRC Host Project] will be responsible for the development and growth of the Community of Practice by operationalising plans and activities, facilitating connections and insight among members and stakeholders across managed platforms, and providing ongoing support to the community. This will include elements of:

A. Host Project Management

1. Overall responsibility for project execution: Develop and manage project plans aligned with strategic priorities, including budgetary oversight. Ensure functionality and strengthening of community, provide technical oversight to activities pertaining to TRC, liaise with partners and stakeholders for all activities pertaining to TRC. Establish a road map for the Host functions and activities along with internal and external stakeholders.
2. Operations responsibilities: Scheduling an annual engagement calendar, organization and facilitation of meetings and knowledge exchange activities, maintaining regular communications, accountability for program deliverables, manage the administrative requirements of the TRC functioning, organise knowledge resources, and steering the development of proposed activities.

3. **Provide Assistance and Support** in the generation and dissemination of global evidence-based assets and insights. Provide program and technical assistance to partner agencies and working groups for supporting interventions, design, communication, and research.
4. Any other responsibilities as needed and specified

B. Relationship and Communication Management

1. **Goal Ownership**: Champion interaction and communication among the community groups, partners and prospects and facilitate dialogues and relationships including hosting regular interactions, designing curated updates and sourcing member input, knowledge exchange and member learning, and follow up on proposed action.
2. **Steward Relationships**: Engage with individual members and organizations as well as key stakeholders to identify functional opportunities, engagement and scale opportunities. Cultivate community and collaboration with prospects, practitioners and experts for mutual assistance among CoP membership and related alliances.
3. **Onboarding and Community Growth**: Develop and execute recruitment and onboarding plans for CoP membership growth. Supporting them to participate effectively in the CoP activities using available online and offline collaboration platforms. Support shared ownership among members as community champions to facilitate leadership initiatives and responsibilities across the community.
4. Work closely with the team and community in providing accessible content, moderate topics and effectively maintain updates and reports.

C. Knowledge Management:

1. **Lead the development of knowledge resources** including the coordinating research efforts, preparing TRC newsletters, with created and curated knowledge assets. Regularly summarise the CoP learning and experience and outcomes in activity reports.
2. **Source, aggregate and disseminate TRC resources** as well as key project milestones, in the form of a resource library. Develop pathways for organizations to discover and join the CoP and access the digital content assets.
3. **Support the functioning of existing working groups** and the formation of new ones. Engage with subject matter experts to build and refine resource offerings.
4. **Review current CoP resources** covering resilience support for FrontLine Health workers within health systems in the target community areas.

D. Event, Meetings and Technology Management:

1. **Lead Convenings**: Conceptualise, develop, and lead in-person and online events and convenings for CoP members and collaborators to facilitate dialogue and communicate progress.
2. **Documentation**: Develop written and audiovisual materials for promoting TRC activities.
3. **Collaboration and Communication Tools**: Leverage online collaboration tools, social media and web platforms to facilitate access to secure information and insight sharing.

E. Monitoring and Evaluation

1. **Support finalising the CoP logic models**, design and prepare evaluation structures and resources.
2. **Lead Performance Monitoring as per** strategic plans, conduct quarterly project progress review, and annually with community members. Monitor critical path activities and highlight key risks in advance to enable mitigation plans for the community initiatives and deliverables.
3. **Document and leverage member needs and insights** to inform the structure, governance, communication, events, offerings, and evolution of the community. Develop and execute monitoring, evaluation and reporting plans aligned with the logic models. Document community engagement, outputs and outcomes, prepare monthly progress reports to update internal and external stakeholders
4. **Leveraging M&E software**, data collection, analysis and visualization for disseminating insights.

Outputs

- *Knowledge Management: Newsletters, Knowledge Products*
- *Project Management: Budget Management, financial and program reviews*
- *Relationship Management, Events and Convenings: Webinars, Events, ongoing stakeholder dialogues*
- *Growing Community of Practice: Develop avenues to evolve the community*
- *Thought Leadership: Internal and external evidence based outputs*
- *M&E: Process Maps, Ongoing Analysis and Reports*

The Program Manager should also

As a Team Member:

- Be responsible for the overall TRC Host functions.
- Participate in team meetings and activities relating to social entrepreneurship and own work area;
- Participate in special projects to improve processes, tools, systems and organisation;
- Take responsibility for personal learning and development and for setting achievable and meaningful work objectives and managing personal targets, meeting obligations of the Institute's Performance Management and Development Policy;
- Demonstrate commitment to TGI's values, including performing to an exceptionally high ethical standard and focus on integrity, collaboration, and teamwork in all efforts.

As a Manager:

- Ensure direct reports understand and comply with GI's Policies and procedures, standard operating practices, ethical practice (with respect to research) and the legislative environment.
- Be responsible for managing performance of direct reports, including the completion of plans and agreeing on work and personal objectives and reviewing such plans and objectives, in accordance with GI's Performance Management and Development Policy.
- Act as a role model and ensure the team's commitment to GI's values, ensuring direct reports perform to a high ethical standard and focus on integrity, collaboration and teamwork in all efforts.

Work, Health and Safety:

- Comply with TGI's Work Health and Safety Policy and related procedures, and similar policies which apply when visiting the premises of affiliates and collaborating sites.
- Promote and contribute to a safe, secure environment for staff and visitors.
- Ensure direct reports understand and comply with safe work practice and procedures.

Skills, Knowledge and Experience

1. Education: Masters' degree preferably in public health, with 8-10 years of operational experience in public health, community development or community management roles.
2. Field experience: Exposure to community of practice in a not for profit or corporate environment, and/or community organising with proven capacity to have successfully developed such communities in offline and hybrid contexts. A deep understanding across the healthcare, community development, and psychosocial well-being / resilience sectors, and the issues facing healthcare providers, patients, and the broader community. Specifically prior field experience with and commitment to make a positive impact among FrontLine Health Workers.
3. Communication and organization: Strong communication and interpersonal skills, with demonstrated expertise in stakeholder management particularly diverse multi-cultural participants across all levels and time zones. Excellent written and verbal skills, including ability to analyse community insight and feedback to make informed decisions. Familiarity with knowledge management, advocacy and having organized and facilitated participatory events.

4. Well-organised and efficient, with the capacity to work under pressure, while attending to self-care. Proven organizational and project management skills along with the ability to manage multiple tasks and prioritize effectively.
5. Strong focus on producing the highest quality of work, ensuring optimum accuracy and timeliness of outputs. Excellent teamwork and leadership skills, with demonstrated ability to collaborate and work well autonomously as a self-starter.
6. Demonstrate excellent organizational, planning, negotiating and problem-solving skills and the adaptability to changing Community priorities and ambiguous environments
7. Proven experience in developing and implementing community engagement strategies. Strong understanding of online communities and experience managing online collaboration platforms and tools such as Miro, MS Teams, Qualtrics, Zoom, and IEC material.
8. Understanding and track record of compliance with confidentiality and privacy laws

How to Apply:

Interested candidates should send their resume with full contact details, current and expected CTC/salary and references. Clearly mention the job title < **Program Manager [TRC Host Project]**> in the subject line to hrindia@georgeinstitute.org.in by **18 June 2023**.

Our big and bold mission to improve the health of millions of people worldwide needs a diverse and innovative team to deliver it. So, we foster a dynamic, inclusive and flexible workplace where each individual can bring their best selves to work.

Everyone is encouraged to apply, including people from culturally and linguistically diverse backgrounds, people with a disability, people of all gender identities and sexual orientations, and mature-aged adults.