



Comprehensive Job Charts for Cutting Edge Personnel

.....
Women and Child Development Department
Government of Kerala



Institute of Management in Government

Supported by

**Department of Administrative Reforms and Public Grievances
Government of India**





प्रशासनिक सुधार और लोक शिकायत विभाग

**Department of
Administrative Reforms and
Public Grievances
Government of India**

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the states in general and those pertaining to Central Government agencies in particular. The Department endeavors to document and disseminate successful good governance practices by way of audio-visual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms.

Mission

To foster excellence in governance and pursuit of administrative reforms through:

- ◆ Improvements in government structures and processes;
- ◆ Promoting citizen-centric governance with emphasis on grievance redressal;
- ◆ Innovations in e-Governance;
- ◆ Documentation and dissemination of good practices.

Vision

- ◆ Facilitate pursuit of excellence in governance for the benefit of all citizens



**Women and Child Development Department
Government of Kerala**

Comprehensive Job Charts for Cutting Edge Personnel



Institute of Management in Government



सत्यमेव जयते

**This project was supported under the
State Collaboration Initiative Scheme of the
Department of Administrative Reforms and Public Grievances
Government of India**

Foreword



**Institute of Management
in Government**
Thiruvananthapuram

September 2024

This Report on the Comprehensive Job Charts of the Department of Women and Child Development has been prepared under a project funded by the Department of Administrative Reforms and Public Grievances (DARPG), Government of India. This Report is a unique document, which is the culmination of a highly productive collaboration and consultation with the stakeholders. It is not uncommon in Departments that many functions and responsibilities become ill-defined, distorted, ignored or even obscure over a period. By rediscovering and redefining the responsibilities of each category of employee, as attempted in this Report, the Department is able to retrieve its original mandate with its details and rededicate to the central cause for which it has been created. With better role clarity and accountability, the Department becomes well-oiled machinery able to effectively address the key tasks. The unhappy situation where meaningless routines and administrative lethargy often mar the quality of our accomplishment would become a thing of the past, should this Report be adopted in letter and spirit.

Clarity creates action and action leads to outcome. In the absence of role clarity and goal clarity, much of our office activity consumes considerable time and energy in pursuing sterile processes than leading to outcomes. This document can be a game changer. It not only narrates the job summary and official reporting structure, but goes on to outline the job descriptions and offer capacity building suggestions. I have no doubt that this Report will be a great tool to reposition the Department of Women and Child Development and redeem its mandate in its fullness.

Our technologically driven world has already got used to immediate responses and quick results. The old pace of administration has admittedly no relevance in 21st century. Changes, however, do not occur



by themselves. They have to be caused by some external or internal input. This Report is one such external input that would trigger meaningful changes in this Department.

IMG is privileged to have undertaken this Project. I am grateful to the Secretary DARPG for entrusting us this important study which has greater significance than meets the eye. Dr. Ram Mohan, Professor at IMG who was the Nodal Officer of the Project has shown remarkable care, perseverance and zest in steering this project to its desired destination. I compliment him and his enthusiastic team for producing this comprehensive Report.

IMG is happy to present the Report on the Comprehensive Job Charts of the Department of Women and Child Development for consideration and application. In a democracy, good governance is not optional but a moral imperative. I trust that this Report which has the potential to catalyze the much needed transition to responsive, sensitive and speedy administration will be put to meaningful use.

K. Jayakumar

Director

Prologue



**Institute of Management
in Government**
Thiruvananthapuram

September 2024

CONTEXTUALIZING JOB CHARTS: THE DESIDERATUM FOR ADMINISTRATIVE EFFECTIVENESS AND EFFICIENCY

In 1914, with only a handful of men, Theodore Roosevelt by then, a former U.S. President and Nobel laureate embarked upon a self-imposed journey to explore the *Rio da Duvida*, an uncharted river in South America. Roosevelt faced unbelievable hardships, a punishing and hitherto unknown terrain, hostile natives, disease, starvation and worse. Roosevelt's colleague and famous co explorer - Mariano Da Silva Rondon, had named the river *Rio da duvida* or River of Doubt in Spanish.

But what has this journey to do with public service and governance? Employees in public service often launch their careers expecting financial stability, social security and even the perceived status it bestows on them. Very few aspire for a career in government solely for the passion of service. Most employees in public service grapple with their job roles and purposes, not once, but several times in their careers. It is imperative that employees encounter difficulty, contextualizing their roles in the larger context of the department goals and priorities.



These enduring doubts weave a shroud of mystery on governmental outcomes, compromising its efficiency. One of the cardinal reasons for the state of affairs is rightfully attributed to weak and sketchy job profiles and designs. Job profiles are often weakly sketched and poorly articulated. Responsibilities that ought to co-exist with authority are not understood. Employees are often compelled to learn and unlearn on their jobs, unsure of their outcomes. More often than not, employees are not appropriately hand held in their grooming stages & during occupational cross roads. Governments, therefore, have difficulties aligning vision, mission and outcomes with the demands of the citizenry.

On the job performance becomes tricky if Governments are unsure of the demands

made on the employees. Consequentially, employers face supervisory challenges and encounter difficulties leading and herding employees in a dynamic ecosystem. The system throws up several surprises - pleasant and unpleasant which at times, catches employers and employees, off guard. The pleasures, challenges, difficulties, threats, dilemmas and even surprises that the ecosystem offers affect the performance of the employees, their supervisors, the department and the Government itself. However the most affected are the citizens themselves - the very purpose for which governments and public service exist.

The governmental ecosystem is allegorically similar to the wild unchartered Amazon. Though Roosevelt and company made meticulous preparations, the harshness of the terrain was severely underestimated. The journey down the merciless stretch was made in heavy dugout canoes, which were totally unsuitable for such stretches, to say the least, a fact they were to realize in no time. The river traversed sharp and steep gorges, waterfalls, countless rapids, meandering at times through verdant and seemingly impervious wall of greenery. Inclement weather characterized by tropical heat and incessant rains made the progress difficult through the rapidly changing terrain. The basin was hostile with several cannibalistic and uncivilized tribes, deadly wildlife, insects and fishes. En-route the 2000 meters descendand over the 600 km stretch, the team lost most of their dugouts, provisions, encountered drowning, starvation, disease and even murder within their ranks.

Though civic service may not appear as intimidating, at times it becomes thankless, directionless and even exhausting. Contemporary public service is dictated by several considerations, compulsions, contradictions and tradeoffs. In time, the purpose of departments and the jobs get swamped, in a complex interplay of

social, economic, political, legal and even factors, defeating the very purpose and rationale of its existence. Rapid advances in technology, rising civic consciousness and the clamour for good governance as a civic right reinforce the focus on public servants and make their tasks unenviable. This scenario is most experienced at the front lines - where the employee interacts with the society immersing willingly or unwillingly in the societal labyrinth. The effects and tremors of the front-line interactions are experienced at higher levels, in varying intensities.

Governments, world over, increasingly recognize the need for a fundamental shift in the way they go about their business. This amounts to embedding a focus on effectiveness, efficiency, innovation and outcome. Predictability of governmental outcomes in terms of services obtained and time frame to achieve these are of paramount importance. Governments need to look at improving their productivity by doing the same tasks in newer ways, with lesser, but competent personnel, leveraging technology, imbibing modern governance practices, and learning from the private sector and even from their *diasporas*.

Several initiatives and reforms were and are designed by governments, to improve the efficiency of public expenditure and improve the quality of interactions. This is necessitated due to the need for structural changes in the public sector, preparing and implementing alternative approaches to delivering services, and greater need for leveraging public-private partnerships. Many of these initiatives labour to stay afloat, while others loose sight of the purpose which germinated them. The challenge is to balance demand for sustained levels of service with affordability.

Though professionalizing civil service is now recognized as the *sine qua non* for purposive governance, much remains to be done, commensurate with the importance and attention

the subject demands. It is a fact that if human resources in government do not find meaningful sustenance, they will adapt and improvise in ways which render the governmental functioning - sluggish and ineffective. This scenario could be addressed meaningfully only with well-conceived job charts for all levels and categories of employees. The need is arguably, more pronounced at the front lines of governance, as the higher echelons have relatively well articulated job profiles and access to capacity development avenues.

This initiative, sponsored by the Department of Administrative Reforms and Public Grievances, Government of India, piloted by IMG and partnered by the department, serves as a beacon for synergizing departmental and civic needs. The initiative has the potent to dispel doubts and inhibitions among stakeholders and to help navigate the *Rio-de-duvida* of public service effectively. With the wisdom of hindsight, Roosevelt and co. realized the ineffectiveness of dugout canoes on the treacherous Amazon terrain. Similarly, it is high time, governments abandon their conventional dugouts and adopt professional tools like comprehensive job charts to navigate the turbulence and chaos in governance. The report articulates the need for imbibing such tools for demystifying governance and bridging administrative deficit. Only then, can governments ensure that the outcomes of their efforts are received, beyond doubt and in full measure, by their stakeholders.

Happy Navigation.....

Ram Mohan R

Dr. Ram Mohan R.

Professor and Nodal Officer
Comprehensive Job Charts (CJC) Project

Acknowledgement

No one can whistle a symphony. It takes a whole orchestra to play it.

– H.E. Luccock

1. I am thankful to Shri. Pinarayi Vijayan, Hon. Chief Minister, Government of Kerala for his gracious endorsement of the project and for unveiling the Malayalam handbook on duties and responsibilities of the Women and Child Development Department.
2. I extend my heartfelt gratitude to DARPG officials Shri. V. Srinivas IAS, Secretary to Government of India, Shri. Puneet Yadav IAS, Additional Secretary, Shri. N.B.S. Rajput IAS, Former Joint Secretary, Dr. Tushaba Shinde IRPS, Director, Smt. Vandana Nangia, Under Secretary and Shri. Vidush Sain, Section Officer for their pivotal roles and unwavering support.
3. I owe a special debt of gratitude to Shri. K. Jayakumar, Director, IMG for his invaluable guidance, incisive insights and infectious enthusiasm in making this project possible.
4. I express my sincere gratitude to Dr. V. Venu IAS, Chief Secretary to Government of Kerala and Shri. Puneet Kumar IAS, Additional Chief Secretary, Personnel and Administrative Reforms Department for their goodwill and support.
5. I am deeply grateful to Smt. Haritha V. Kumar IAS, Director, Women and Child Development Department, Smt. Priyanka G. IAS, Former Director, Smt. Bindhu Gopinath, Additional Director, Shri. Sankar B., Departmental Nodal Officer and Smt. Anuja A., Senior Clerk for their dedication and commitment.
6. I am profoundly indebted to the members of the departmental task force, primary resource persons and subject matter experts who collaborated with us.
7. I extend my sincere thanks to Dr. Anishia Jayadev, Associate Professor, IMG and STP facilitator of the Women and Child Development Department for her invaluable support.
8. I acknowledge the time and support of the other stakeholders, citizenry and officials who provided valuable insights.
9. I extend my heartfelt thanks to IMG officials Shri. Dileep Kumar T.I., Secretary, Smt. Biji K., Deputy Director, Smt. Manju, Accounts Officer, Smt. Mini T.J., Smt. Nabeesath A. and Smt. Raheena N., Section Officers, Smt. Jissy V., Shri. Mukesh M.S., Smt. Asa Panicker and Shri. Abhijith, Assistants, Smt. Manju N.S., Confidential Assistant, Shri. Pradeep Kumar G. and Smt. Thushara V., Office Attendants for their administrative and logistical support.
10. I gratefully acknowledge the support and cooperation extended by my peers and colleagues at IMG, whose efforts have been indispensable in the execution of this project.
11. Last but not the least, I acknowledge the professionalism, zeal and passion of my team members Shri. Aswin T.K. and Smt. Sheeja Beevi H., without which the project would not have achieved, what it has.

Dr. Ram Mohan R.

Professor & Nodal Officer
CJC Project

Acronyms

AG	-	Accountant General
ALMSC	-	Anganwadi Level Monitoring and Support Committee
APIP	-	Annual Programme Implementation Plan
BIMS	-	Bill Information and Management System
CARINGS	-	Child Adoption Resource Information and Guidance System
CCI	-	Child Care Institution
CCL	-	Child in Conflict with Law
CDPO	-	Child Development Project Officer
CHC	-	Community Health Centre
CISS	-	Children in Street Situation
CMO	-	Chief Ministers Office
CPC	-	Child Protection Committee
CPRCS	-	Centralised Procurement and Rate Contract System
CWC	-	Child Welfare Committee
DCPC	-	District Child Protection Committee
DCPO	-	District Child Protection Officer
DCPU	-	District Child Protection Unit
DDO	-	Drawing and Disbursing Officer
DIR	-	Domestic Incident Report
DLSA	-	District Legal Services Authority
DMO	-	District Medical Officer
DO	-	Demi Official
DPC	-	Departmental Promotion Committee

DRC	-	District Resource Centre
DV	-	Domestic Violence
DWCDO	-	District Women and Child Development Office/r
EMD	-	Earnest Money Deposit
ETR	-	Electronic Treasury Receipts
FCRA	-	Foreign Contribution Regulation Act
GeM	-	Government e- Marketplace
GIS	-	Group Insurance Scheme
GO	-	Government Order
GPAIS	-	Group Personal Accidental Insurance Scheme
GPF	-	General Provident Fund
GST	-	Goods and Services Tax
ICDS	-	Integrated Child Development Service
ICP	-	Individual Care Plan
ICPS	-	Integrated Child Protection Scheme
IEC	-	Information, Education and Communication
IT	-	Information Technology
JJ	-	Juvenile Justice
JJB	-	Juvenile Justice Board
KGTE	-	Kerala Government Technical Examination
KLSA	-	Kerala Legal Services Authority
KSEB	-	Kerala State Electricity Board
KSRTC	-	Kerala State Road Transport Corporation
LSGI	-	Local Self Government Institution

MCP	-	Mother and Child Protection Card
MEDISEP	-	Medical Insurance Scheme for State Employees
MIS	-	Management Information System
MOP	-	Manual of Office Procedure
MSW	-	Master of Social Work
NCPCR	-	National Commission for Protection of Child Rights
NGO	-	Non-Governmental Organization
NITI	-	National Institution for Transforming India
NPS	-	National Pension Scheme
ORC	-	Our Responsibility to Children
OSC	-	One Stop Centre
PAPs	-	Prospective Adoptive Parents
PEN	-	Permanent Employee Number
PF	-	Provident Fund
PFMS	-	Public Financial Management System
PHC	-	Primary Health Centre
PM CARES	-	Prime Minister's Citizen Assistance and Relief in Emergency Situations
PMMVY	-	Pradhan Mantri Matru Vandana Yojana
POCSO	-	Protection of Children from Sexual Offences
POSH	-	Prevention of Sexual Harassment
PRISM	-	Pensioners Information System
PTA	-	Parents Teachers Association

PWD	-	Public Works Department
PWDV	-	Protection of Women from Domestic Violence
RTI	-	Right to Information
SAA	-	Specialised Adoption Agency
SARA	-	State Adoption Resource Agency
SCORE	-	State Confidential Reporting and Reviewing System
SCPS	-	State Child Protection Society
SHO	-	Station House Officer
SJPU	-	Special Juvenile Police Unit
SLI	-	State Life Insurance
SOE	-	Statement of Expenditure
SPARK	-	Service and Payroll Administrative Repository of Kerala
SPC	-	Service Providing Centres
SPG	-	School Protection Group
SPIO	-	State Public Information Officer
TDS	-	Tax Deducted at Source
TEN	-	Temporary Employee Number
THRS	-	Take Home Ration Strategy
UC	-	Utilization Certificate
WCD	-	Women and Child Development
WPO	-	Women Protection Office/r

Contents

01

Executive
Summary

03

Introduction

15

Methodology



27

Women and Child
Development
Department

35

Comprehensive
Job Charts



403

Annexures



399

Way
Forward

409

Bibliography

Executive Summary

The success of contemporary governments to a great extent, rests on their ability to effectively mobilize and manage their varied resources. Governments, navigating the complexities of the modern world, must be agile in their response to evolving citizen needs, advances in technology, management and best practices. One of the inescapable facets driving this agility is the development and adoption of a strategic Human Resource Management (HRM) framework, a pre-requisite for aligning workforce capabilities with the dynamic demands of governance.

The development of Comprehensive Job Charts for cutting-edge personnel in the Women and Child Development Department of the Government of Kerala is a strategic initiative directed towards achieving these requisites. This initiative, if strategically unleashed has the potential to enhance role clarity, streamline service delivery and optimize governmental efficiency. By establishing well defined job expectations, the project seeks to empower employees, minimize confusion and create a strong foundation for enhanced public outcomes, stakeholder engagement and governmental accountability.

The Comprehensive Job Charts elucidate key elements such as Job Titles, Job Summaries, Reporting and Supervisory Relationships, Job Specifications and Duties and Responsibilities. In addition, it encompasses Capacity Building Themes, Key Contacts and Cadre specific Competencies. By integrating these components, the project aims to create a comprehensive

framework that guides workforce planning, recruitment, career progression, incentivizing and thereby, performance itself.

The benefits of this project are manifold and extend to all categories of stakeholders. For the public, it promises an efficient and accountable service delivery. Employees on the other hand gain clear understanding of their roles leading to greater job satisfaction, performance and self-esteem. Supervision will be more purposive and evaluation of staff will be easier as expectations are well defined. For the government, this initiative leads to effective governance, optimal utilisation of resources and enhanced citizen satisfaction.

The project followed a structured methodology encompassing seven phases. These phases ensured that the outcomes are not only accurate and relevant, but also were aligned with the strategic objectives and operational realities of the department. Stakeholder inputs at various levels were integral to this process. Stakeholders comprising department officials, supervisors, frontline employees, beneficiaries and public were consulted in the process.

The adoption and institutionalization of these job charts may be a small stride at the moment. But, in time this will cause a giant leap towards enhanced public service delivery and good governance. Its successful implementation will serve as a model not only for other departments but set new benchmarks within the government sector, for the country as well.

I think there's no higher calling
in terms of a career than public
service, which is a chance to
make a difference in people's
lives and improve the world

-Jacob Lew

Chapter 1



Introduction

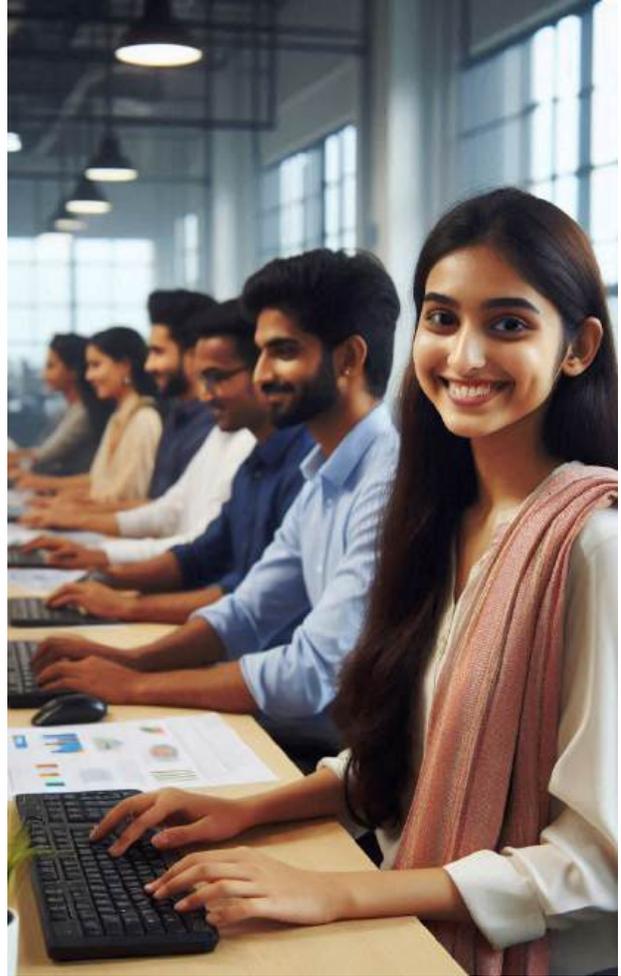
Project Genesis	06
Global Best Practices in Public Sector	08
Rationale for Developing Comprehensive Job Charts	10
What are Job Charts?	11
Components of Job Charts	12
Vitality of Cutting-Edge Level/Frontline Officers	13



The public sector serves as the bedrock of governance, promoting social equity, economic resilience and democratic governance. Its reach extends much beyond the services we readily perceive, silently underpinning every aspect of our daily lives. It facilitates the realization of collective aspirations of the citizens and fostering an environment conducive to sustainable & inclusive development. It serves as a bulwark against systemic risks and inequalities, ensuring that no individual is left behind. In governance, achieving the last mile connectivity is both a challenge and a dream. As we delve deeper, it becomes evident that public sector's enduring relevance transcends mere governance; it is the linchpin upon which the fabric of our society is woven.

In the dynamic landscape of modern governance, the public sector has evolved beyond its conventional service delivery roles to handhold a spectrum of multifaceted responsibilities. These transitions have not been without its challenges. Despite earnest endeavours to enact reforms and foster innovation, outcomes often fail to align with governmental objectives, resulting in a pronounced gap between aspiration and actuality. These discrepancies not only diminish public expectations but also engenders grievances regarding service provision.

A notable hindrance to good governance lies in the tendency of reform initiatives to prioritize macro-level issues, neglecting the foundational and basic aspects of administration. This oversight obscures the delineation of roles and responsibilities within the government departments, leading to ambiguity among personnel, public and relevant stakeholders. Officials especially those working at the frontline lack clarity on how their roles



dovetail with departmental objectives. This lack of clarity can result in inconsistent public service delivery experiences, leaving the public feeling underserved and uncertain about whom to approach for their entitlements and services.

In stark contrast to the private sector, where job functions are meticulously defined, the public sector grapples with dearth of clarity regarding job delineations. Interestingly, the public sector is blissfully unaware about the existence of this gap, which permeates governmental outcomes. The absence of well-defined job charts leaves personnel in a permanent state of uncertainty, impeding their ability to perform optimally and hindering organizational efficacy. This results in a public perception of bureaucratic inefficiency, where accountability is unclear and responsibility is easily deflected.

Recognizing the imperative of addressing these challenges and enhancing the operational efficiency of government entities, the Development of Comprehensive Job Charts for Personnel at the Cutting-Edge Level has been initiated. This is a *sine qua non* for public administration and modern day governance.

Project Genesis

The key milestones which lead to the project are indicated below:



Second Central Administrative Reforms Commission Recommendations (2005-2009)

- ◆ The Second Central Administrative Reforms Commission makes a pivotal recommendation to enlist job descriptions of each cadre while notifying the vacancies itself.
- ◆ The commission underscores the importance of mapping domain competencies based on the job descriptions for each and every job cadre.



Kerala State Administrative Reforms Commission Recommendations (2016-2021)

- ◆ Kerala State Administrative Reforms Commission recommends the adoption of a competency-based civil service framework in Kerala.
- ◆ Central to this recommendation is the imperative need for a meticulous delineation of duties and responsibilities pertaining to each cadre within each department.



Right to Information Act 2005

- ◆ The Right to Information (RTI) Act of 2005 mandates proactive disclosure of specific categories of information held by public authorities.
- ◆ Among the *suo moto* disclosures is the elucidation of duties and responsibilities assigned to officials, which upholds the ethos of transparency and accountability



Right to Service Act 2012

- ◆ The Kerala State Right to Service Act, 2012 mandates the civil servants to be accountable for their functions, duties and obligations to the populace.
- ◆ Public service accountability can only be ensured by clear cut delineation of duties and responsibilities, thus public grievances could be effectively redressed and minimized.



Rising Civic Consciousness and Public Expectations

- ◆ There is an ever increasing and emerging demand from the public for a transparent delineation of duties and responsibilities of public authorities.
- ◆ The publication of job charts serves to inform individuals about the obligations of officials, elucidating their responsibilities and accountability.



IMG's association with the Department of Administrative Reforms and Public Grievances (DARPG)

- ◆ The projects and initiatives patronized by the DARPG and piloted by the IMG have been pivotal for quite a few recommendations of the Fourth State Administrative Reforms Commission of Kerala (2016 - 2021). Many of the recommendations are at various stages of consultation and implementation.
- ◆ IMG spearheaded the development of the Competency Framework at the cutting-edge level in four departments (2014-2019).
- ◆ IMG piloted the development of Citizen Rating Surveys in three departments as early as in 2014. The outcome was used to make training curriculums more relevant.
- ◆ The development of Citizen Score Cards in 2021 for Welfare Institutions of the Social Justice and Women and Child Development Departments were an eye opener for the departments and the first of this nature in the public sector of the country.
- ◆ These initiatives queered the ground for the development of a Comprehensive Job Charts, aligning responsibilities and facilitating enhanced organizational clarity and efficiency.



Initiatives of the Department of Personnel and Training (DoPT), Government of India

- ◆ The National Training Policy 2012 mandates every public authority to categorize all positions with explicit job descriptions and necessary competencies, subsuming the importance of a clear delineation of duties and responsibilities.
- ◆ The DoPT has developed a Competency Dictionary in 2012 and an implementation toolkit for Competency-based Human Resource Management in Indian civil service. Enlisting the duties and responsibilities of each public authority is a prerequisite for its implementation.



Initiatives of IMG

- ◆ IMG conducts diverse capacity-building initiatives targeted at officials across various levels.
- ◆ A clear delineation of duties and responsibilities is indispensable for providing tailor-made and purposive training and nurturing a competent civil service.

1. United States of America (USA)

USAJobs is the official website of the United States federal government and serves as a centralized platform for listing civil service job opportunities across different federal agencies. The platform provides detailed job descriptions and eligibility requirements of various job cadres. This ensures purposive employment blended with increased civic satisfaction.

<https://www.usajobs.gov/>

2. United Kingdom (UK)

The UK Civil Service maintains an accessible portal where job descriptions for various roles are published. These descriptions clearly outline responsibilities, essential skills and behavioural expectations. The UK civil service emphasizes alignment with the Competency Framework, ensuring roles are well-defined and standardized across departments.

<https://www.civilservicejobs.service.gov.uk/csr/index.cgi>

3. Australia

Australia through its official job portal APS Jobs provides job descriptions for positions across various government departments and agencies, detailing the duties, responsibilities, required qualifications, etc., for each role.

<https://www.apsjobs.gov.au/s/>



Global Best Practices in

4. Singapore

Singapore's Careers@Gov portal offers a centralized platform that provides detailed job descriptions across various government agencies. Each listing on the portal includes a thorough overview of job responsibilities, required qualifications and essential competencies. This approach ensures that the right talent is effectively identified and aligned with the strategic objectives of the government.

<https://www.careers.gov.sg/>

5. Netherlands

Netherlands official job portal, *Werken voor Nederland* provides job descriptions for roles across various ministries and agencies, detailing responsibilities, required qualifications and key competencies.

<https://www.werkenvoornederland.nl/>

6. South Africa

The South African Public Service Regulations mandates that government departments must compile job descriptions for each position. This ensures greater clarity, accountability and efficiency within the public service.

Rationale for Developing Comprehensive Job Charts

Modern day Governments face an array of expectations from the citizens and at times are subject to unjustifiable pressure to deliver efficient and quality services. Despite several reform initiatives, public service delivery often falls short due to a motley of reasons. Ambiguity in job roles, employee apathy, lack of ownership of responsibilities, poor supervision and coordination, demotivation among functionaries are significant human resource related issues. All these pinpoint to the need for evolving Comprehensive Job Charts among employees. The need for a comprehensive and structured approach to define the duties and responsibilities of government employees is therefore considered to be of paramount importance and concern.

Enhancing Clarity and Accountability

Clearly defined job roles ensure accountability of employees and help the public understand roles and responsibilities of public functionaries in the larger context of departmental goals. Such clarity allows employees to remain focused, track their performance and departments to stay aligned with their objectives.

Improving Service Delivery

Ambiguity in roles and unclear functional linkages lead to delays and inefficiencies, denting public satisfaction. Comprehensive Job Charts streamline processes, enhances communication and ensures consistent service delivery, helping departments addressing citizens' needs and garnering public trust.

Directionless Employees

The lack of defined roles forces employees to struggle at their workplaces leading to

inefficiencies and frustration. Such disarray hampers innovation and problem-solving, demotivating public functionaries and citizens. Hence the adoption of a Comprehensive Job Charts drives a sense of purpose and help employees, employers and departments to remain focused.

Facilitating Skill Development and Training

Clearly defined roles enable targeted and purposive training programs. A structured framework allows departments to offer training aligned with job requirements, fostering a competent and motivated workforce with a preparedness to handle emerging challenges.

Disparity in Public Service Quality Standards

Indian *diaspora*, accustomed to high-quality service standards abroad, encounters unprofessional public service in their motherland. Developing Comprehensive Job Charts for public authorities aims to bridge the expectations and gap. This initiative standardizes and enhances service delivery, ensuring that our *diaspora* are offered public services comparable with international standards.

Supporting Strategic Human Resource Management

Systematic role classification aids workforce planning and resource allocation. By understanding specific skills and responsibilities, policy makers and departments could recruit and retain the right talent.

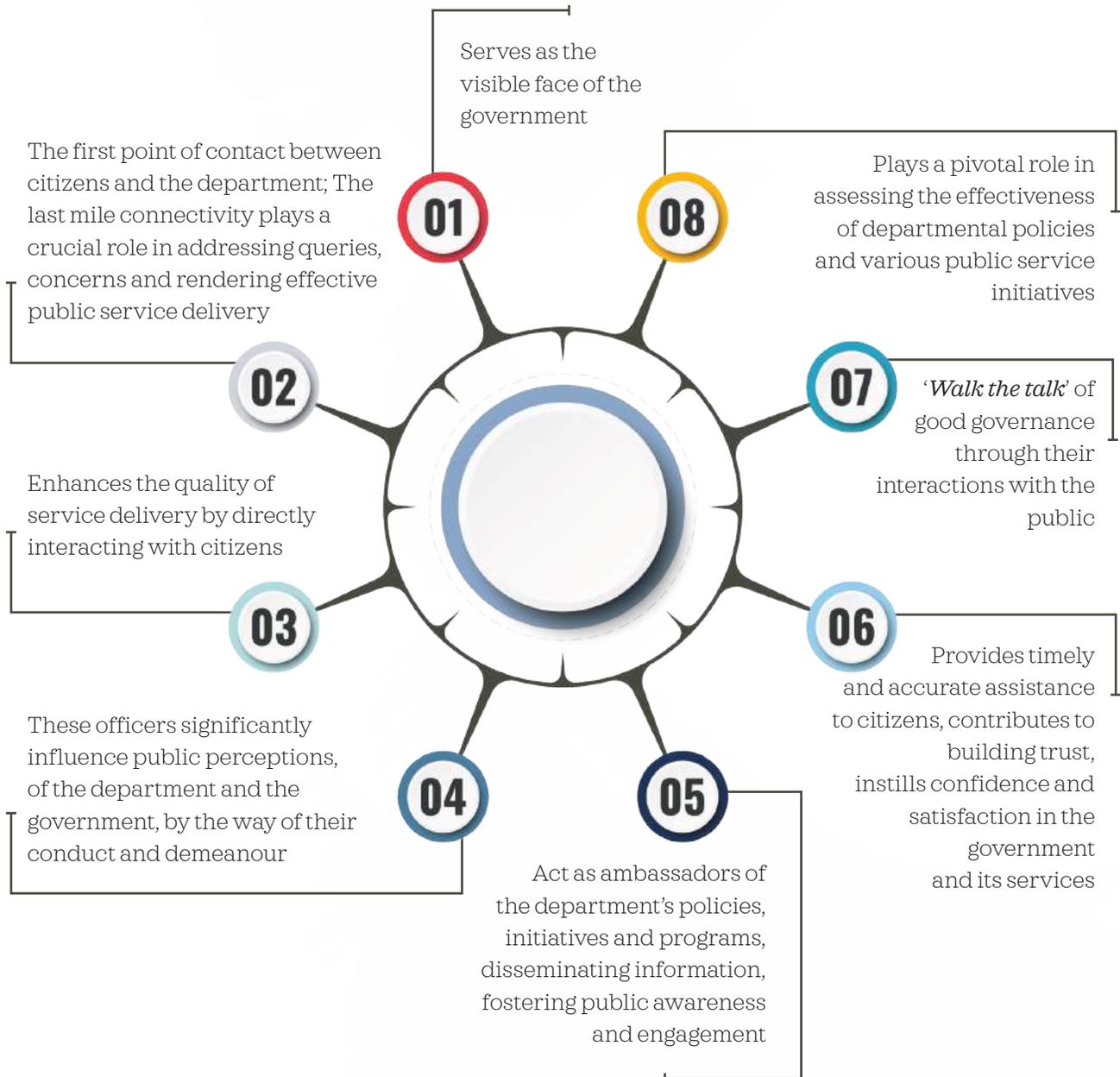
What are Job Charts?



Components of Job Charts

Job Title	This reflects the position title within the department.	
Job Summary	A brief on the job depicting the overall purpose and its main objectives.	
Reporting and Supervisory Relationships	This includes the position (s) to which the job holder reports and any positions s/he may supervise.	
Job Specifications	The qualifications, knowledge, skills and attributes required for effective functioning of the job role.	
	Qualifications	These are the academic or professional qualifications required to perform the job.
	Physical and Mental Attributes	These are the physical and other health requirements needed to perform the job effectively.
	Entry Level Attributes	This refers to specific qualities, characteristics or the entry behaviours that are desirable or essential for the successful performance of particular job role.
	Skills and Abilities	These are the general skills and abilities required to perform the job which are to be progressively assimilated.
	Working Conditions	This captures the working environment for the job, including any physical requirements, working hours, travel requirements, etc.,
	Other Requirements	These refer to other requirements that are necessary to perform the job.
Duties and Responsibilities	The duties and responsibilities associated with the job role.	
Capacity Building Themes	The capacity building themes or the training aspects required to be perform the duties and responsibilities in a prescribed manner.	
Competencies	The key competencies required for optimal performance of the job.	
Key Contacts	Functionaries within or outside the department with whom officials communicate and collaborate, beyond their reporting and supervisory relationships.	

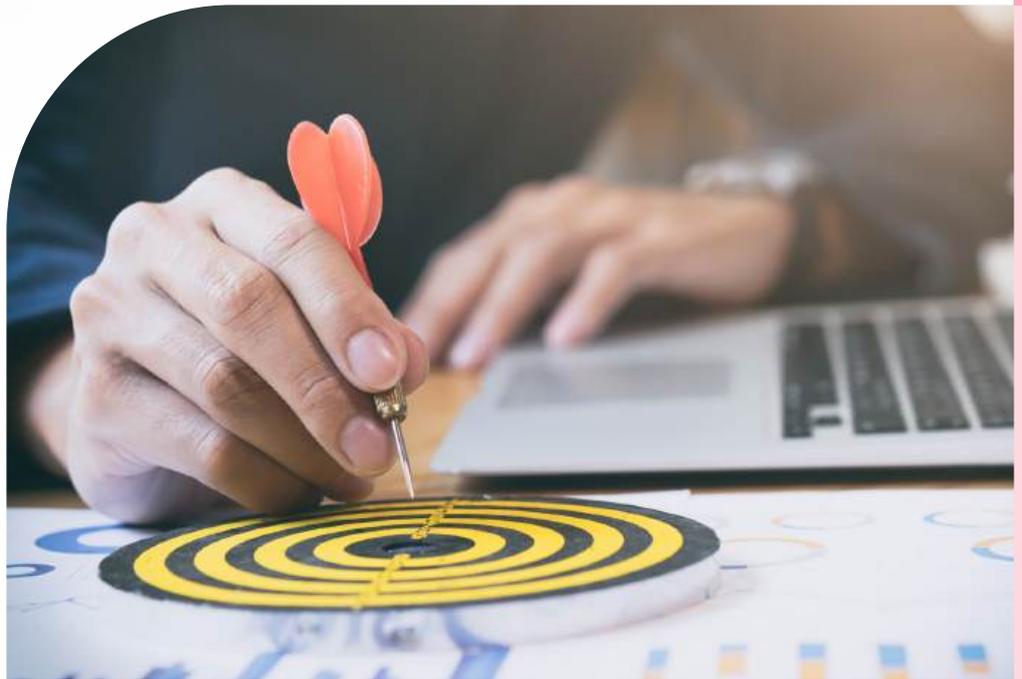
Vitality of Cutting-Edge Level/Frontline Officers



“
Every discourse, even a poetic or oracular sentence, carries with it a system of rules for producing analogous things and thus an outline of methodology.

- Jacques Derrida
”

Chapter 2



Methodology

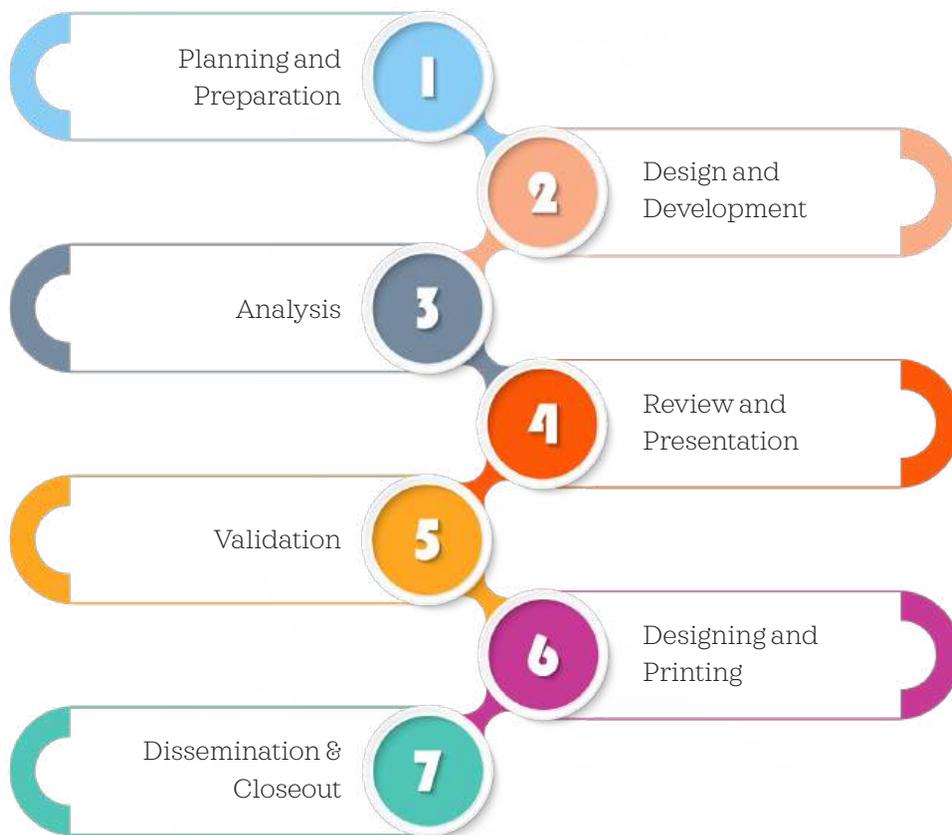
Stages Traversed	18
Activity Timeline	20
Project Terminology	24



The project on Comprehensive Job Charts for Cutting Edge Personnel of Women and Child Development Department significantly contributes to Governance Process Reengineering, offering a potent means to enhance administrative efficiency and effectiveness. It has the potential to leverage institutional knowledge, streamline governmental operations

and promote accountability. The project impacts the stakeholders positively and is aligned with the strategic goals of the department, thereby bolstering public service delivery and governance quality.

The methodology was thoughtfully crafted comprising **Seven phases** as follows, preceded by an **Incubation:**



The project was initiated with an understanding that the phases and activities could not be strictly compartmentalized, offering a scope for adaptability and improvement. As the project

progressed, continuous feedback loops were integrated to ensure that each phase was not only responsive to the needs of the departments but also constituted to the forthcoming plans.

Stages Traversed:

Incubation:

The Incubation phase signalled the initiation of the project. This phase focused on ensuring departmental synergy and constitution of the project executive team. Key milestones included onboarding the departments with a clear understanding of the project scope and anticipated benefits. The project executive team was constituted deploying RACI Matrix.



Planning and Preparation:

The Planning and Preparation phase was the bedrock on which the project organization was built. Departmental task forces were constituted with clear charters and leadership roles. Inception meetings with departmental nodal officers and key officials provided clarity on stakeholder expectations which helped to establish the project baselines. The identification and mapping of various cutting-edge level job cadres were then diligently carried out. The approach and methodology were meticulously laid out, incorporating scope statements, business cases and an Integrated Management Plan (IMP). The final approach was refined using the BOSCARD technique and Approach Analysis, ensuring its alignment with the project's objectives.



Design and Development

The Design and Development phase proved to be pivotal in shaping the project's structure and deliverables. Preliminary workshops were conducted with task force members focusing on stakeholder engagement, developing communication plan and creating Work Breakdown Structures (WBS). The project deliverables were confirmed through the MoSCoW Prioritization Method. The job cadres were finalized, accommodating the inevitable scope creep. This increased the number of cadres from the originally envisaged 12 to 58. Roles and responsibilities of job cadres were identified using a methodology mix comprising SWOT, PEST and Lean Delphi Analysis. Organizational structures and linkages were clearly delineated in the process. Secondary data collection was carried out through Archival Research and Data Mining aligned with the WBS.

Consultative meetings with task force members ensured congruence with the project's defined scope and objectives. Job descriptions, encompassing key project facets such as job summaries, specifications, duties and responsibilities, skill gap analysis and HR management plans, were developed through a series of consultations. This provided an in-depth clarity. This in turn was supplemented by documentation of RAID log. The Focus Group Discussions (FGDs) and Institutional Visits (IVs) were undertaken, aligning with the project's traceability matrix. FGDs were conducted iteratively to identify organizational enablers, while Institutional Visits were conducted for root cause analysis, data validation, regulatory adherence and performance assessment. The phase concluded with the contextualization and consolidation of the outcomes.



Analysis:

The Analysis Phase focused on evaluating the outcomes derived from the previous phases. A gap analysis was conducted to identify areas of improvement, using SWOT and Six Sigma Analysis. Inputs and feedback from stakeholders were also gathered. This was done through structured interview schedules and document reviews. Job attributes and competency mapping were done using benchmark frameworks, incorporating techniques such as 360-Degree Feedback and Behavioural Event Interviewing.

The degree of alignment of outcomes with departmental goals was then assessed through Goal Alignment Reviews. Compilation and authoring of initial deliverables were initiated using Agile Documentation Practices. This focused on chunking to ensure cohesion and coherence. The development of the first draft therefore signalled the initiation of documentation journey. Job descriptions were developed in Malayalam, utilizing translation and localization tools.



Validation:

This phase involved the formal validation of job descriptions by designated department officials, which was drawn from Cross-Functional Teams. The review and finalization of the job charts were completed adhering to various documentation standards, ensuring quality and compliance criteria.



Designing and Printing:

The Designing and Printing phase stressed on finalizing the design metrics elements such as layouts, colour schemes and fonts. The e-book layouts were also completed. This was followed by the printing of the final reports.



Dissemination and Closeout:

The Dissemination phase involved the sharing of the job charts with a wider audience including stakeholders & policy makers. The deliverables included the final reports, handbook on duties and responsibilities in Malayalam and e-book.



The Closeout phase focused at providing handholding support to the department and sharing the deliverables with stakeholders, ATIs and other states. This phase ensured that project outcomes and deliverables are used for furthering good governance.

Review and Presentation:

The Review and Presentation Phase focused on refining the first draft of the job charts. This was accomplished through the use of RACI Matrix and Change Management Techniques. Consultations with departmental Nodal officers and key officials were conducted at this phase to build consensus. Additional consultations with subject matter experts, stakeholders and department officials were attempted to ensure quality and inclusiveness. This was facilitated through Knowledge Transfer Sessions. Following these, the second draft was developed.



Comprehensive Job Charts for Cutting Edge Personnel of the Women and Child Development Department

ACTIVITY TIMELINE						
Phase	Time Period	Activities	Status	Milestone	Remarks	
I	Incubation Period Feb - Mar '23	Ensuring Departmental Synergy and Cooperation	Achieved	Department grasped the Project scope and anticipated benefits	Project Kickoff was done	
		Constitution of Project Team and Project Office	Constituted	Established executive team roles and responsibilities	Project team constituted using RACI Matrix	
	Planning and Preparation	Apr '23	Constitution of Departmental Taskforce Inception Meetings with Nodal Officers & Key Officials Identification of Job Cadres Preparation of Approach and Methodology	Constituted Completed Identified Achieved	Taskforce charter and leadership roles were delineated Department and Stakeholders expectations were elicited; Baselines formulated Various frontline job cadres were sketched out Scope Statements and Business Cases chalked out; Integrated Management Plan duly formulated	Task force constituted as per schedule Open candid discussions conducted Job Cadres identified Approach and Methodology finalized based on the project portfolio with aid of BOSCARD technique and Approach Analysis
II	Design and Development Apr - Dec '23	Preliminary workshops with taskforce members Finalization of Job Cadres	Concluded Completed	Stakeholder Engagement, Communication and Action Plan for various course of activities devised; Work Breakdown Structures created The emergence of Scope Creep factored; Resources rationalized	Preliminary Workshop was conducted and project deliverables were confirmed through MoSCoW Prioritization Method Number of job cadres increased to 58 from originally envisaged 12 without any other financial implications	

III	Analysis	Oct - Jan '24	Comprehending the roles and responsibilities of job cadres	Achieved	Organizational Structures and linkages to the job cadres were identified	Roles and responsibilities were comprehended deploying SWOT, PEST and Lean Delphi Analysis
		Secondary Data Collection from Orders/Circulars/Internal documents etc.,	Completed	Scope of the Data Collection was defined as per the WBS Structures	Secondary Data were collected through Archival Research and Data Mining	
		Consultative Meetings with Task Force Members	Completed	Congruence with defined project scope and objectives ensured.	Task force Consultative Meetings were completed	
		Writing Job Descriptions	Completed	Key project facets such as Job Summary, Job Specifications, Skill Gap Analysis, Staffing Profile, Duties and Responsibilities and HR Management Plan were analyzed	Job descriptions were clearly defined and documented through a series of consultations. RAID log was documented for role clarity and proficiency	
		Focus Group Discussions	Completed	FGD were undertaken as an iterative development strategy	Identified organizational enablers	
		Institutional Visits	Completed	Root cause analysis	Validated data, verified regulatory adherence and assessed key performance indicators.	
		Contextualizing and consolidating derived outcomes	Consolidated	The outcomes were dovetailed	Synthesis of derived information and insights were dovetailed for a consolidated and coherent picture	
		Analysis of the derived outcomes with the designated framework	Completed	Analysis for Quality and Compliance		
		Discernment and areas of improvement	Completed	Gap Analysis	Analysed through SWOT Analysis and Six Sigma Analysis	

			Solicitation of Inputs and Feedback from stakeholders	Engagement Plan Devised	Stakeholder Engagement and Consultation	Inputs and feedbacks were analysed through structured interview schedules and document review
			Finalization of Job Attributes	Finalized	Job Profiling and Evaluation	Job Attributes were comprehended and finalized
			Competency Mapping	Completed	Benchmark Competency Frameworks	Employed techniques such as 360-Degree Feedback / Behavioral Event Interviewing, etc.,
			Verification of outcomes with the department goals	Verified	Goal Congruence Validation	Verified through Departmental Goal Alignment Review
			Compilation and Authoring	Completed	Initial Deliverable Achievement	Compiled and authored through Agile Documentation Practices, Chunking, etc.; Ensured cohesion & coherence
			Development of First Draft	Developed	First Iteration	Solid Foundation for further advancement
			Development of Draft Job Descriptions in Malayalam	Developed	Localization of Job Descriptions	Developed through Translation and Localization Tools/Resources in Malayalam
IV	Review and Presentation	Jan - Apr '24	Review duties and responsibilities based on the first draft	Reviewed	Optimization of Duties and Responsibilities; Role Refinement	Analyzed through RACI Matrix and Change Management Techniques
			Consultation with Departmental Nodal Officer and Key Officials	Consulted	Consensus Building	

			Consultation with subject matter experts, department officials, individuals	Consulted	Quality Enrichment and Inclusiveness	Completed through Knowledge Transfer Sessions
			Finalize the second draft of Job Charts	Finalized	Second Iteration	Finalized after analysis of document revision log, RAID log and stakeholder feedback integration
			Finalize Job Descriptions in Malayalam	Finalized	Job Descriptions Developed in Malayalam	
V	Validation	May - Jun '24	Validation of outcomes with Key Officials	Validated	Job Descriptions Validated	Validated by a Cross Functional Team
			Review and Finalize Job Charts	Finalized	Job Chart Finalized	Finalized adhering to various documentation standards
VI	Designing and Printing	Jun - Sep '24	Design	Completed	Layouts, colour schemes, fonts and other elements finalized	e-Books layout completed
			Print	Completed	Printing Completed	
VII	Dissemination & Closeout	Oct - Nov '24	Dissemination Meeting	Conducted	Dissemination of Job Charts to a wider audience	Deliverables: Comprehensive Job Charts, Handbook on Duties and Responsibilities & e-books
			Closeout	Completed	Handholding support for Department & Distribution of deliverables to other departments/ATI's/ Other states	Deliverables used for HRM Practices



Project Terminology

- ◆ **Agile:** Agile development proceeds as a series of iterations or sprints, with incremental improvements made in each iteration.
- ◆ **Approach analysis:** This is used to examine the various methods by which a project's goals may be achieved.

- ◆ **Baseline:** A baseline is a fixed starting point that helps teams measure their progress and assess their project's performance.
- ◆ **BOSCARD:** A project management tool that helps define and plan a project's key terms of reference.
- ◆ **Business Case:** A documentation of the potential outcomes of the project, including benefits, cost and effects.
- ◆ **Change Management Plan:** A Change management plan details the change control process. It is created to ensure all changes are managed according to procedure.
- ◆ **Delphi technique:** The Delphi technique is a structured communication method that involves a group of experts answering questionnaires in rounds to reach a consensus.
- ◆ **Integrated Management Plan:** Details on the integration planning and how changes to project aspects will be managed.
- ◆ **Key performance indicator (KPI):** A Key performance indicator is a metric for measuring project success.
- ◆ **Kickoff meeting:** The first meeting between the project team and the stakeholders.
- ◆ **MoSCoW:** The MoSCoW prioritization method is a framework for organizing tasks and prioritizing requirements during the course of the project.
- ◆ **Organizational enabler:** Any practice, tool, knowledge or skill base that facilitates an organization's pursuit of its objectives may be termed an organizational enabler.
- ◆ **PEST analysis:** A PEST analysis examines how political, economic, social and technological factors might affect a project.
- ◆ **Project scope statement:** A project scope statement details what a project is meant to achieve and describes the deliverables expected.
- ◆ **RACI Matrix:** A RACI matrix or responsibility assignment matrix, is a chart that helps teams identify and assign roles and responsibilities for tasks, milestones and deliverables in a project.
- ◆ **RAID log:** A RAID log is a project management tool that helps identify and track risks, assumptions, issues, and dependencies (RAID) in a project.
- ◆ **Scope creep:** Scope creep is when a project's scope expands after it has started, resulting in additional deliverables, activities or requirements.
- ◆ **Six Sigma:** An approach to process management that focuses on the near total elimination of product or service defects. It uses quality management methods to improve and optimize processes involved in the development so that outcomes are defect-free.
- ◆ **Work Breakdown Structure (WBS):** A Work Breakdown Structure (WBS) is a project management tool that breaks down a project into smaller components to help teams manage and complete it

“
The seeds of success in every
nation on earth are best planted
in Women and Children.

- Joyce Banda
”

Chapter 3



Women and Child Development Department

About Women and Child Development Department	29
Relevance of Women and Child Development Department	29
Cadres Examined and their Strength	31



Women and Child Development Department

The Department of Women and Child Development in the state of Kerala was established bifurcating the Social Justice Department in the year 2017. The Department is committed to safeguard the rights and foster the holistic development and welfare of the women and children. The department pursues its mission through a diverse array of

schemes, projects, programs, regulations and policies. With a primary focus on creating a gender-equitable society, the department strives to devise innovative strategies that address the evolving needs of women and children. Since its inception, the department has played a pivotal role in coordinating, monitoring and evaluating the effective delivery of services, ensuring the comprehensive development and empowerment of the women and children.

Relevance of Women and Child Development Department:





“ Malayalam Handbook on Duties and Responsibilities of the Women and Child Development Department unveiled by the Hon. Chief Minister of Kerala Shri. Pinarayi Vijayan. ”

Cadres Examined and their Strength

District Women and Child Development Officer	14	Deputy Superintendent Grade II	4
Senior Superintendent	24	Cook	32
Programme Officer	16	Counsellor (Welfare Institutions)	27
Child Development Project Officer	258	Educator	27
Women Protection Officer	14	Multi Task Care Provider / Staff Nurse	41
Welfare Institution Superintendent Grade I	14	Messenger	14
Junior Superintendent	75	District Child Protection Officer	14
Head Accountant	58	Protection Officer (Institutional Care)	14
Senior Clerk / Clerk / Clerk Typist	467	Protection Officer (Non - Institutional Care)	14
Office Attendant	336	Legal cum Probation Officer	14
Watchman / Watchwoman	21	Counsellor (DCPU)	14
Driver and Driver Cum Office Attendant	45	Social Worker	28
ICDS Supervisor	1327	Data Analyst	14
Welfare Institution Superintendent Grade II	12	Accountant	15
Welfare Institution Superintendent Grade III	14	Assistant cum Data Entry Operator	14
Child Welfare Inspector	19	Outreach Worker	28
Caretaker (Male / Female)	88	Child Rescue Officer	17
Ayah	9	ORC Project Assistant	15
Matron Grade I/II	15	ORC Psychologist	14
		Multi-Purpose Worker	14
		Total	3200

Total Cadre Strength of the Department 3284



*Snippets
of the Journey...*





“
I guarantee you will discover that while public service improves the lives and the world around you, its greatest reward is the enrichment and new meaning it will bring your own life.

- Arnold Schwarzenegger

”

Chapter 4



Comprehensive Job Charts

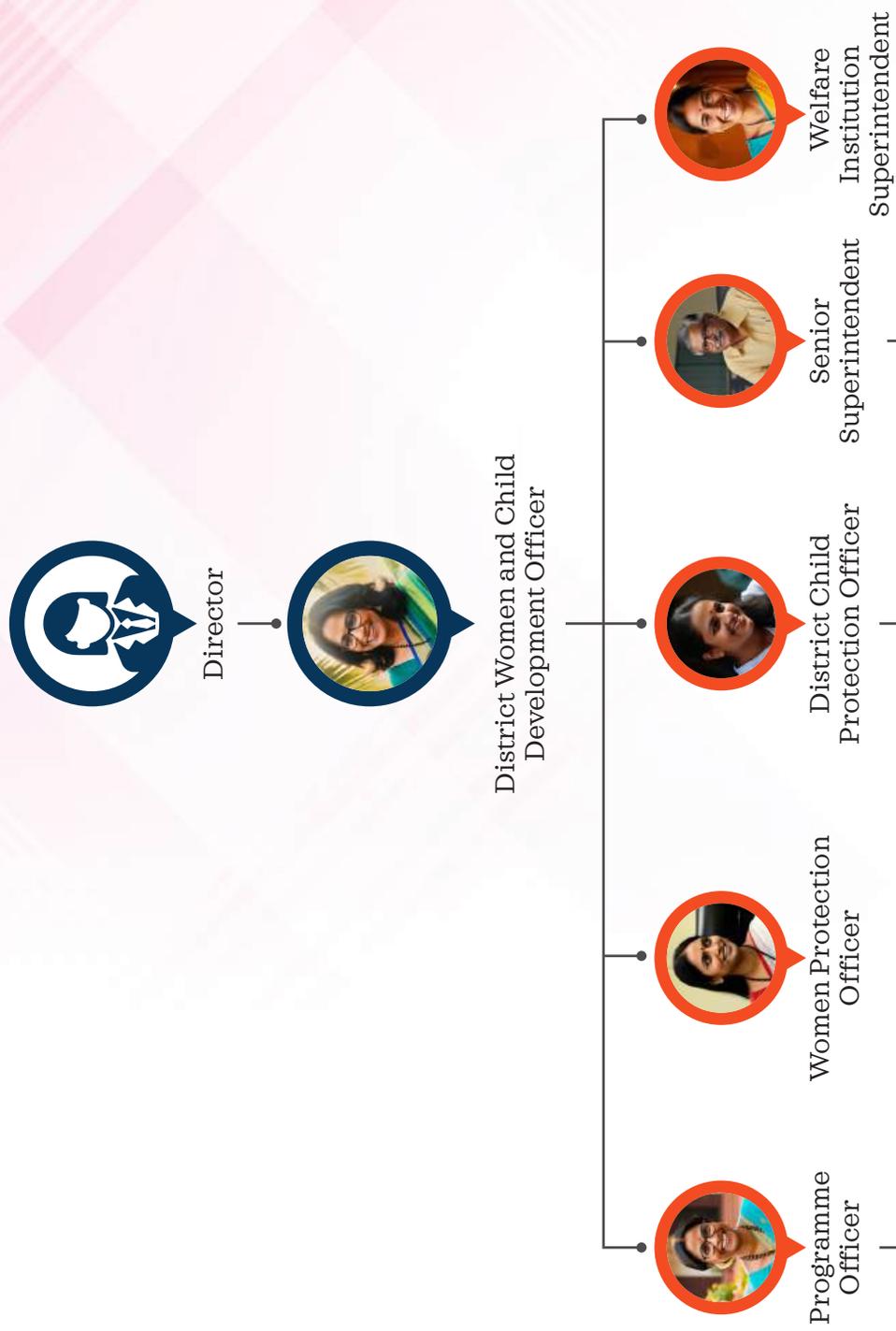


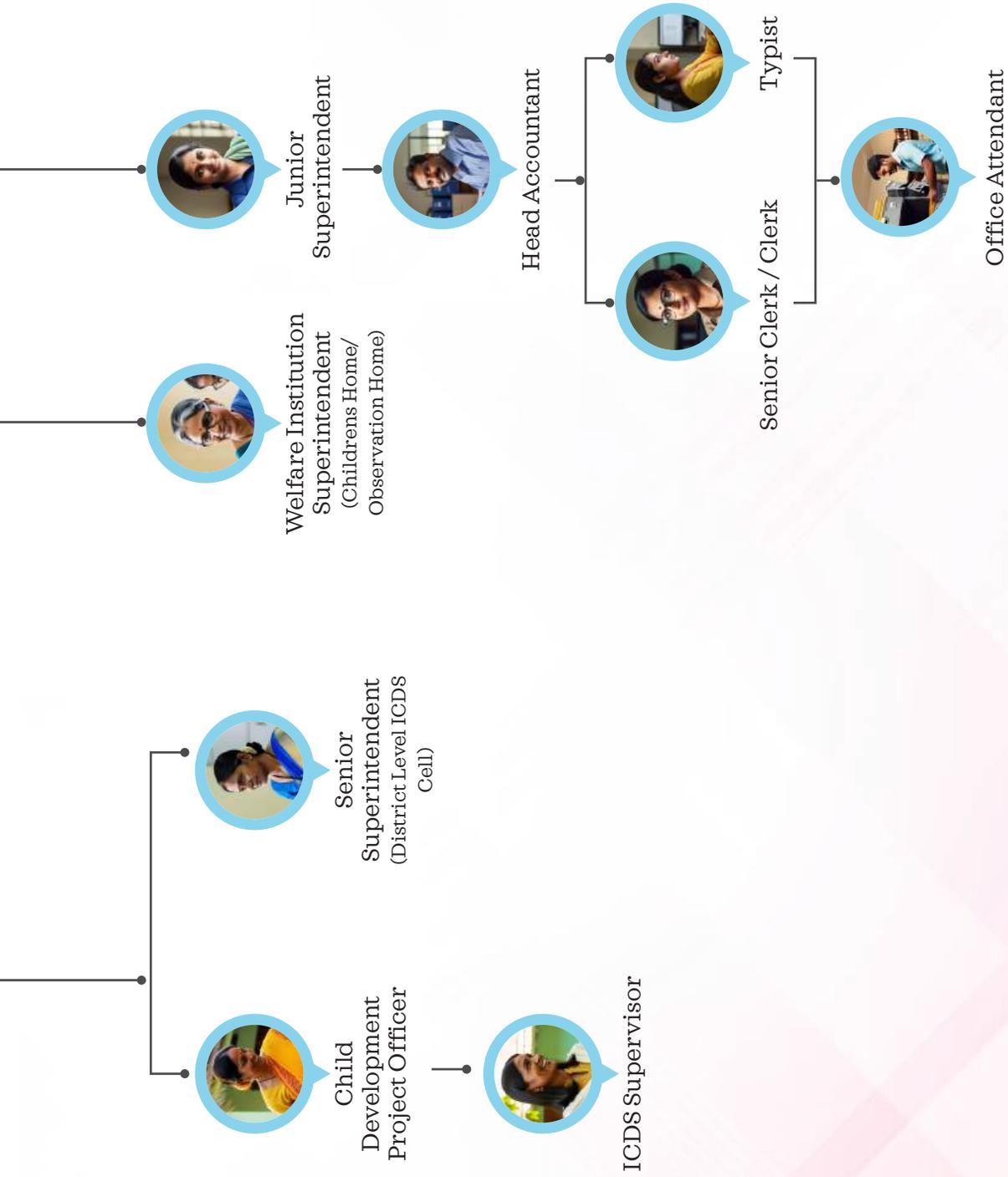


District Women and Child Development Office

District Women and Child Development Officer	41
Senior Superintendent	49
Junior Superintendent	55
Head Accountant	61
Senior Clerk/ Clerk	67
Typist	73
Office Attendant	79

Reporting and Supervisory Relationship







District Women And Child Development Officer

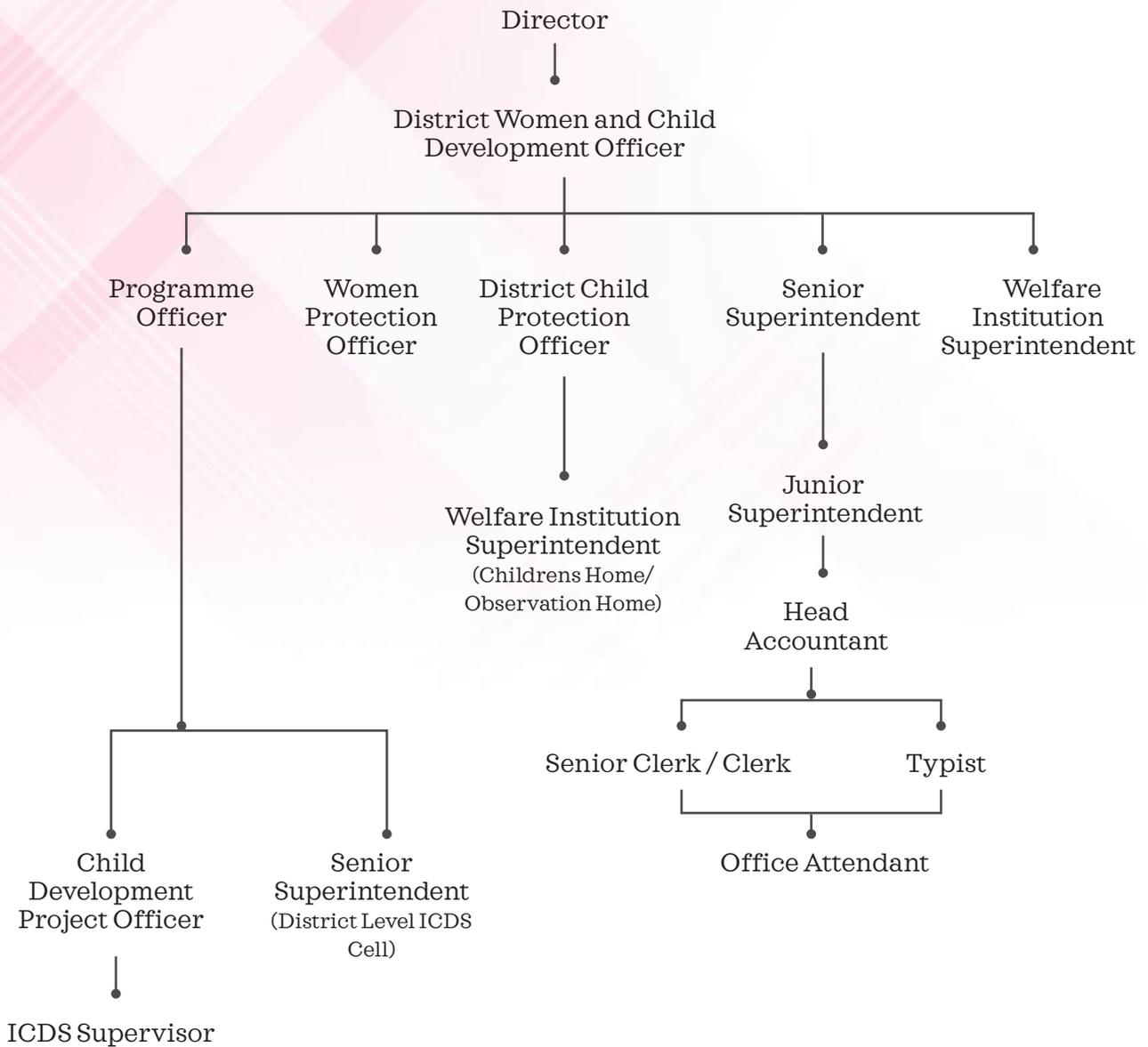


Job Summary:

District Women and Child Development Officer is the Nodal Officer of the Women and Child Development Department at the district level. S/he provides comprehensive guidance for program implementation and supervises the activities of the institutions, offices under the Women and Child Development Department. S/he oversees diverse responsibilities, from managing financial disbursements, conducting inspections and ensuring strict compliance with legal frameworks, to actively participating in governmental committees and fostering community awareness. S/he executes various statutory duties and liaising effectively with various stakeholders to drive impactful outcomes in the realm of women and child welfare.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of Program Officer (District Level ICDS Cell), Women Protection Officer, Senior Superintendent and Welfare Institution Superintendent-I.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Administrative Expertise: Ability to manage and oversee various official activities.
- ◆ Financial Acumen: Skills in budgeting, fund allocation and financial oversight of various welfare schemes and institutions.
- ◆ Policy Implementation: Proficiency in ensuring the effective execution of various schemes/ programs.
- ◆ Community Engagement: Capability to foster awareness and promote departmental schemes within the community.
- ◆ Monitoring and Evaluation: Skills in assessing the performance of sub-offices and institutions and recommending improvements.
- ◆ Interpersonal Skills: Ability to communicate and coordinate with diverse stakeholders, including government officials, community leaders and beneficiaries.
- ◆ Crisis Management: Skills in intervening and managing issues related to Women and Children.
- ◆ Legal Knowledge: Understanding of various social legislations.

Skills and Abilities (To be assimilated progressively):

- ◆ Leadership: Ability to lead and manage district-level activities effectively.
- ◆ Organizational Skills: Proficiency in organizing and conducting training programs, review meetings and district-level coordination.
- ◆ Analytical Skills: Capability to analyze reports and performance for continuous improvement.
- ◆ Problem-Solving: Ability to address and resolve issues related to the implementation of schemes and handling complaints.
- ◆ Communication Skills: Strong written and verbal communication skills for effectively managing various activities.
- ◆ Teamwork: Ability to work collaboratively with various departments, stakeholders and community organizations.
- ◆ Adaptability: Ability to adapt to changing circumstances and exigencies.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ♦ Awareness of various Acts, Rules and Schemes related to Women and Child Development Department.



Duties and Responsibilities:

1. Oversee and coordinate the activities of the Women and Child Development Department at the district level as its District level Nodal Officer.
2. Allocate financial resources/funds to sub-offices and Welfare Institutions.
3. Direct Heads of Sub Offices and Institution Superintendents by providing detailed guidelines for the effective implementation of schemes.
4. Oversee and assess the implementation of schemes at sub offices and Institutions, recommending corrective measures as necessary.
5. Foster awareness community about departmental schemes within the district.
6. Oversee the notification, processing and selection of beneficiaries for schemes such as Scholarship for students of Women Headed Families, *Sahayahastham*, *Abhayakiranam*, *Mangalya*, *Padavukal* etc.
7. Disburse financial aid to eligible beneficiaries under various schemes.
8. Conduct review meetings of sub officers and Institutional Superintendents regularly.
9. Monitor and review departmental schemes like *Kathorthu*, *Rakshadoothu*, and *Ponvakku*
10. Provide incentives to informers reporting child marriages under the *Ponvakku* scheme.
11. Attend monthly meetings as a member of the District Development Committee and address issues related to Women and Children in the district.
12. Serve as the Convenor of the District Jagratha Samithi.
13. Act as the Convenor of the District-level Monitoring Committee under Mission *Sakthi*.
14. Lead the District *Sahayahastham* Monitoring and Evaluation Committee for the *Padavukal* scheme.
15. Participate as a Member in the Mission *Anthyodaya* District Level Monitoring Committee.
16. Fulfill responsibilities as a Member of the District Food Safety Committee.
17. Contribute as a Member of the District *Aadhar* Monitoring Committee.
18. Convene district-level meetings in accordance with various Government Orders;
19. Participate as a Member in various committees at the district level as mandated.
20. Represent the Women and Child Development Department in meetings presided over by the District Collector.

21. Execute the duties of the ex-officio Secretary of the Women and Child Development Department at the District Panchayath.
22. Convene the Women and Child Development working group of the District Panchayath.
23. Formulate project proposals categorized under the Women and Child sector of the People's Plan Programme.
24. Act as the Implementing Officer of the District Panchayath in the Women and Child Sector.
25. Serve as a Member of the District Planning Committee for the approval of annual plan projects of LSGI.
26. Participate as a Member of the District Resource Group to assist LSGI in formulating viable plan projects.
27. Organize programs to observe National and International days of importance related to women and children.
28. Create awareness about achievement/recognitions/awards and make specific recommendations to the Director of the Department.
29. Monitor the operations of Welfare Institutions/Charitable Homes in Women and Child sector run by government and non-governmental organizations.
30. Provide Grant-in-aid to institutions/Homes for Women & children run by NGOs.
31. Maintain a collaborative working relationship with other line Departments and agencies for the effective implementation of schemes and programs.
32. Administer the activities of the Kerala State *Anganwadi* Workers and Helpers Welfare Fund at the District level.
33. Conduct training programs for subordinates and personnel as per the instructions of the Director of Women and Child Development.
34. Conduct the selection, posting and inter-district transfer of Psycho- Social School Counsellors.
35. Chair the Quarterly review meeting of Psycho-Social School Counsellors.
36. Conduct the Annual Performance Appraisal and recommend the extension of contracts for Psycho-Social School Counsellors.
37. Act as the Chairperson of the selection committee for the staff selection of One Stop Centre, Women and Children Home, Service Providing Centres and Shelter Home.
38. Participate as a member in the committee for the selection of contract staff of the District Child Protection Unit.
39. Lead the recruitment of staff for the Hub for Empowerment of Women under Mission *Sakthi*.
40. Provide guidance, monitor and review the activities of the Hub for Empowerment of Women.
41. Nominate five social workers to the selection committee for the selection of *Anganwadi* workers and helpers.

42. Approve the rank list of *Anganwadi* Workers and *Anganwadi* Helpers after interviews conducted at Grama Panchayath/Municipality level.
43. Act as the Appointing Authority of *Anganwadi* Workers/Helpers under the Dying in Harness scheme.
44. Fulfill statutory duties prescribed under Various Social legislations such as Dowry Prohibition Act 1961, POSH Act 2013, etc.,
45. Act as the District Dowry Prohibition Officer under the Dowry Prohibition Act 1961.
46. Serve as an Ex-officio member of the Local Committee as per the POSH Act 2013
47. Act as the Nodal officer to verify whether the Internal Compliants Committee under POSH Act 2013 is constituted in all institutions , Government offices, Public, or Private where 10 or more employees are present; inspect and issue notices to institutions for not constituting Internal Committee.
48. Inspect, monitor, and disburse funds to Service Providing Centres and Shelter Homes under the Protection of Women from Domestic Violence Act 2005.
49. Inspect, monitor and disburse funds to *Sakthi Sadan* (*Swadhar Greh* and *Ujwala* scheme).
50. Inspect, monitor and disburse funds to Entry Home for Girls.
51. Chair the Purchasing Committee of Entry Home for Girls.
52. Chair the Empowered Committee for reviewing and monitoring the activities of Entry Home for girls and One Stop Centre.
53. Inspect, monitor and collect details of residents of Working Women's Hostels (*Sakthi Nivas*).
54. Inspect, monitor and disburse funds to NGO run creches.
55. Inspect government/NGO run welfare institutions.
56. Inspect, monitor and disburse funds to *Ente Koodu* and One Day Home.
57. Inspect, monitor and disburse funds to *Thejomaya* Home, Model home for girls, Mental Health Home, and Integrated Care Home.
58. Convene the district-level coordination and monitoring committee as per the PWDV Act 2005.
59. Act as the Charge Officer of the CMO portal at the district level.
60. Finalize the audit report submitted by the District Audit Officer.
61. Serve as the Vetting Officer of projects of LSGI under the People's Plan Programme.
62. Intervene in occurrences of atrocities against women and children, submit reports to the Director.
63. Conduct enquiries and submit reports on complaints forwarded from WCD Directorate and District Collector.
64. Act as the Appellate authority for Welfare Institutions, District Child Protection Unit, DWCDO and Women Protection Office as per the RTI Act.

- 65. Serve as the Relieving authority for residents above 18 years of age from Entry home for girls.
- 66. Perform other duties specified through various orders or assigned by superior officials/
District Collector.



Capacity Development Themes

- ◆ Financial Management
- ◆ Program Implementation and Evaluation
- ◆ Leadership and Management
- ◆ Crisis Management
- ◆ Administrative Procedures
- ◆ Monitoring and Evaluation
- ◆ Interpersonal Skills
- ◆ Essential Life Skills



Competencies

- ◆ Strategic Thinking: Essential for developing and overseeing district-level schemes and aligning them with broader organizational goals.
- ◆ Planning and Coordination: Managing multiple programs, allocating resources and coordinating with various stakeholders.
- ◆ Decision Making: Making informed choices on fund allocation, scheme implementation and addressing issues effectively.
- ◆ Communication Skills: Effectively conveying guidelines, conducting meetings and engage with community and stakeholders.
- ◆ Attention to Detail: Monitoring the implementation of schemes, ensuring compliance and managing financial transactions accurately.



Key Contacts

- ◆ District Collector: To coordinate on district-level policies, receive directives for program implementation and address urgent issues affecting women and children.
- ◆ Superintendent of Police: To discuss law enforcement issues related to women and child protection, collaborate on cases of domestic violence or child abuse and ensure safety measures are in place.
- ◆ District Judge: To obtain insights into legal proceedings related to cases involving women and children and facilitate justice for affected individuals.
- ◆ Additional District Magistrate, Deputy Collectors: To share information regarding departmental initiatives, collaborate on resource allocation and seek support for implementing welfare schemes effectively.
- ◆ Child Welfare Committee (CWC): To work collaboratively on matters concerning child protection, case management and welfare of children in need, ensuring alignment with legal frameworks.

- ◆ Members of Parliament (MPs): To seek support for district-level initiatives and for funding or resources for women and child development programs.
- ◆ Members of Legislative Assembly (MLAs): To seek support for district-level initiatives and for funding or resources for women and child development programs.
- ◆ District Planning Office: To ensure proper planning and integration of women and child welfare initiatives in the district development plans.
- ◆ Local Self-Government Institutions: To coordinate with local bodies for grassroots implementation of welfare schemes, discuss community needs and leverage local resources for better program outcomes.
- ◆ Various other Departments: To collaborate on cross-sectoral initiatives affecting women and children, share data for comprehensive planning and ensure holistic service delivery.

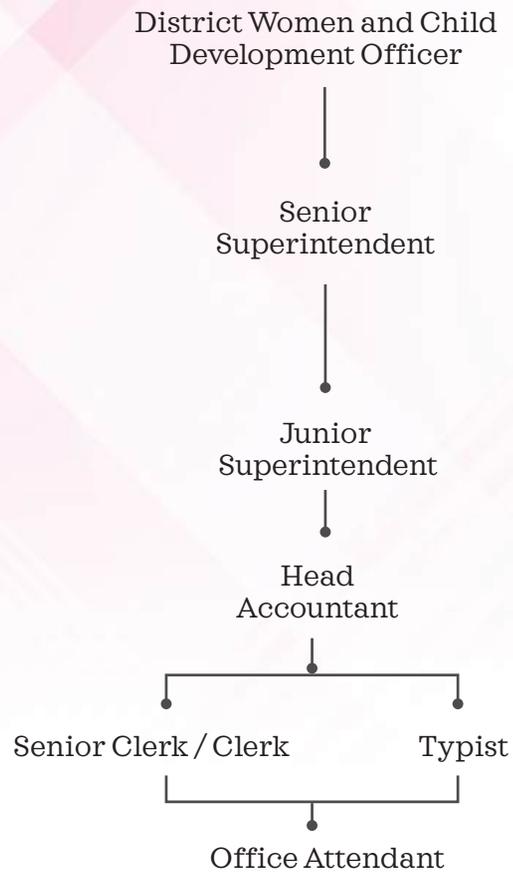
Senior Superintendent



Job Summary:

Senior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for management and coordination of various administrative tasks, ensuring compliance with relevant regulations and rules. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment.

Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of Junior Superintendent.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ◆ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ◆ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance.
- ◆ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ◆ Attention to Detail: Ability to notice discrepancies and ensure accuracy in records and documentation.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Proficient in verbal and written communication, facilitating clear information exchange.
- ◆ Problem-Solving Skills: Ability to identify issues and propose practical solutions.
- ◆ Basic Financial Acumen: Understanding of budgeting, accounting principles and financial documentation.
- ◆ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ◆ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Manage and coordinate various administrative tasks.
2. Scrutinize establishment pay bills, contingent bills and other bills of establishment concerned, duly observing the relevant rules and guidelines in the matter.
3. Verify the casual leave application of the Non-gazetted staff.
4. Ensure that the employees reach the office on time and engaged in office related activities..
5. Ensure attendance is recorded as soon as employees reach the office and necessary entries are made in the Personal Cash Declaration Register.
6. Daily attendance closing of ministerial staff shall be carried out.
7. Ensure that employees leave the office for official purposes only after recording in the movement register during office hours.
8. Monitor the movement of files to and from the superior officers.
9. Ensure that the clerks maintain personal registers properly and in strict accordance with provisions of Manual of Office Procedure, Inspect the personal register as per schedule.
10. Ensure that the currents are attended promptly by the clerks.
11. Evaluate the pendency position and get the monthly abstracts and detailed arrears list of each section in the prescribed proforma.
12. Ensure the prompt collection and remittance of TDS / GST and assure that periodical returns of the same have been submitted and registers in this regard are updated.
13. Supervise the maintenance of all records pertaining to Service matters, accounts, stocks, cash book, etc.,
14. Monitor the reconciliation of the accounts from the treasury and the AG.
15. Ensure the timely disbursement of salary, allowances, wages and honorarium of employees.
16. Ensure the prompt remittance of various recoveries from salary.
17. Verify the issuance of salary certificates are in line with the relevant orders and guidelines.
18. Act as reporting officer for the submission of confidential reports of Junior Superintendents and Head Clerks through the SCORE portal.
19. Verification and approval of online challans.
20. Ensure timely preparation of various contingent bills such as telephone charges, water charges, purchase bills, electricity bill etc.,
21. Collection and remittance of Government revenue and auction money.
22. Collection of EMD and disbursal of the same on completion of procedures.
23. Ensure timely payment of cost of stores procured through GeM.
24. Ensure that the details of all items purchased for office use (including electronic items and computer peripherals) are entered in the stock register and kept up to date.

25. Ensure the machinery and equipments used in office are maintained in good working conditions.
26. Enrollment of newly appointed employees in SPARK after verifying the documents.
27. Ensure admission of newly appointed employees in GPF, GIS, SLI, NPS, GPAIS , MEDISEP etc.,
28. Sanctioning of increments of employees in SPARK as and when it is due.
29. Ensure the time bound processing of pensionary benefits to employees.
30. Regular verification of Cash book, subsidiary registers, bills and other records
31. Physical verification of daily cash balance and stamp account
32. Collection and remittance of fee in connection with RTI.
33. Oversee the GPF temporary advance to employees in accordance with the delegation of financial powers in force and applicable rules.
34. Supervision of transfer of charges between clerical staff
35. Ensure that the service books of employees are periodically updated, duly signed and maintained and verify e-service books in SPARK properly.
36. Ensure the submission of annual property statement of employees.
37. Ensure the periodical verification of office stock register, furniture register, stationery register and printed forms register.
38. Ensure verification of log books of vehicles and generators, if any, before drawal of fuel charges.
39. Ensure the receipt, distribution, utilization of Stationery / Printed forms and their safe custody.
40. Ensure that the e-office system is functioning efficiently in all sections. Ensure that receipts are distributed properly and labelled appropriately.
41. Supervise the work assigned to the staff directly under his/her charge and ensure processing of files in the concerned section being done promptly and efficiently.
42. Submit the files to higher officers commenting with correct and latest rule positions on the subject.
43. Ensure the proper maintenance and recording of registers like cash book, e-TR5 register, etc.
44. Monitor progress of schemes regularly implemented under the charged section.
45. Liaise with other line departments/sub offices.
46. Submit the files to higher officers commenting with correct and latest rule positions on the subject and assist them in taking correct decision.
47. Conduct internal audit/surprise visit within the department.
48. Ensure updating plan expenditure in the Planspace portal.
49. Act as State Public Information Officer under the RTI Act 2005.
50. Prepare notes for DPC (Higher) and DPC (Lower) and ensure that the seniority list is

prepared with the existing rules and regulations.

51. Ensure that the budget is prepared according to the prescribed rules and regulations.
52. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Record Management
- ◆ Communication and Interpersonal Skills
- ◆ Project Management Fundamentals
- ◆ Legal Awareness and Compliance
- ◆ Team Collaboration and Leadership
- ◆ Problem-Solving and Decision-Making
- ◆ Ethics and Integrity in Public Service
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Essential for ensuring accuracy in record management, compliance with regulations and the proper management of files.
- ◆ Integrity: Essential for maintaining ethical standards when dealing with confidential information and financial matters.
- ◆ Planning and Coordination: Critical for effectively managing tasks, overseeing projects and ensuring the smooth operation of office activities.
- ◆ Decision Making: Necessary for making informed choices regarding employee matters, financial processes and project management.
- ◆ Communication Skills: Vital for effectively conveying information, preparing reports and interacting with colleagues and stakeholders.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.
- ◆ District Panchayat: For matters related with LSGI.
- ◆ District Administration: For matters related with various programmes or activities.
- ◆ Treasury: For transactions, bill payments, etc.,

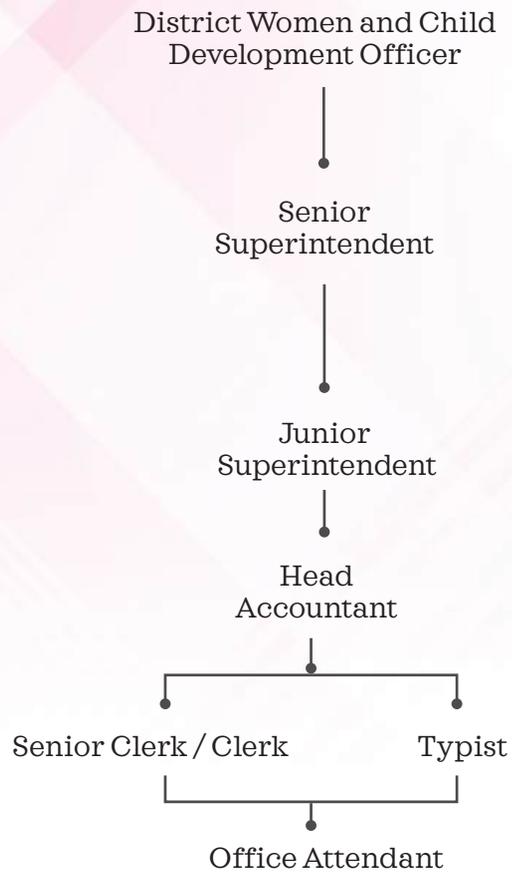
Junior Superintendent



Job Summary:

Junior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment. S/he guides subordinates in smooth file processing and proper maintenance of records.

Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from Senior Clerk/Head Accountant.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ◆ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ◆ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance to ensure smooth file processing and record maintenance.
- ◆ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ◆ File Management: Proficient in overseeing file processing, maintaining records and ensuring compliance with established procedures.
- ◆ Communication: Excellent verbal and written communication skills to provide clear directions, feedback and support to staff members.

Skills and Abilities (To be assimilated progressively):

- ◆ Problem-Solving: Adept at identifying and resolving challenges that may hinder efficient office functioning, devising effective solutions to improve workflow.
- ◆ Adaptability: Demonstrates the ability to adapt to changing circumstances, handle multiple tasks and thrive in a dynamic office environment.
- ◆ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ◆ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Supervise the work of subordinates under direct charge to ensure prompt and efficient processing of files in the concerned section.
2. Provide assistance, mentorship & guidance to staff members.
3. Manage and coordinate various departmental activities effectively.
4. Ensure maintenance of personal registers by clerks, inspect it periodically.
5. Ensure and verify the maintenance of important records and registers, such as cash book, attendance register etc.,
6. Verify establishment and contingent bills are prepared in compliance with existing rules and regulations.
7. Monitor the progress and implementation status of various schemes.
8. Liaise with various offices/ institutions of the department.
9. Ensure that the files, records, registers and documents requested through requisition notes are provided on time and promptly respond to enquiry notes.
10. Ensure that reports demanded by the higher authorities are submitted within the designated time frame.
11. Respond to audit queries within specified time limits.
12. Periodically verify the Audit Objection Register, take prompt corrective actions and follow up to address audit objections.
13. Ensure that liabilities fixed are demanded and collected in a time-bound manner.
14. Monitor the reconciliation of accounts from the treasury and the AG.
15. Monitor the updating of the office stock record on all items bought for use in the administrative office, including electronics and computer accessories.
16. Ensure the enrollment of newly appointed employees in SPARK after verifying their documents.
17. Ensure the proper admission of newly appointed employees in GPF, GIS, SLI, NPS, GPAIS, MEDSEP, etc.,
18. Periodically verify the office stock register, furniture register, stationery register, etc.
19. Regularly update and maintain employee service books, duly signed and verify the e-service book.
20. Verify log books of vehicles and generators, if any, prior to fuel charges being drawn.
21. Oversee the proper functioning of the e-Office system in all sections.
22. Monitor the movement of files and ensure their timely disposal.
23. Verify files submitted from sections, provide opinions, clarify and address queries from superior officers, citing relevant statutes/guidelines, etc.
24. Ensure the maintenance of applicable registers, records and files at the concerned sections.
25. Supervise the transfer of charges between clerical staff, ensuring strict adherence to office

- orders and updating all documents and registers before handing over charges.
26. Respond to enquiries and provide information to various stakeholders.
 27. Perform other duties specified through various orders or assigned by superior officials.

(Note: In District Women and Child Offices where there is no Senior Superintendent post, S/he shall perform the duties of the Senior Superintendent adhering to various orders).



Capacity Development Themes

- ◆ Efficient Office Management and Supervision
- ◆ Mastering File Processing and Record Keeping
- ◆ Teamwork and Collaboration in the Workplace
- ◆ Essential Life Skills



Competencies

- ◆ Organisational Awareness: Understanding the internal dynamics and structure of the department, as well as its objectives and functions.
- ◆ Decision Making: Making well-informed and timely decisions and managing office operations to ensure efficient workflow.
- ◆ Teamwork: Fostering a collaborative and cohesive work environment, encouraging effective teamwork and cooperation among staff members.
- ◆ Attention to Detail: Demonstrating meticulousness in file processing, record maintenance and adherence to timelines to ensure smooth office functioning.
- ◆ Communication Skills: Possessing excellent verbal and written communication abilities to provide clear directions, feedback and support to subordinates and effectively liaise with stakeholders.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.
- ◆ District Panchayat: For matters related with LSGI.
- ◆ District Administration: For matters related with various programmes or activities.
- ◆ Treasury: For transactions, bill payments, etc.,



Head Accountant

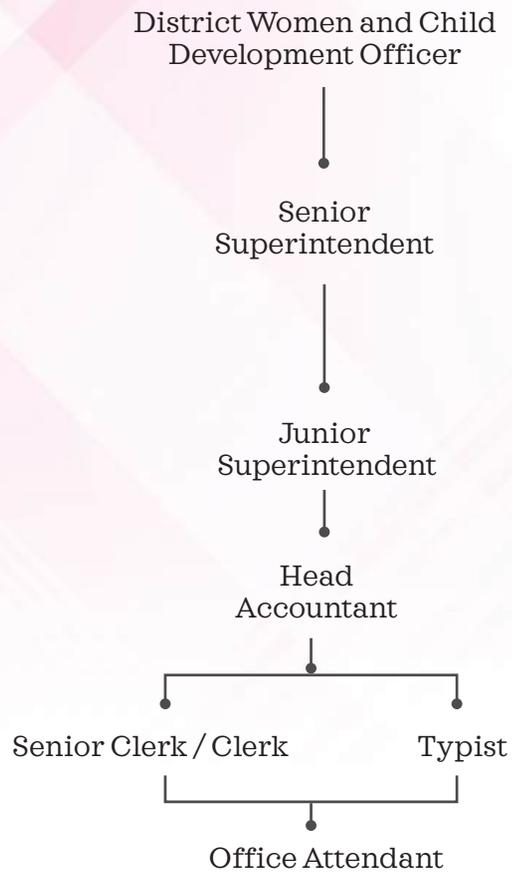


Job Summary:

Head Accountant discharges a pivotal role in financial management and office administration. S/he is responsible for preparation of various bills ensuring compliance with rules and regulations and enhancing accounting practices & procedures. S/he is responsible for various aspects of accounting including budget preparation, account maintenance and reconciliation.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ As per the existing Special Rules.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Financial Expertise: A deep understanding of financial principles, accounting standards and relevant laws are essential for effective budget preparation, account reconciliation and resolving audit findings.
- ◆ Analytical Acumen: The ability to analyze financial data, identify discrepancies and make informed decisions is crucial for maintaining accurate accounts and to ensure compliance with regulations.
- ◆ Attention to detail: Keenness to handle files, registers, bills and other financial documents with precision, minimizing errors and maximizing efficiency.
- ◆ Problem-Solving Skills: S/he should adept at investigating and resolving account-related issues and non-compliance, demonstrating strong problem-solving capabilities.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Proficiency: Excellent written and verbal communication skills are essential for preparing timely replies to queries, interacting with superiors and maintaining clear documentation.
- ◆ Time Management: Being able to adhere to timelines and deadlines is crucial for maintaining an organized and efficient workflow.
- ◆ Continuous Learning: Keeping up-to-date with changing financial regulations, Acts and guidelines is vital for maintaining compliance and ensuring efficient financial management.
- ◆ Integrity: Upholding high ethical standards and integrity in financial matters is crucial for maintaining trust and credibility within the department and among stakeholders.
- ◆ Time Management: Being able to prioritize tasks, meet deadlines and efficiently allocate resources is vital for managing a range of financial responsibilities effectively.
- ◆ Interpersonal Skills: Strong interpersonal abilities are essential for working proactively with team members, superiors and stakeholders, fostering a positive and productive work environment.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.,
2. Maintenance of various registers.
3. Assist in the preparation of budget.
4. Maintenance and reconciliation of the department's accounts.
5. Investigate and resolve audit findings, account discrepancies and non-compliance issues.
6. Contribute to the development of emerging accounting practices, programs and procedures.
7. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
8. Manage correspondences of various official communications in a timely and accurate manner.
9. Assist in the strategic planning and monitoring of various schemes.
10. Prepare budgets for different projects and initiatives.
11. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
12. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
13. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
14. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
15. Ensure compliance with relevant Acts, rules, laws, regulations etc. and stay updated on guidelines and procedures relevant to the job.
16. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
17. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
18. Process files related to court cases and suits on a priority basis.
19. Arrange facilities for the smooth conduct of audits.
20. Provide replies to enquiry notes and initiate follow-up actions.
21. Record audit observations in the audit objection register.
22. Create PEN in SPARK for newly recruited employees.
23. Create TEN in SPARK for temporary employees.
24. Update entries on SPARK and obtain approval from superior officers.
25. Initiate action for the ratification of the appointment of a temporary employee.
26. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.

27. Initiate actions for the declaration of probation for newly recruited/promoted employees.
28. Initiate action to process annual increments for eligible employees.
29. Initiate action to sanction Higher Grades for eligible employees.
30. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
31. Initiate action to fix the pay when an employee is reverted.
32. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
33. Maintain the service book of employees with proper approval.
34. Handle relieving and joining processes for employees (SPARK and Manual).
35. File TDS and GST returns on time.
36. Organize and maintain G.O.s, circulars, and other reference documents in the Stock File.
37. Prepare and submit timely replies to queries/Interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
38. Ensure an efficient and organized work environment.
39. Proper maintenance of computers, printers, and other office equipments falls under the responsibility of the official.
40. Respond to inquiries and provide information to various stakeholders.
41. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Financial Management and Budgeting
- ◆ Advanced Accounting Practices and Procedures
- ◆ Mastering Financial Analysis and Reporting
- ◆ File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Given the responsibility of handling financial records, reconciliations and audits, attention to detail is essential to ensure accuracy and compliance.
- ◆ Strategic Thinking: Assisting in the development of updated accounting practices and contributing to the planning and monitoring of schemes requires strategic thinking to align financial processes with organizational goals.
- ◆ Decision Making: Investigating and resolving account discrepancies, non-compliance issues, audit findings for effective decision-making

- ◆ Integrity: Maintaining high ethical standards and integrity is critical for handling financial matters.
- ◆ Communication Skills: Excellent communication skills are necessary to prepare timely replies to queries, interact with superiors and maintain clear documentation.

Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.
- ◆ District Panchayat: For matters related with LSGI.
- ◆ District Administration: For matters related with various programmes or activities.
- ◆ Treasury: For transactions, bill payments, etc.,

Senior Clerk / Clerk



Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the office. S/he is responsible for efficient file management and maintenance of an organized work environment.



Reporting and Supervisory Relationship

District Women and Child
Development Officer



Senior
Superintendent



Junior
Superintendent



Head
Accountant



Senior Clerk / Clerk



Office Attendant

Job Specifications

Qualifications:

- ◆ **Clerk :** Pass in SSLC Examination or any other equivalent qualification.
- ◆ **Senior Clerk :** Promotion from the post of clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses to queries, interpellations and official correspondences.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills, and budgets.
- ◆ Problem-Solving: The ability to identify and resolve issues in file management, communication or record-keeping contributes to the clerk's effectiveness in their role.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Proficiency in computer applications is essential
- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.
2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
7. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
8. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
9. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
10. Ensure compliance with relevant Acts, rules, laws, regulations etc., and stay updated on guidelines and procedures relevant to the job.
11. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
12. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
13. Process files related to court cases and suits on a priority basis.
14. Arrange facilities for the smooth conduct of audits.
15. Provide replies to enquiry notes and initiate follow-up actions.
16. Record audit observations in the audit objection register.
17. Create PEN in SPARK for newly recruited employees.
18. Create TEN in SPARK for temporary employees.
19. Update entries on SPARK and obtain approval from superior officers.
20. Initiate action for the ratification of the appointment of a temporary employee.
21. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
22. Initiate actions for the declaration of probation for newly recruited/promoted employees.
23. Initiate action to process annual increments for eligible employees.
24. Initiate action to sanction Higher Grades for eligible employees.
25. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay

revision.

26. Initiate action to fix the pay when an employee is reverted.
27. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
28. Maintain the service book with proper approval.
29. Handle relieving and joining processes for employees (SPARK and Manual).
30. File TDS and GST returns on time.
31. Organize and maintain G.O.s, circulars and other reference documents in the Stock File.
32. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
33. Ensure an efficient and organized work environment.
34. Proper maintenance of computers, printers and other office equipments falls under the responsibility of the official.
35. Respond to enquiries and provide information to various stakeholders.
36. Preparation of new scheme proposals/ projects upon the direction of superior officers.
37. Maintain and timely update various registers with relevant entries.
38. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Computer Applications
- ◆ Essential Life Skills



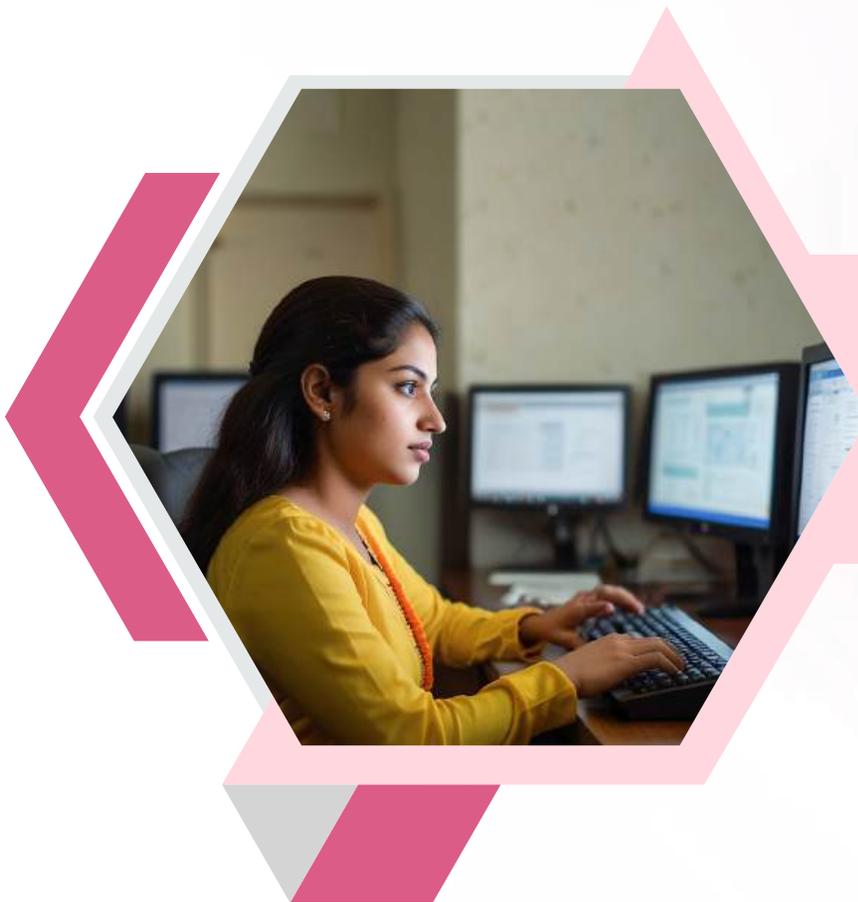
Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle correspondence, legislative requirements and consultations with colleagues and superiors.

Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.
- ◆ District Panchayat: For matters related with LSGI.
- ◆ District Administration: For matters related with various programmes or activities.
- ◆ Treasury: For transactions, bill payments, etc.,

Typist



Job Summary:

The typist is responsible for providing assistance in correspondence, accurately transcribing and formatting documents, performing data entry tasks and providing administrative support. His/her adept typing skills and attention to detail contribute to the smooth functioning of the office.



Reporting and Supervisory Relationship

District Women and Child
Development Officer



Senior
Superintendent



Junior
Superintendent



Head
Accountant



Typist



Office Attendant



Job Specifications

Qualifications:

- ◆ General education qualification of SSLC or its equivalent.
- ◆ Lower Grade Certificate in Typewriting Malayalam (KGTE) or its equivalent.
- ◆ Lower Grade Certificate in Typewriting English (KGTE) and Computer Word Processing or its equivalent

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Proficient Typing and Data Entry: Demonstrate expertise in accurate and efficient typing and data entry.
- ◆ Document Formatting Proficiency: Skilled in preparing and formatting diverse document types, including spreadsheets, tables, charts and presentations etc.,
- ◆ Attention to Detail: Detail-oriented in delivering error-free work through meticulous proofreading and data verification.
- ◆ Data Management Acumen: Ability to manage and update databases, meticulously entering, verifying and organizing data to maintain a reliable information system.
- ◆ Confidentiality and Discretion: Maintaining strict confidentiality in handling sensitive files, letters and correspondences.
- ◆ Administrative Support: Versatile in providing reliable general administrative support, promptly addressing enquiries and assisting in diverse tasks to facilitate seamless operations.

Skills and Abilities (To be assimilated progressively):

- ◆ Advanced Computer Literacy: Extensive knowledge and proficiency in various word processing, spreadsheet and presentation software.
- ◆ Time Management Mastery: Exceptional time management skills, enabling efficient task handling, meeting deadlines and prioritizing responsibilities effectively.
- ◆ Effective Communication: Excellent written and verbal communication skills, facilitating clear and concise interactions with stakeholders and providing prompt and accurate information.
- ◆ Adaptability and Flexibility: Highly adaptable, readily embracing new technologies and quick to adjust to evolving requirements.
- ◆ Multitasking Capability: Proficiently handling multiple responsibilities, seamlessly transitioning between typing, data entry, printing, scanning and other clerical tasks.
- ◆ Teamwork: A team player, collaborating effectively with colleagues and following directives from superior officers with professionalism.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment,
- ♦ A computer with seamless internet connectivity.

Other Requirements:

- ♦ Proficiency in advanced computer applications.
- ♦ Proficiency in English and Malayalam Language.
- ♦ Should be able to transcribe and prepare letters and documents based on dictation.
- ♦ Awareness of various Acts, schemes and Rules related to Women and Child Development Department



Duties and Responsibilities

1. Perform typing and data entry tasks accurately and efficiently. This includes typing letters, reports, memos, notices, statements, minutes of meetings and other documents etc., using appropriate formatting and layout.
2. Prepare and format various types of documents such as spreadsheets, tables, charts, presentations etc., as and when required.
3. Review and proofread the typed documents to ensure accuracy, proper grammar, spelling, punctuation and formatting.
4. Assist in managing and updating databases or information systems by entering, verifying and organizing data accurately.
5. Maintain fair-copy register and workload register as per the provisions laid down in Manual of Office Procedure.
6. Execute printing and scanning tasks promptly as and when required.
7. Maintain confidentiality in files, letters or any other relevant correspondences.
8. Provide general administrative support as and when required.
9. Proper maintenance of computers, printers and other office equipments falls under the responsibility of the official.
10. Proper filing and retrieving of electronic documents, updating records and ensuring the proper organization and security of documents.
11. Respond to enquiries and provide information to various stakeholders.
12. Comply with all other duties specified through various office orders.
13. Maintenance of Despatch cum stamp account register
14. Perform various clerical tasks such as diarizing and distribution of receipts, keeping record of the movement of papers etc., related to e-office, if assigned.
15. Perform any other duties specified through various orders or assigned by superior officers.



Capacity Development Themes

- ♦ Advanced Skill in Typing and Data Entry
- ♦ Advanced Document Formatting Techniques

- ◆ Data Management and Database Skill Development
- ◆ Administrative Support Excellence
- ◆ Organizational Skills and File Management
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is crucial for accurate typing, proofreading and formatting of official documents.
- ◆ Organizational Awareness: Understanding the structure and functioning of the department is essential for managing databases and handling administrative tasks.
- ◆ Communication Skills: Effective written and verbal communication skills are essential.
- ◆ Team Work: Being a team player is essential for providing general administrative support and working effectively with other staff members.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.
- ◆ District Panchayat: For matters related with LSGI.
- ◆ District Administration: For matters related with various programmes or activities.
- ◆ Treasury: For transactions, bill payments, etc.,



Office Attendant

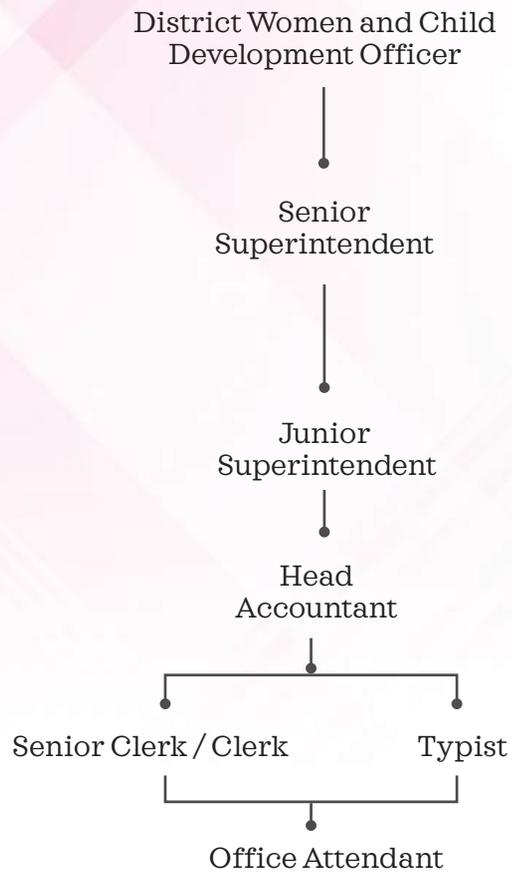


Job Summary:

Office attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office environment. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant section, displaying a keen sense of urgency and attentiveness.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning and other duties assigned.
- ◆ Punctuality: Ensure timely opening and closing of the office, promptly arranging meeting venues and fulfilling other time-sensitive responsibilities.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and recipients of mail packages.
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.
- ◆ Technical Skills: Handle basic administrative tasks involving photocopying, printing, scanning and operating electronic equipments, showcasing technological competence.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the office is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Efficiently manage and organize the office space.
2. Create a comfortable work environment by opening doors, windows and switching on

electronic equipments before the start of working hours.

3. Close all windows and doors and ensure lights, fans and electronic equipments are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout the meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc., as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Organization
- ◆ Mastering Office Etiquette and Customer Service
- ◆ Effective Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure seamless distribution to designated recipients.
- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and recipients of mail packages.
- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.



Key Contacts

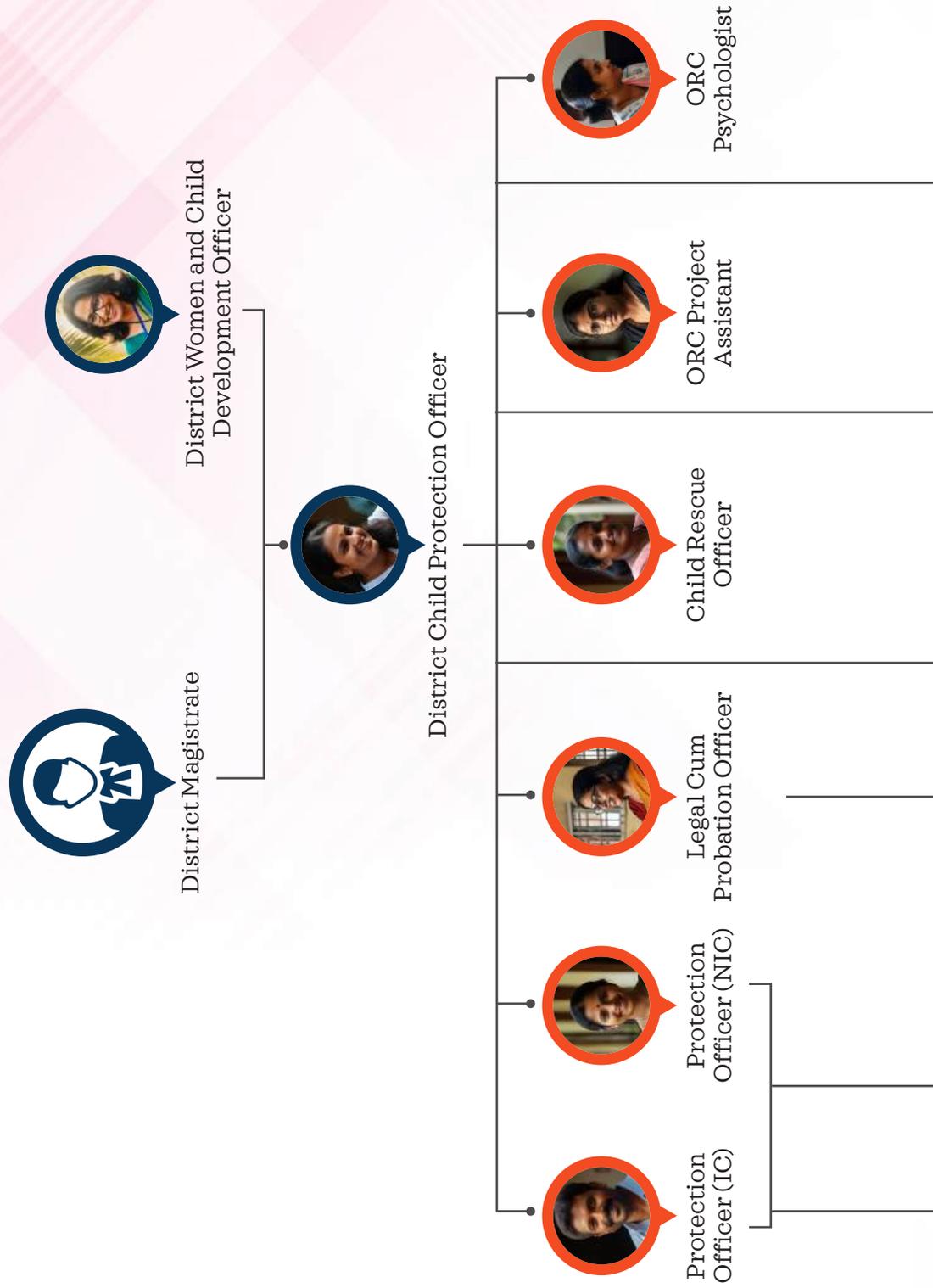
Nil

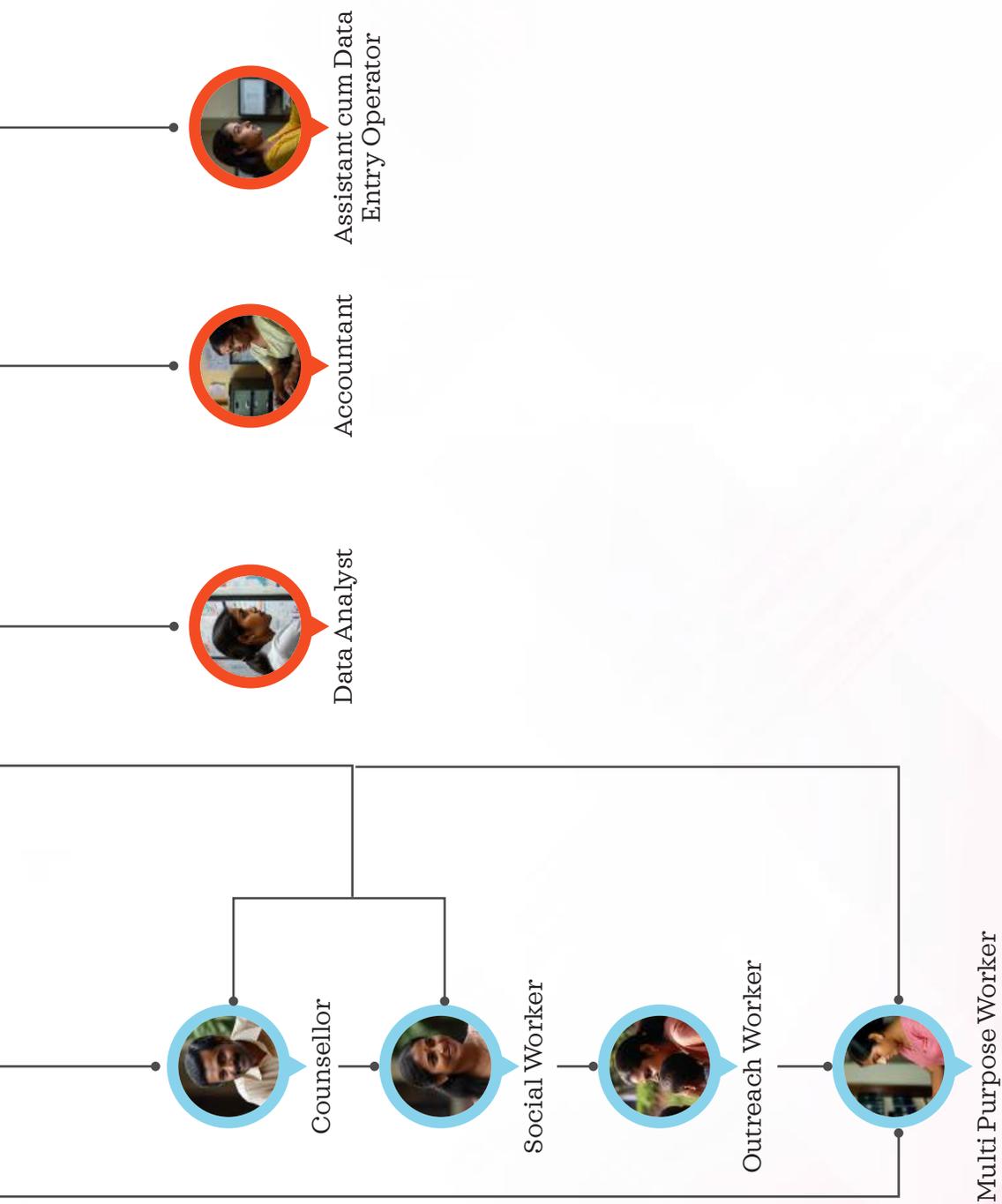


District Child Protection Unit

District Child Protection Officer	87
Protection Officer (Institutional Care)	95
Protection Officer (Non - Institutional Care)	101
Legal cum Probation Officer	107
Counsellor	113
Social Worker	119
Data Analyst	123
Accountant	129
Assistant cum Data Entry Operator	135
Outreach Worker	139
Child Rescue Officer	145
ORC Project Assistant	149
ORC Psychologist	155
Multi-Purpose Worker	161

Reporting and Supervisory Relationship







District Child Protection Officer

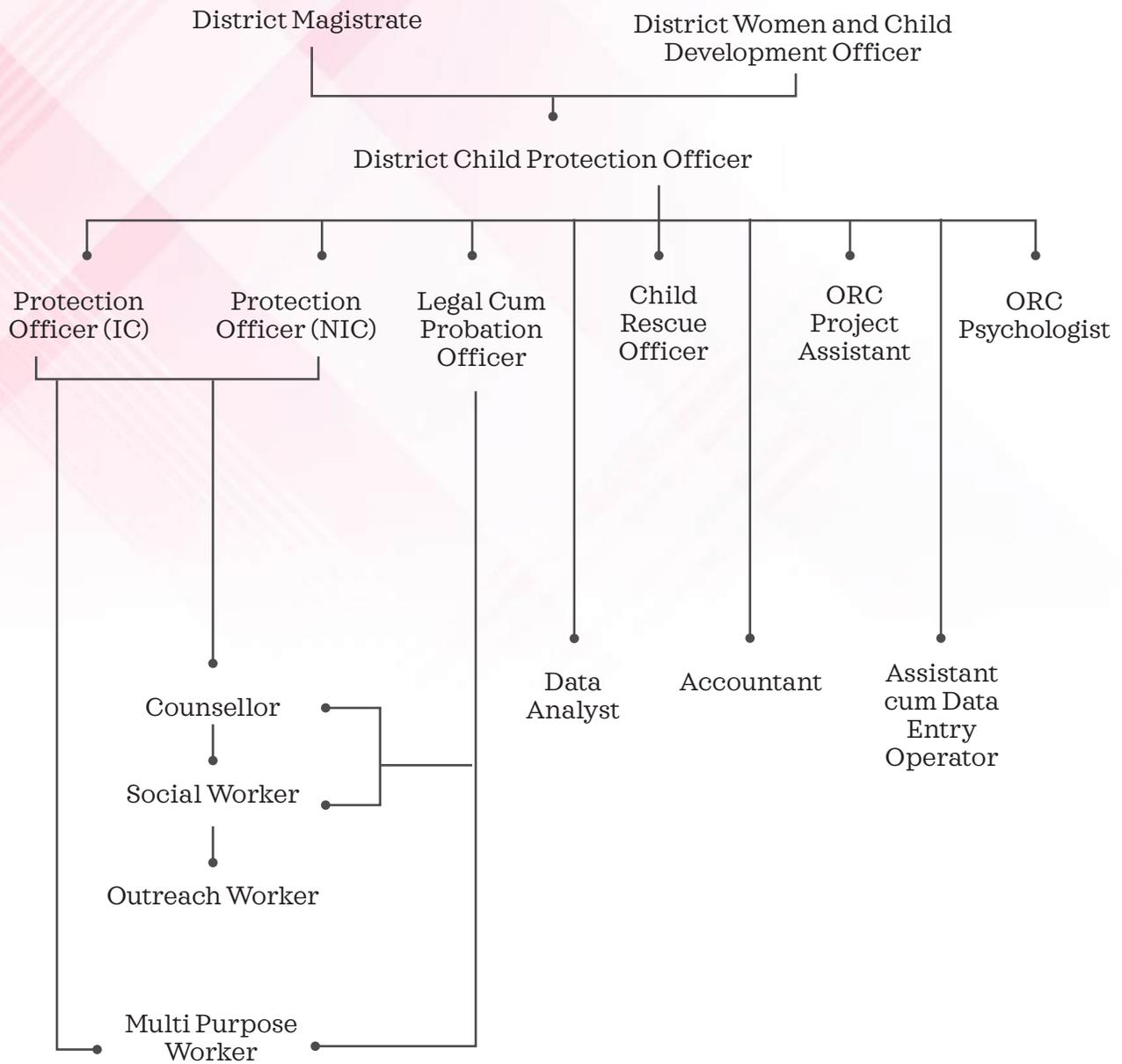


Job Summary:

The District Child Protection Officer (DCPO) has a pivotal role in overseeing the daily operations of the District Child Protection Unit (DCPU). She is responsible for the coordination and implementation of the Juvenile Justice Act, Mission Vatsalya and all other child protection initiatives in the district. The DCPO coordinates and supervises various activities such as the facilitation of non-institutional care programs, monitoring and supervision of Child Care Institutions (CCI), agencies, projects and NGOs engaged in child welfare endeavours within the district.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Deputation from Programme Officer, District Level ICDS Cell or Child Development Project Officer.

Qualification as per Mission Vatsalya guidelines:

- ◆ Post Graduate degree in Social Work /Sociology/ Child Development/Human Rights/ Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University.
- ◆ At least 3 years of experience of working with the Government/Non- Government Organization in Documentation, Training & Capacity Building, Project formulation/ implementation, monitoring and supervision preferably in the field of Women & Child Development/ Social Welfare.
- ◆ Proficiency in the use of Computers.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Data Management: Proficiency in handling databases and maintaining accurate records related to child welfare and protection.
- ◆ Research and Analytical Skills: Ability to conduct basic research and analyze data.
- ◆ Communication Skills: Strong verbal and written communication skills for reporting, coordination and stakeholder engagement.
- ◆ Organizational Skills: Ability to organize and manage multiple tasks, including meetings, reports and administrative functions.
- ◆ Interpersonal Skills: Strong interpersonal skills to work effectively with various stakeholders including children, families, institutions and agencies.
- ◆ Attention to Detail: Keen attention to detail for accurate report preparation and compliance monitoring.
- ◆ Ethical and Empathetic Attitude: Commitment to ethical practices and a compassionate approach towards children in need of protection.

Skills and Abilities (To be assimilated progressively):

- ◆ Project Management: Ability to plan, implement and manage projects related to child protection.
- ◆ Leadership and Supervision: Skills to lead and supervise staff, manage teams and coordinate with various departments & agencies.
- ◆ Crisis Management: Capability to handle emergencies and sensitive situations involving children in conflict with the law or in need of care.

- ◆ Report Writing: Proficiency in preparing comprehensive, objective reports and maintaining detailed documentation.
- ◆ Stakeholder Coordination: Skills to effectively coordinate with NGOs, institutions, various government agencies, community stakeholders, etc.,
- ◆ Technical Proficiency: Familiarity with various software and for managing child welfare data.
- ◆ Training and Development: Ability to conduct training sessions for staff and stakeholders to enhance their understanding of child protection protocols.
- ◆ Advocacy and Negotiation: Skills to advocate for children's rights and negotiate with various stakeholders to secure necessary resources and support.
- ◆ Empathy and Support: Ability to provide emotional support and assistance to children and families affected by various issues.
- ◆ Cultural Competence: Understanding of sensitivity to cultural differences and the diverse needs of children and families from various backgrounds.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ A thorough understanding of the Juvenile Justice Act & Rules, Mission Vatsalya guidelines are essential.
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities:

1. Administer the office of the DCPU, oversee its day-to-day operations and functions.
2. Monitor and supervise all institutions/agencies/projects/programs/NGOs involved in the care and protection of children.
3. Undertake research programs and maintain up-to-date databases on children in the district, ensuring information availability to stakeholders.
4. Coordinate the activities for the development of an Annual District Child Protection Plan.
5. Conduct periodic resource mapping and maintain an up-to-date directory of child-related services in the district.
6. Properly maintain the Child Tracking System and coordinate initiatives to track missing children.
7. Coordinate all functions related to Adoption, Foster care, sponsorship, etc., and monitor the functions of the agencies involved.

8. Supervise enquiries and prepare objective reports about children in conflict with the law or those in need of care and protection.
9. Act as the Functional Head of the Home Management Committee of Child Care Institutions in the District, conducting periodic reviews and recommend allotment of grants to suitable institutions.
10. Ensure JJ registration of Child Care Institutions.
11. Conduct fortnightly review meetings of staff to plan and evaluate the work of DCPU.
12. Organize quarterly stakeholders' meetings in the district.
13. Function as the head of the Foster Care & Sponsorship Committee and the District Adoption Committee.
14. Supervise and monitor the activities of the ORC in the district.
15. Assist the District Child Protection Committee, ensuring compliance with JJ Act provisions.
16. Facilitate the repatriation of children under the provisions of the JJ Act.
17. Submit periodic reports to higher authorities.
18. Act as a nodal officer to provide education to children who have lost their parents due to COVID.
19. Serve as the Member Secretary of the JJ Committee in the district.
20. Function as the head of the Child Help Line Unit in the district.
21. Serve as the implementing officer of the *Kaval* Project & *Kaval* PLUS Project.
22. Serve as the Convenor in the Interview Board of Entry Home for girls.
23. In case of releasing the residents of the homes through the After-Care program, conduct an enquiry and recommend suitable measures for release.
24. Supervise the activities of school counsellors.
25. Implement the *Aswasanidhi* Scheme for children.
26. Coordinate with school counsellor for the preliminary assessment of POCSO survivor.
27. Maintain BIMS, CMO Portal, SPARK, *Balaswaraj*, CPRCS, E-Jeevika, CARINGS, NCPCR, MIS, ICPS Software, PM CARES, Stationery Account, etc.,
28. Act as the SPIO under RTI Act of the District Child Protection Unit.
29. Attend various meetings of other departments in which DCPO is a member.
30. Provide assistance and help to children as demanded by the court, commissions, etc.,
31. Act as an Expert Panel Member in various interview boards of NGOs working for the welfare of children.
32. Oversee the efficient utilization of funds provided by the State Child Protection Society (SCPS).

33. Submit detailed reports to the District Magistrate on Child Protection Committee meetings and actions taken, in collaboration with LSGI.
34. Supervise activities of Parenting Clinics and Outreach Camps.
35. Execute additional duties assigned by the District Magistrate to fulfill the objectives of MissionVatsalya.
36. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Child Protection Fundamentals
- ◆ Crisis Management and Intervention
- ◆ Data Management and IT Systems
- ◆ Leadership and Supervision Skills
- ◆ Legal and Ethical Standards in Child Welfare and Protection
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and supporting the diverse needs of children in vulnerable situations.
- ◆ Decision Making: Critical for making informed and timely decisions on child protection matters and interventions.
- ◆ Attention to Detail: Necessary for accurate data management, report writing and ensuring compliance with legal and procedural requirements.
- ◆ Planning and Coordination: Essential for organizing and executing child protection projects, coordinating with stakeholders and managing resources effectively.
- ◆ Communication Skills: Vital for effectively engaging with children, families, stakeholders and preparing clear objective reports.



Key Contacts

- ◆ District Collector: Contact for the overall implementation of child protection initiatives in the district.
- ◆ District Judge: Contact for chairing the Juvenile Justice Committee.
- ◆ JJB Magistrate: Contact for handling various case-related matters involving CCL.
- ◆ Child Welfare Committee (CWC): Contact for managing interventions related to children in need of care and protection.
- ◆ Child Rights Commission: Contact for conducting investigations and emergency interventions related to child rights issues and raising awareness among parents and stakeholders.
- ◆ District Legal Services Authority (DLSA): Contact for engaging in Mission Vatsalya activities.
- ◆ Superintendent of Police: Contact for enforcing laws related to children.

- ◆ District Medical Officer: Contact for medical reports for children with special needs and ensuring medical attention under the JJ Act.
- ◆ Tribal Extension Officer: Contact for the rehabilitation and protection of children in tribal areas.
- ◆ Labour Department: Contact for enforcing the Child and Adolescent Labour (Prohibition and Regulation) Act, 1986.
- ◆ District Education Officer (DEO): Contact for overseeing the implementation of the Right to Education Act.
- ◆ Deputy Director of Panchayats (DDP): Contact for developing Gram Panchayats into child-friendly panchayats.
- ◆ NGOs: Contact for collaborating on the *Kaval* program and other child protection initiatives.
- ◆ Excise Department: Contact for supporting Mission Vatsalya activities.
- ◆ Various Stakeholders: Contact for engaging in the effective implementation of child protection schemes/activities.



Protection Officer (Institutional Care)



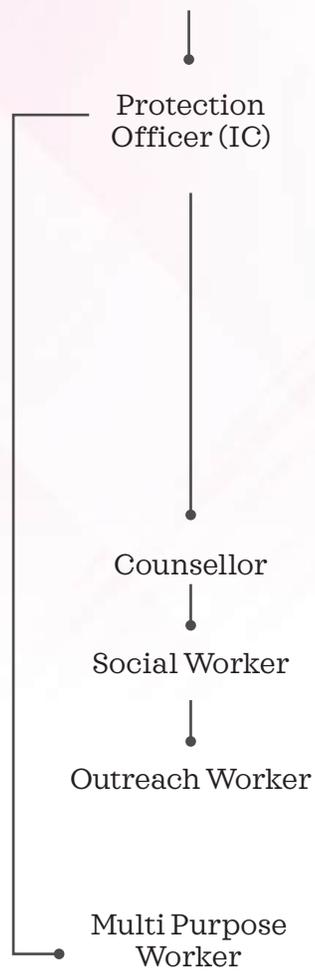
Job Summary:

Protection Officer (Institutional Care) oversees the effective implementation of child protection programs and policies for children in need of care and protection at the district and local levels. S/he is responsible for ensuring high-quality institutional and residential care services for all children requiring care and protection within the district.



Reporting and Supervisory Relationship

District Child Protection Officer



Job Specifications

Qualifications:

- ◆ Post Graduate degree in Social Work /Sociology/ Child Development/Human Rights/ Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University.

OR

Graduate in Social Work/Sociology/ Child Development/ Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University with 2 years' experience in project formulation/ implementation, monitoring and supervision in the preferably in the field of Women & Child Development / Social Welfare.

- ◆ Proficiency in the use of Computers.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Expertise in Child Protection: Deep knowledge of child protection laws, policies and best practices.
- ◆ Data Analysis Proficiency: Ability to conduct situational analyses and compile detailed data on child protection issues.
- ◆ Resource Management: Skills in mapping resources, developing child protection plans and managing child tracking systems.
- ◆ Regulatory Compliance: Understanding of regulatory requirements for CCIs.
- ◆ Training Coordination: Capability to identify training needs and organize capacity-building programs for personnel.
- ◆ Supervisory Skills: Ability to supervise and monitor Child Care Institutions.
- ◆ Crisis Management: Ability to support and handle enquiries and restoration processes for children in crisis situations.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Strong verbal and written communication skills to effectively interact with stakeholders.
- ◆ Organizational Skills: Excellent organizational abilities to manage multiple tasks, oversee various programs and ensure timely completion of duties.
- ◆ Problem-Solving Skills: Aptitude for identifying issues, developing solutions and implementing effective interventions.
- ◆ Analytical Skills: Ability to analyze data, assess child protection needs and evaluate the effectiveness of the programs.

- ◆ Collaboration: Strong ability to work with diverse teams, including government officials, NGOs and stakeholders.
- ◆ Attention to Detail: Attention to detail in verifying documents, conducting background checks and ensuring compliance with standards.
- ◆ Empathy and Sensitivity: Deep empathy and sensitivity towards the needs of children in care, with a commitment to their well-being and protection.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya guidelines are essential.
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department



Duties and Responsibilities:

1. Identify families and children at risk, prevent destitution and arrange necessary support services such as counselling, health care, education and vocational training with the assistance of outreach workers.
2. Conduct situational analyses of children in difficult circumstances and compile data on child protection issues, including the number of children needing support, those in institutions and the services required.
3. Perform resource mapping and develop a District Child Protection Plan and a resource directory for child-related services based on the collected data.
4. Establish and manage the child tracking system for all institutional care programs, including open shelters in the district.
5. Support the Child Welfare Committee (CWC) in the enquiry and restoration processes of children.
6. Supervise and monitor all child care organizations/institutions/agencies, both governmental and non-governmental, ensure the implementation of minimum care standards.
7. Oversee other child welfare and protection programs implemented at the district level.
8. Identify training needs and coordinate with the State Child Protection Society to arrange training and capacity-building for personnel involved in institutional care.
9. Ensure that each child's documents, including Birth Certificates, Aadhar Cards, School Certificates, Vaccination Certificates and Health Check-up cards, are available at the Child Care Institutions (CCI).
10. Verify and update Registration Certificates of CCIs under the Juvenile Justice (Care and Protection of Children) Act, 2015 and register new CCIs according to Mission Vatsalya Guidelines.

11. Ensure that NGOs running CCIs are registered on the Darpan portal maintained by the NITI Aayog and comply with all government stipulations, including Foreign Contribution Regulation Act (FCRA) requirements.
12. Conduct background verifications of all staff members of NGO-run CCI to verify their credentials and records.
13. Prepare and submit a monthly assessment report of CCIs in the district to the DCPO.
14. Support and assist the vulnerable families through the de-institutionalization programs.
15. Assist in preparing Individual Care Plans, rehabilitation and MIS monitoring for CCI staff, ensuring periodic quality checks.
16. Conduct periodical visits to CCIs, inspect and verify facilities provided to children.
17. Submit weekly reports and work diaries to the DCPO.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Child Protection and Safeguarding
- ◆ Data Collection and Analysis in Child Protection
- ◆ Regulatory Compliance for Child Care Institutions
- ◆ Crisis Intervention and Management
- ◆ Essential Life Skills



Competencies

- ◆ Organisational Awareness: Understanding and navigating the regulatory and operational landscape of child protection and care services requires strong organizational awareness.
- ◆ Attention to Detail: Ensuring accuracy in documentation, compliance and monitoring standards is crucial.
- ◆ Planning and Coordination: Effective resource mapping, program development and coordination with various stakeholders are essential.
- ◆ Decision Making: Making informed decisions about resource allocation, training needs and crisis intervention directly impacts the quality of care and protection provided.
- ◆ Empathy: Demonstrating empathy towards children and families in crisis supports effective care and builds trust in the child protection process.



Key Contacts

- ◆ District Medical Officer: To ensure Medical Officer's services in CCIs
- ◆ Deputy Director of Education: To ensure school enrollment for children residing in CCIs.
- ◆ Superintendent of Child Care Institutions: To ensure the protection and well-being of children within the CCIs.



Protection Officer (Non-Institutional Care)



Job Summary:

The Protection Officer (Non-Institutional Care) is responsible for the effective implementation of the non-institutional components of Mission Vatsalya. S/he manages and oversees activities related to sponsorship, foster care and adoption in the district.



Reporting and Supervisory Relationship

District Child Protection Officer



Protection
Officer (NIC)



Counsellor



Social Worker



Outreach Worker

Job Specifications

Qualifications:

- ◆ Post Graduate degree in Social Work /Sociology/ Child Development/Human Rights/ Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University.

OR

Graduate in Social Work/Sociology/ Child Development/ Human Rights/ Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University with 2 years' experience in project formulation/ implementation, monitoring and supervision in the preferably in the field of Women & Child Development / Social Welfare.

- ◆ Proficiency in the use of Computers.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Expertise in Child Protection Laws and Adoption Procedures: Comprehensive understanding of child protection regulations, adoption processes and relevant policies.
- ◆ Crisis Management: Ability to handle urgent and sensitive situations involving at-risk children and families.
- ◆ Networking and Collaboration: Strong skills in working with various stakeholders.
- ◆ Data Management: Proficiency in managing and maintaining databases related to adoptable children, Prospective Adoptive Parents (PAPs) and non-institutional care resources.
- ◆ Program Coordination: Skill in coordinating and monitoring various child welfare programs and initiatives.
- ◆ Resource Mapping and Planning: Ability to conduct resource mapping and contribute to the development of the comprehensive child protection plans.
- ◆ Training and Capacity Building: Experience in organizing and facilitating training programs for personnel involved in child protection and adoption services.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Strong verbal and written communication skills to effectively interact with stakeholders, prepare reports and facilitate training.
- ◆ Organizational Skills: Excellent organizational skills to manage multiple tasks, monitor institutions and coordinate with various agencies.
- ◆ Analytical Skills: Ability to analyze data, assess needs and develop strategies based on collected information.
- ◆ Problem-Solving: Capacity to address and resolve issues related to child welfare and adoption.

- ◆ Attention to Detail: Precision in maintaining accurate records and ensuring compliance with regulations.
- ◆ Empathy and Sensitivity: Understanding and compassion towards the needs of children and families in challenging situations.
- ◆ Teamwork and Leadership: Ability to work effectively within a team and lead initiatives related to child welfare and protection.
- ◆ Adaptability: Flexibility to adapt to changing circumstances and requirements within the child welfare sector.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department

Duties and Responsibilities:

1. Identify families and children at risk to prevent destitution and arrange necessary support for non-institutional care as needed.
2. Assist the DCPO/District Magistrate in identifying and preparing a district-level database of children available for adoption.
3. Promote and facilitate adoption in the district with the help of Specialized Adoption Agencies (SAA) by:
4. Registering and maintaining a database of adoptable children and Prospective Adoptive Parents (PAPs) for in-country adoption.
5. Encouraging in-country adoption within the district.
6. Monitoring adoption placements and ensuring that SAAs provide post-placement support and follow-up.
7. Ensuring that all adoptable children in Child Care Institutions (CCIs) are integrated into the adoption system.
8. Implement family-based non-institutional care through Foster Care, Sponsorship and After Care programs.
9. Conduct resource mapping and contribute to the development of a District Child Protection Plan and a resource directory of child-related services for non-institutional care based on collected data.
10. Function as the Nodal Officer for uploading details of children on the Mission Vatsalya portal in the district.

11. Support the Child Welfare Committee (CWC) in the process of enquiry and restoration of children.
12. Supervise and monitor all Child Care Institutions, including SAAs, in the district.
13. Coordinate with the State Adoption Resource Agency (SARA) and the State Child Protection Society (SCPS) for training and capacity-building of all personnel involved in non-institutional services to children.
14. Submit quarterly reports to SARA on the status of the adoption program in the district.
15. Coordinate and monitor the '*KAVAL* PLUS' Scheme in the district for its effective implementation.
16. Prepare and follow up on children rehabilitated to After Care Homes to ensure their effective wellbeing.
17. Facilitate the Sponsorship and Foster Care Committee.
18. Serve as a member of the adoption committee in the district.
19. Facilitate access to accommodation for children released from homes after the age of 18 under the After-Care scheme and connect them with various governmental schemes.
20. Follow up and provide necessary support to those employed under the Aftercare Plan.
21. Lead and coordinate reintegration efforts for children released from institutions after the age of 18, helping them to reintegrate with their families.
22. Perform other duties specified through various orders or assigned by superior officials.

Capacity Development Themes

- ◆ Child Protection and Welfare
- ◆ Adoption Procedures and Regulations
- ◆ Crisis Management and Intervention
- ◆ Data Management and Database Systems
- ◆ Resource Mapping and Planning
- ◆ Non-Institutional Care Programs
- ◆ Essential Life Skills

Competencies

- ◆ Planning and Coordination: Essential for managing multiple tasks, coordinating with various stakeholders and ensuring effective implementation of programs.
- ◆ Strategic Thinking: Important for developing and contributing to long-term plans.
- ◆ Empathy: Vital for understanding and addressing the needs of children and families in distress situations.
- ◆ Attention to Detail: Critical for maintaining accurate records, managing databases and ensuring compliance with regulations.

- ◆ Communication Skills: Necessary for interacting with stakeholders, preparing reports and facilitating training and capacity-building programs.

Key Contacts

- ◆ Members of the District Child Protection Committee
- ◆ Adoption Agencies
- ◆ Office of the District Magistrate
- ◆ Specialized Adoption Agencies (SAA)
- ◆ State Child Protection Society
- ◆ Child Care Institutions.

Legal Cum Probation Officer (LCPO)



Job Summary:

LCPO coordinates and supervises all programs and activities related to Children in Conflict with the Law. S/he assist the JJB at the district level and oversee the effective implementation of all initiatives aimed at Child Protection



Reporting and Supervisory Relationship

District Child Protection Officer



Job Specifications

Qualifications:

- ♦ LLB from recognized university and Experience of at least 2 years of working with Government/NGO/ Legal Matters preferably in the field of Women & Child Rights.
- ♦ A good understanding of Women & Child rights.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Expertise in Juvenile Justice Act: In-depth knowledge of the Juvenile Justice (Care and Protection of Children) Act 2015 and related regulations.
- ♦ Crisis Management: Ability to handle high-pressure situations involving juvenile delinquents effectively.
- ♦ Legal Acumen: Understanding of legal procedures and requirements specific to juvenile cases.
- ♦ Interpersonal Skills: Strong skills in building relationships with JJB, CWC and other stakeholders.
- ♦ Case Management: Proficiency in managing and coordinating complex cases involving children in conflict with the law.
- ♦ Community Engagement: Capability to establish and maintain connections with voluntary sector organizations for rehabilitation and reintegration.

Skills and Abilities (To be assimilated progressively):

- ♦ Communication Skills: Effective verbal and written communication for interacting with children, families and various agencies.
- ♦ Organizational Skills: Ability to manage multiple tasks, maintain case files and coordinate various programs efficiently.
- ♦ Analytical Skills: Proficiency in assessing situations, conducting enquiries and preparing detailed reports.
- ♦ Problem-Solving Skills: Capability to address and resolve issues related to juvenile cases and their rehabilitation.
- ♦ Empathy and Sensitivity: Understanding and responding to the emotional and psychological needs of Children in Conflict with the Law.
- ♦ Team Collaboration: Ability to work collaboratively with social workers, legal professionals and other team members.
- ♦ Administrative Skills: Competence in maintaining records, submitting reports and ensuring compliance with Standard Operating Procedures.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ♦ A thorough understanding of the Juvenile Justice Act & Rules, Mission Vatsalya guidelines are essential.
- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department



Duties and Responsibilities:

1. Collect and compile data on juvenile delinquency dimensions in the district.
2. Attend JJB and Children's Court proceedings regularly.
3. Assist JJB in conducting case enquiries/hearings.
4. Manage various case related files and registers.
5. Escort CCL (Child in Conflict with Law) to designated institutions/places as directed by JJB or competent authorities.
6. Conduct follow-up visits for CCLs under supervision and after release to ensure their well-being.
7. Establish connections with the voluntary organizations to facilitate the rehabilitation and social reintegration of CCLs.
8. Execute any other tasks assigned by the DCPO to achieve the Mission's objectives.
9. Adhere to Rule 64(1)(2)(3) of the Juvenile Justice (Care and Protection of Children) Model Rules, 2016.
10. Serve as the Assistant Public Information Officer under the RTI Act of the DCPU.
11. Ensure strict adherence to the Standard Operating Procedure of the *Kaval* Scheme and its implementation in the district
12. Conduct enquiries regarding CCL and submit social investigation reports to JJB/ commissions/other agencies.
13. Support the Social Worker in establishing the Special Juvenile Police Unit and ensure monthly meetings are conducted in the district.
14. Provide guidance, assistance and submit social investigation reports, monthly follow-up reports and completion reports to JJB.
15. Interact with CCLs to ensure interventions by law enforcement agencies are in accordance with the law.
16. Visit police stations to ensure children are treated according to the JJ Act, as and when directed by the DCPO.

17. Visit all jails in the district to check for any children are accommodated as inmates and report immediately to the JJB and the concerned court, with the approval of DCPO.
18. Participate actively in Block and village Child Protection Committees and ensure decisions are implemented.
19. Provide legal aid services to CCLs in need and coordinate activities with the DLSA (District Legal Service Authority).
20. Submit weekly work diary to the DCPO and upload the monthly progress report.
21. Conduct enquiries on CCLs to ensure thorough investigations, interact with children in observation homes and places of safety and ensure they are well cared for and protected.
22. Prepare Individual Care Plans for each child and advise the JJB on care, protection and rehabilitation.
23. Coordinate the transfer of CCLs between locations and states as required.
24. Coordinate with CCLs' families to prepare them for the child's return and support their efforts towards reform and rehabilitation.
25. Comply with all duties outlined in the Juvenile Justice Act and Rules.
26. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Crisis Intervention and Management
- ◆ Case Management for Juveniles
- ◆ Legal Procedures and Protocols
- ◆ Child Psychology and Development
- ◆ Ethics and Confidentiality in Juvenile Cases
- ◆ Standard Operating Procedures for Juvenile Care
- ◆ Rehabilitation and Reintegration Techniques
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and responding to the needs of children.
- ◆ Planning and Coordination: Crucial for organizing and supervising various programs and activities.
- ◆ Decision Making: Important for making informed choices regarding the management and care of children.
- ◆ Communication Skills: Necessary for clear interaction with stakeholders, including JJB, CWC and other agencies.
- ◆ Attention to Detail: Vital for managing case files, preparing reports and ensuring compliance with legal requirements and procedures.

Key Contacts

- ◆ Juvenile Justice Board (JJB): Contact for matters in connection with CCL.
- ◆ District Legal Services Authority (DLSA): Legal support for CCL.
- ◆ District Medical Officer (DMO): Medical support for CCL.
- ◆ Child Welfare Committee (CWC): Rehabilitation of CCL.
- ◆ Deputy Director of Education (DDE): Educational support for CCL.
- ◆ Non-Governmental Organizations (NGOs): Rehabilitation, reintegration of CCL and implementation of the *KAVAL* project.

Counsellor

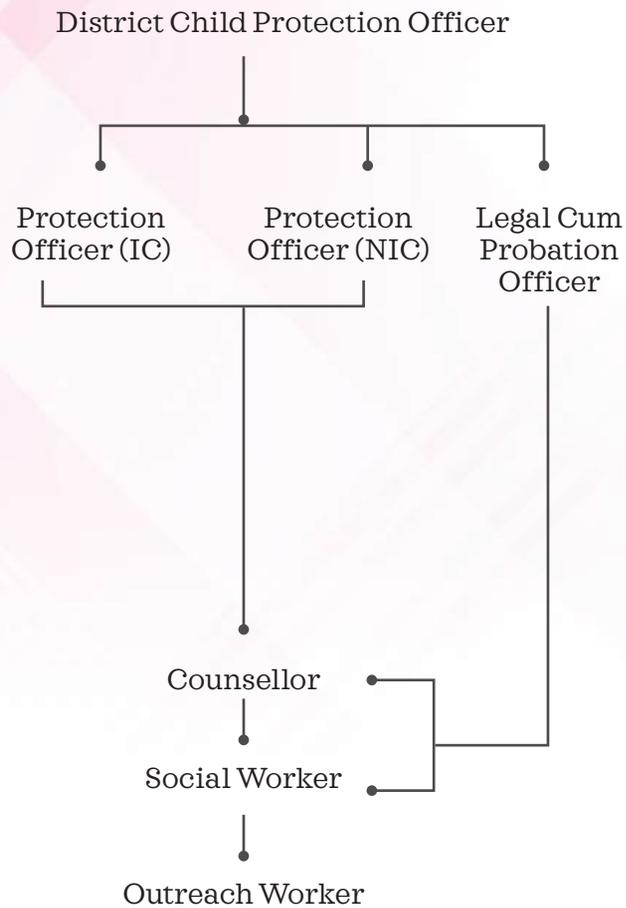


Job Summary:

Counsellor provides comprehensive counselling services to children and relevant stakeholders. S/he is responsible for assessing emotional state, facilitating timely interventions and coordinating with other professionals to support child welfare and protection.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ♦ Graduate in Social Work /Sociology/Psychology/ Public Health/ Counselling from a recognized university.

OR

PG Diploma in Counselling and Communication.

- ♦ At least 1 year of working experience with the Government/NGO preferably in the field of Women & Child Development.
- ♦ Proficiency in the use of Computers.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Expertise in Child Psychology: Deep understanding of emotional and psychological needs of the children.
- ♦ Counselling Proficiency: Advanced skills in providing effective counselling and therapeutic interventions.
- ♦ Knowledge of Child Welfare Laws: Familiarity with CWC/JJB procedures and child protection regulations.
- ♦ Crisis Management: Ability to handle emergency situations involving children efficiently.

Skills and Abilities (To be assimilated progressively):

- ♦ Communication Skills: Strong verbal and written communication abilities for interacting with children, parents and professionals.
- ♦ Assessment Skills: Proficiency in evaluating emotional states and making recommendations.
- ♦ Coordination and Integration: Ability to work collaboratively with various stakeholders and integrate services effectively.
- ♦ Report Management: Competence in compiling, organizing and submitting reports.
- ♦ Organizational Skills: Efficient in managing multiple tasks and responsibilities, including attending meetings and handling emergency situations.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ♦ A confidential and safe environment space where Children/stakeholders feel comfortable sharing their concerns.
- ♦ Willingness to travel to various locations.

Other Requirements:

- ♦ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.
- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.



Duties and Responsibilities:

1. Attend CWC, JJB meetings and provide counselling assistance to children and parents as directed by CWC or JJB.
2. Provide counselling services to children residing in CCI.
3. Meet each child under CWC/JJB consideration, assess their emotional state and recommend referrals to professionals.
4. Offer counselling assistance to cases reported by Social Workers according to DCPO's directives.
5. Safeguard the child's best interest by providing counselling help to parents and teachers if needed.
6. Compile reports from Psycho-Social School Counsellors.
7. Organize capacity development programs for Psycho-Social School Counsellors.
8. Facilitate further intervention for cases referred from the parenting clinic.
9. Escort the child in emergency situations as directed by DCPO.
10. Participate in Block and village-level Child Protection Committees to ensure effective implementation of DCPU services.
11. Monitor and guide counsellors at CCI.
12. Facilitate counselling services for children at CCI.
13. Support and assist in the activities of parenting clinics.
14. Submit the work diary promptly to the DCPO.
15. Perform other duties specified through various orders or assigned by superior officials



Capacity Development Themes

- ♦ Child Psychology and Development
- ♦ Advanced Counselling Techniques
- ♦ Crisis Intervention and Management
- ♦ Child Welfare and Protection Laws
- ♦ Report Writing and Documentation
- ♦ Communication Skills for Effective Counselling
- ♦ Team Coordination and Integration
- ♦ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and addressing the emotional needs of children and their families.
- ◆ Communication Skills: Crucial for effectively interacting with children and various stakeholders.
- ◆ Planning and Coordination: Necessary for managing multiple tasks and ensuring effective service delivery.
- ◆ Consultation and Consensus Building: Required for collaborating with various stakeholders and implementing child protection services effectively.



Key Contacts

- ◆ Child Welfare Committee
- ◆ Juvenile Justice Board
- ◆ Child Care Institutions



Social Worker

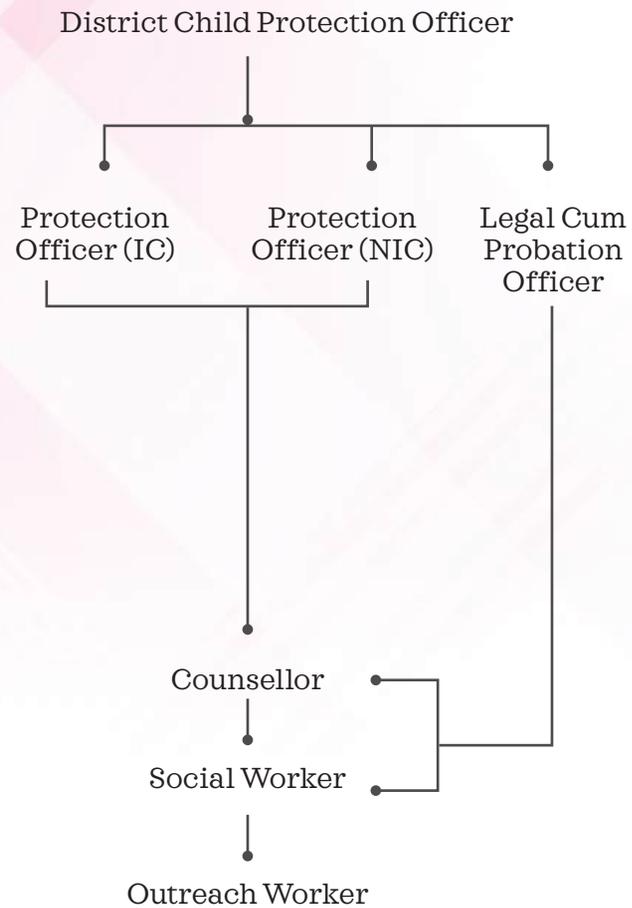


Job Summary:

Social Worker is responsible for coordinating the field level activities in their respective cluster or sub-divisions as assigned by the DCPO.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ A Graduation preferably in B.A in Social Work/ Sociology/ Social Sciences from a recognized university.
- ◆ Weightage for candidates having professional experience.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Expertise in Child Protection: Deep understanding of child welfare and protection principles.
- ◆ Case Management Skills: Proficiency in investigating and managing child protection cases.
- ◆ Community Engagement: Ability to design and implement awareness programs and campaigns effectively.
- ◆ Coordination Skills: Capability to work and liaison with various stakeholders.
- ◆ Crisis Management: Ability to respond promptly and effectively in situations involving child safety.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication: Strong verbal and written communication skills for reporting and interacting with various stakeholders.
- ◆ Organizational Skills: Ability to organize and manage multiple tasks.
- ◆ Collaboration: Ability to work well within a team and with stakeholders to achieve common goals.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities:

1. Ensure the effective functioning of SJPU.
2. Investigate the details of cases reported by Childline and submit the report to DCPO.
3. Escort the child as directed by the CWC/Superior Officials.

4. Develop and implement an IEC plan for the district, focusing on creating awareness and disseminating information about child protection.
5. Organize and conduct awareness classes and campaigns in various blocks.
6. Participate in Block-level and Village-level child protection committees as directed by the DCPO.
7. Submit the weekly work diary to DCPO and upload the monthly progress report via MIS.
8. Monitor and assess parenting clinics and outreach camps conducted by Psycho-Social School Counsellors.
9. Submit the work diary promptly to the DCPO.
10. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Child Protection and Welfare
- ◆ Case Management and Investigation
- ◆ Crisis Intervention and Management
- ◆ MIS and Data Management
- ◆ Coordination and Collaboration
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Essential for accurately investigating cases, preparing reports and ensuring all aspects of child protection are thoroughly addressed.
- ◆ Planning and Coordination: Critical for organizing awareness campaigns, managing tasks and collaborating with various agencies and committees.
- ◆ Empathy: Necessary for understanding the needs and emotions of children and their families.
- ◆ Communication Skills: Important for effectively conveying information, submitting reports and collaborating with stakeholders.



Key Contacts

- ◆ Child Welfare Committee (CWC) - For conducting Social Investigation Reports (SIR) and related matters concerning Children in need of care and protection.
- ◆ LSGI: For community liaison and resource mapping.
- ◆ Special Juvenile Police Unit: For providing support as outlined in the Juvenile Justice Act and rules.

Data Analyst



Job Summary:

Data Analyst is responsible for developing and coordinating comprehensive child protection plans, organizing stakeholder meetings and compiling essential data on child welfare within the district.



Reporting and Supervisory Relationship

District Child Protection Officer



Data Analyst

Job Specifications

Qualifications:

- ◆ Graduation in Statistics/Mathematics/Economics/Computer Application from a recognized university.
- ◆ Weightage for professionally experienced candidates.
- ◆ Proficiency in the use of Computers.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job

Entry Level Attributes:

- ◆ Child Protection Expertise: In-depth knowledge of child protection laws, policies and practices.
- ◆ Stakeholder Coordination: Ability to effectively integrate and collaborate with various child-related institutions.
- ◆ Data Management: Proficiency in collecting, compiling and analyzing data related to child welfare.
- ◆ Facilitation: Expertise in organizing and leading review meetings and committee sessions.
- ◆ Report Preparation: Strong skills in drafting, compiling and submitting detailed reports on child protection activities.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Strong verbal and written communication skills to interact with stakeholders and prepare comprehensive reports.
- ◆ Organizational Skills: Ability to manage multiple tasks, prioritize duties and ensure timely completion of assignments.
- ◆ Problem-Solving Abilities: Capable of identifying issues and implementing effective interventions.
- ◆ Attention to Detail: Precision in data collection, report preparation and coordination of meetings.
- ◆ Leadership Qualities: Ability to lead and guide teams in achieving child protection objectives.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.

- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities:

1. Prepare the Annual Child Protection Plan.
2. Develop a Resource Directory, detailing every institution and establishment related to child protection within the district.
3. Organize and facilitate monthly review meetings with all stakeholders, integrating various child-related institutions.
4. Coordinate various activities of the District Child Protection Committee.
5. Compile and submit reports to the DCPO based on their MIS submissions.
6. Perform preparatory activities for conducting fortnightly review meetings of DCPU staff.
7. Facilitate the establishment of Block and Village Level Committees, ensuring necessary interventions.
8. Collect and compile basic data related to children within the district.
9. Arrange and coordinate the preparation of vulnerability mapping, including the compilation of corresponding reports.
10. Submit the work diary promptly to the DCPO.
11. Perform other duties specified through various orders or assigned by superior officials.

Capacity Development Themes

- ♦ Stakeholder Collaboration and Coordination
- ♦ Data Collection and Management
- ♦ Vulnerability Mapping and Risk Assessment
- ♦ Essential Life Skills

Competencies

- ♦ Planning and Coordination: Critical for organizing meetings, compiling reports and coordinating child protection efforts across the district.
- ♦ Attention to Detail: Essential for accurately collecting and compiling data, preparing detailed reports and ensuring thorough vulnerability mapping.
- ♦ Consultation and Consensus Building: Vital for effectively integrating and collaborating with various stakeholders.
- ♦ Problem Solving: Necessary for addressing issues in child protection and implementing appropriate interventions at different levels.
- ♦ Communication Skills: Key for clear and effective interaction with stakeholders, report writing and facilitating meetings.

Key Contacts

- ◆ Members of the District Child Protection Committee
- ◆ Child Welfare Committee
- ◆ Juvenile Justice Board
- ◆ Stakeholders.



Accountant



Job Summary:

Accountant is responsible for managing district-level accounts of the DCPU and Mission Vatsalya Activities.



Reporting and Supervisory Relationship

District Child Protection Officer



Accountant



Job Specifications

Qualifications:

- ♦ Graduate in Commerce/Mathematics from a recognized university.
- ♦ Atleast one year professional experience of working in child care field.
- ♦ Computer skills & knowledge on Tally is desirable.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Financial Management Expertise: Proficiency in managing and overseeing accounts and budgets.
- ♦ Attention to Detail: Ability to accurately maintain and verify financial records, registers and documentation.
- ♦ Compliance Knowledge: Understanding of financial regulations and procedures relevant to DCPU, CWC and JJB.

Skills and Abilities (To be assimilated progressively):

- ♦ Accounting Skills: General ability to prepare, submit and manage various bills and financial documents.
- ♦ Communication Skills: Effective interaction with stakeholders including the ability to convey financial information clearly.
- ♦ Organizational Skills: Capability to maintain and manage various financial registers and logs.
- ♦ Technical Proficiency: Competence in using financial management systems and softwares.
- ♦ Problem-Solving Skills: Ability to address and resolve financial discrepancies and issues as they arise.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ♦ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya activities are essential.
- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.



Duties and Responsibilities:

1. Maintain accounts at the district level for all Mission Vatsalya activities of the DCPU, CWC and JJB.

2. Ensure effective financial management of DCPU and maintain relevant registers with accurate updates.
3. Prepare and submit salary bills of all employees.
4. Inspect SAAs and open shelters in the district alongside Protection Officers (NIC) and verify grant-in-aid records in registers.
5. Manage account-related tasks for ORC, SaranaBalyam, *Kaval*, Parenting Clinic, *Kaval* Plus, Vijnana Deepthi, State Level Sponsorship, COVID Orphan Financial Assistance, Kinship Foster Care Financial Assistance and Tax Updation.
6. Manage and update various financial management softwares/registers.
7. Maintain registers such as Pay Bill Register, Contingent Bill Register, ETR-V, Cash Book and Stock Register.
8. Safeguard tender forms.
9. Verify logbooks before the drawl of fuel charges.
10. Initiate timely actions to submit fund requests to SCPS in a timely manner.
11. Prepare the internal budget for DCPU.
12. Assist in the various activities of the DCPU as needed.
13. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Financial Management
- ◆ Accounting Software
- ◆ Budgeting and Fiscal Planning
- ◆ Compliance and Regulatory
- ◆ Record Keeping and Documentation
- ◆ Problem-Solving and Analytical Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Essential for accurately maintaining and verifying financial records and registers.
- ◆ Planning and Coordination: Crucial for managing financial tasks, preparing budget and ensuring timely submission of fund requests.
- ◆ Integrity: Important for upholding ethical standards and ensuring compliance with financial regulations and procedures.
- ◆ Communication Skills: Key for effectively interacting with financial institutions and conveying financial information clearly.

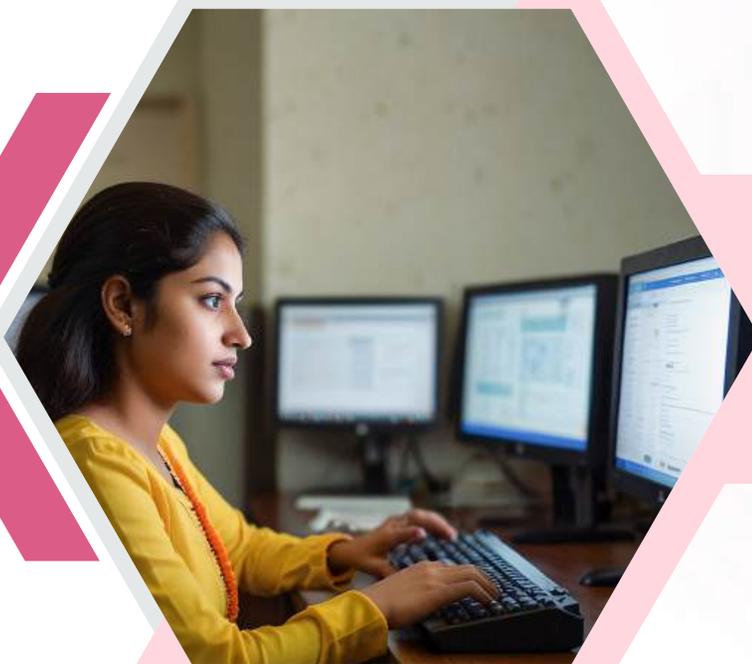
- ◆ Problem Solving: Necessary for addressing and resolving financial discrepancies and issues as they arise

Key Contacts

- ◆ Child Welfare Committee
- ◆ Juvenile Justice Board
- ◆ Child Care Institutions.



Assistant cum Data Entry Operator



Job Summary:

The Assistant-cum-Data Entry Operator (ADEO) manages data entry and executes office related activities of the DCPU.



Reporting and Supervisory Relationship

District Child Protection Officer



Assistant
cum Data
Entry
Operator

Job Specifications

Qualifications:

- ◆ Should have qualified Standard XII from a recognized Board/ Equivalent with Diploma/ Certificate in Computer Applications.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Proficiency in Data Entry: Ability to accurately enter and manage data within specified time limits.
- ◆ Report Generation: Expertise in applying data program techniques to generate detailed reports.
- ◆ Bilingual Data Entry: Competence in performing data entry and maintaining registers in both English and Malayalam.
- ◆ Confidentiality: Strong commitment to keeping information confidential.

Skills and Abilities (To be assimilated progressively):

- ◆ Attention to Detail: Ability to verify accuracy, review data for errors and resolve discrepancies.
- ◆ Organizational Skills: Capability to maintain registers, sort information and manage backup operations efficiently.
- ◆ Technical Proficiency: Knowledge of data programs and computer operations.
- ◆ Communication Skills: Proficiency in creating awareness materials and preparing clear reports.
- ◆ Supportive Attitude: Willingness to assist the staff members of the DCPO and handle additional tasks as required.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.
- ◆ Awareness of Various Acts, Rules and Schemes related to Women and Child Development Department.

Duties and Responsibilities:

1. Compile, verify and sort information to prepare source data.
2. Review data for deficiencies or errors, correct errors and check output.

3. Apply data program techniques and procedures to generate reports, save completed work in designated locations with a provision for backup.
4. Scan documents and print files as needed while maintaining confidentiality.
5. Execute office activities in accordance with the MOP, including maintaining registers and performing data entry tasks in both English and Malayalam.
6. Submit monthly reports in a timely manner.
7. Prepare and submit day-to-day reports to the superior officials within the specified time frame.
8. Design and create awareness posters, brochures, leaflets, pamphlets and program notices.
9. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Data Entry and Management
- ◆ Report Generation Techniques
- ◆ Confidentiality and Data Protection
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Vital for ensuring accurate data entry, error correction and report generation.
- ◆ Integrity: Should maintains confidentiality and handle sensitive information with discretion.
- ◆ Planning and Coordination: Essential for facilitating efficient data management, report preparation and various other activities.
- ◆ Communication Skills: Contact for awareness materials and effective reporting.
- ◆ Result Orientation: Drives timely completion of tasks and ensures adherence to deadlines



Key Contacts

Nil

Outreach Worker



Job Summary:

Outreach Workers serve as a vital connection between the community and the District Child Protection Unit, identifying at-risk families and children, providing essential support services.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Should have qualified Standard XII from a recognized Board/ Equivalent with Diploma/ Certificate in Computer Applications.
- ◆ Weightage for candidates with professional experience

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Community Engagement: Ability to establish and maintain effective relationships with community members and local organizations.
- ◆ Risk Identification: Skill in identifying at-risk families and children and assessing their needs.
- ◆ Support Services Coordination: Competence in coordinating and providing support services to vulnerable populations.
- ◆ Networking: Expertise in developing and sustaining strong networks with stakeholders.
- ◆ Volunteer Mobilization: Capability to encourage and mobilize youth for child protection initiatives.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Proficiency in both verbal and written communication to effectively interact with various stakeholders and prepare reports.
- ◆ Organizational Skills: Ability to manage multiple tasks, including conducting investigations, attending meetings and follow up on enquiries.
- ◆ Problem-Solving: Strong analytical skills to address and resolve issues related to child protection and support.
- ◆ Team Collaboration: Ability to work effectively within teams and participate in joint operations and committee meetings.
- ◆ Adaptability: Flexibility to handle changing situations and adapt to different community needs and responses.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities:

1. Act as a liaison between the community and the District Child Protection Unit, identifying families and children at risk, and offering necessary support services.
2. Develop and maintain strong networks and linkages with *Anganwadi* workers and members of panchayat/local bodies at community/block levels.
3. Encourage volunteerism among local youth and involve them in the child protection program at block and community levels.
4. Facilitate public awareness campaigns regarding child protection.
5. Assist in the rescue of children in vulnerable conditions.
6. Provide assistance in the repatriation and rehabilitation of children.
7. Participate in Child Protection Committee (CPC) meetings at the panchayat level and assist the CPC Convenor in organizing these meetings.
8. Conduct social investigation enquiries and prepare reports.
9. Conduct sponsorship enquiries and follow up.
10. Participate in joint drive operations in hotspots and other areas that adversely affect children.
11. Maintain a pool of voluntary groups, agencies, NGOs and organizations willing to contribute to child protection initiatives.
12. Identify vulnerable areas, provide assistance and support to children in distress situations and collaborate with concerned authorities for effective intervention.
13. Submit the work diary promptly to the DCPO.
14. Perform other duties specified through various orders or assigned by superior officials.

Capacity Development Themes

- ♦ Community Engagement and Networking
- ♦ Risk Assessment and Management
- ♦ Volunteer Coordination and Mobilization
- ♦ Support Services and Case Management
- ♦ Essential Life Skills

Competencies

- ♦ Communication Skills: Essential for effectively interacting with community members, stakeholders and preparing reports.
- ♦ Empathy: Critical for understanding and addressing the needs of at-risk families and children.
- ♦ Planning and Coordination: Necessary for managing multiple tasks and organizing support services and community outreach.

- ◆ Problem Solving: Important for addressing issues related to child protection and finding effective solutions.
- ◆ Team Working: Key for collaborating with local bodies, volunteers and other stakeholders to achieve program objectives.

Key Contacts

- ◆ LSGI members, officials and VLCPC (Village Level Child Protection Committee): For rescue and rehabilitation of the children in need of care and protection.
- ◆ *Anganwadi* Workers: For effective community level intervention
- ◆ Special Juvenile Police Unit: During emergencies concerning child protection and care.



Child Rescue Officer



Job Summary:

Child Rescue Officer helps in identifying and rescuing at-risk children, coordinating their safe repatriation and developing rehabilitation plans. S/he is responsible for collaborating with stakeholders, updating databases and implementing programs to ensure the protection, education and well-being of the children in distress.



Reporting and Supervisory Relationship

District Child Protection Officer



Child Rescue
Officer

Job Specifications

Qualifications:

- ◆ Post-Graduation in Social Work (MSW) /B.Ed. in a recognised University or 3 years working experience in ORC similar projects.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Crisis Management: Ability to handle high-pressure situations and rescue children from distressing circumstances.
- ◆ Coordination Skills: Expertise in collaborating with various authorities and agencies for effective intervention and repatriation.
- ◆ Program Implementation: Skills in developing and executing rehabilitation plans and non-institutional care programs.
- ◆ Community Outreach: Proficiency in conducting focus group discussions and awareness programs to educate communities on child protection issues.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication: Strong verbal and written communication skills for interacting with stakeholders and submitting reports.
- ◆ Analytical Skills: Ability to assess and update information accurately in databases and portals.
- ◆ Organizational Skills: Capacity to manage multiple tasks, including maintaining contact with stakeholders and ensuring timely submission of work diaries.
- ◆ Empathy and Sensitivity: Understanding and responding to the needs of children in distress with compassion and care.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules, Mission Vatsalya are essential.
- ◆ Awareness of various Acts, Rules and Schemes related to Women and Child Development Department.

Duties and Responsibilities:

1. Identify children at risk through frequent drives.
2. Execute rescue operations for children in distress, coordinating with relevant authorities and agencies for safe repatriation.
3. Conduct identification, rescue, restoration and follow-up activities related to child labour, begging, street situations and trafficking.

4. Develop rehabilitation plans for rescued children from begging, child labor, and street situations, ensuring appropriate services.
5. Maintain close contact with stakeholders like the labour and railway departments to gather information on children they identify.
6. Restore children to their parents, guardians, or families.
7. Assist the protection officer in the implementation of non-institutional care programs and *KAVAL* Plus program.
8. Identify dropout children and connect them to appropriate schemes and services to resume their education.
9. Update information in the CISS (Children in Street Situation) portal.
10. Ensure effective protection care, education and rehabilitation measures for children in street situations in collaboration with LSGI.
11. Conduct focus group discussions and awareness programs for communities on the risks of child labour, begging and child marriage, and develop relevant IEC activity plans to prevent such situations.
12. Submit the weekly work diary to the DCPO.
13. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Child Protection and Safeguarding
- ◆ Crisis Intervention and Management
- ◆ Trauma-Informed Care
- ◆ Rehabilitation and Reintegration Strategies
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and addressing the needs of children in distress with compassion.
- ◆ Planning and Coordination: Crucial for developing and executing rehabilitation plans, coordinating with stakeholders and managing multiple tasks.
- ◆ Attention to Detail: Important for accurately updating information in databases and ensuring precise documentation.
- ◆ Communication Skills: Necessary for effectively interacting with stakeholders, submitting reports and conducting community awareness programs.
- ◆ Problem Solving: Key for addressing and resolving complex issues related to child protection, rehabilitation and crisis management.



Key Contacts

- ◆ District Task Force: Responsible for the rescue and rehabilitation of children.
- ◆ Child Welfare Committee (CWC): Oversees the rehabilitation of rescued children.

ORC Project Assistant



Job Summary:

The ORC Project Assistant is responsible for networking with school functionaries and relevant stakeholders within the district to ensure the effective implementation of the ORC project.



Reporting and Supervisory Relationship

District Child Protection Officer



ORC Project
Assistant

Job Specifications

Qualifications:

- ◆ Post-Graduation in Social Work (MSW) /B.Ed. degree from a recognized University or Three years working experience in ORC or similar projects.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Expertise in Child Protection: Deep understanding of child welfare, including knowledge of relevant laws, policies and best practices in child protection.
- ◆ Training Facilitation: Ability to effectively conduct training sessions and workshops for diverse groups including educators, parents and community members.
- ◆ Intervention Planning: Skill in developing and implementing intervention plans tailored to the needs of vulnerable children and communities.
- ◆ Community Engagement: Capability to design and execute community-specific interventions and programs, such as SMART-40 camps, to address local needs.
- ◆ Resource Mapping: Proficiency in identifying and coordinating with experts, care providers and agencies in the child protection sector.

Skills and Abilities (To be assimilated progressively):

- ◆ Project Management: Ability to create and maintain comprehensive project plans, ensuring effective implementation of the activities.
- ◆ Communication Skills: Strong verbal and written communication skills to interact with various stakeholders, including school authorities, community members and officials.
- ◆ Analytical Skills: Capability to assess the needs of vulnerable populations, analyze data and make informed decisions based on findings.
- ◆ Teamwork: Ability to work collaboratively with district-level trainers, volunteers and other team members to achieve common goals.
- ◆ Adaptability: Flexibility to adapt to changing needs and responsibilities, including taking on additional tasks as required.
- ◆ Networking: Skill in building and maintaining relationships with external organizations and agencies to support child protection initiatives.

Working Conditions:

- ◆ Should have willingness to travel.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules are essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities:

1. Identify vulnerable children in ORC schools within the district and develop school-level intervention plans to provide services such as SMART-40 Camps and peer mentoring groups.
2. Establish a district-level trainers' panel to conduct sessions for school heads, education officers, core teams, teachers, parents, mentors, SMART-40 participants, SPG members and others.
3. Organize capacity development programs for schools, communities, PTAs and class teachers.
4. Map experts, care providers, resource persons, specialists, de-addiction centers and various government/non-government agencies involved in child care and protection and conduct training programs for them.
5. Coordinate SMART-40 camps in schools with the assistance of school authorities.
6. Identify vulnerable areas in the district for community interventions and design appropriate actions, such as SMART-40 programs and implement follow-up measures.
7. Create and maintain a comprehensive project plan for the effective implementation of ORC in the district.
8. Conduct school, community and home visits to facilitate effective interventions and outreach.
9. Identify district-level volunteers and mentors.
10. Submit the weekly work diary to the DCPO.
11. Perform any other responsibilities as assigned by DCPO or the ORC state office.

Capacity Development Themes

- ◆ Child Protection and Welfare
- ◆ Trauma-Informed Care
- ◆ Community Intervention Strategies
- ◆ Program Management and Implementation
- ◆ Essential Life Skills

Competencies

- ◆ Planning and Coordination: Essential for organizing capacity development programs, SMART-40 camps and community interventions effectively.
- ◆ Communication Skills: Critical for conducting training sessions, engaging with various stakeholders and facilitating effective outreach.
- ◆ Empathy: Important for understanding the needs of vulnerable children and planning interventions that address their specific concerns.
- ◆ Decision Making: Required for assessing community needs, planning interventions and making informed choices in complex situations.

- ◆ Result Orientation: Ensures that all planned activities and interventions achieve their intended outcomes and effectively address the needs of the target populations.

Key Contacts

- ◆ Nodal teacher: Key person at school level to identify valuable children through 'I KNOW MY CHILD CARD' and to conduct SMART-40 Camps in the schools.
- ◆ Head Master/Principal: To carryout ORC activities in schools
- ◆ School Counsellors: Follow-up activities of ORC
- ◆ Deputy Director of Education: For liaising with education department for effective implementation of ORC in the district.



ORC Psychologist



Job Summary:

ORC Psychologist is responsible for managing and implementing operations at the District Resource Centre, conducting detailed assessments and providing psychological support to children and facilitating various intervention programs.



Reporting and Supervisory Relationship

District Child Protection Officer



ORC
Psychologist

Job Specifications

Qualifications:

- ◆ Post-Graduation in Psychology/ Clinical Psychology from a recognized University and relevant experience in the childhood emotional disorders.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Psychological Assessment Expertise: Ability to conduct comprehensive assessments of psychological, emotional and behavioral needs.
- ◆ Intervention Planning: Proficiency in designing and implementing tailored intervention plans for children.
- ◆ Case Management: Experience in managing and maintaining detailed records and case files.
- ◆ Program Coordination: Skills in organizing and facilitating capacity development and outreach programs.
- ◆ Referral and Follow-Up: Expertise in handling referrals and ensuring timely follow-up for support and assistance.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication: Strong verbal and written communication skills for effective interaction with children, families and stakeholders.
- ◆ Organizational Skills: Ability to manage multiple tasks, maintain documentation and coordinate various activities efficiently.
- ◆ Empathy and Sensitivity: Compassionate approach towards children and their needs, demonstrating understanding and support.
- ◆ Problem-Solving: Analytical skills to address and resolve issues related to child welfare and program implementation.
- ◆ Collaboration: Ability to work collaboratively with various agencies, experts and community members.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ A thorough understanding of Juvenile Justice Act & Rules are essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities:

1. Coordinate the operations of the District Resource Center as outlined in the ORC project.
2. Document specific details of interventions at the District Resource Center and maintain the corresponding register.
3. Conduct comprehensive assessments to determine the psychological, emotional and behavioural needs of children referred to the DRC.
4. Facilitate consultation services by scheduling dedicated time for individuals referred to the District Resource Center.
5. Deliver psychological support to children within the SMART - 40 Camp, ensuring their emotional well-being and providing appropriate interventions.
6. Ensure proper referral and timely follow-up of cases needing specific assistance, ensuring children receive necessary support and services.
7. Offer essential support for SMART-40 camps in schools and SMART-I camps in children's homes.
8. Assist the District Child Protection Officer with key activities associated with the ORC project.
9. Prepare need-based assessments and intervention plans for community outreach programs.
10. Organize capacity development programs for schools, communities, PTAs and class teachers with the ORC Project Assistant.
11. Map experts, care providers, resource persons, specialist institutions, de-addiction centers and various government/non-government agencies involved in child care and protection and make this information available at the DRC.
12. Manage psychological tools, registers and case files at the DRC.
13. Conduct school, community and home visits for children attending the DRC to prepare effective intervention plans.
14. Identify district-level volunteers and mentors.
15. Perform any other responsibilities as assigned by DCPO or the ORC state office.



Capacity Development Themes

- ♦ Child Psychology and Behavioral Assessment
- ♦ Intervention Planning and Implementation
- ♦ Program Coordination and Facilitation
- ♦ Referral Systems and Follow-Up Procedure
- ♦ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and addressing the psychological, emotional and behavioural needs of children.
- ◆ Planning and Coordination: Crucial for effectively organizing and managing various programs and interventions.
- ◆ Attention to Detail: Necessary for maintaining accurate documentation and managing case files meticulously.
- ◆ Consultation and Consensus Building: Important for facilitating consultations and working collaboratively with stakeholders.
- ◆ Problem Solving: Vital for addressing and resolving issues related to child welfare and program implementation.



Key Contacts

- ◆ Nodal teacher: Key person at school level to identify valuable children through 'I KNOW MY CHILD CARD' and to conduct SMART-40 Camps in the schools.
- ◆ Head Master/Principal: To carryout ORC activities in schools
- ◆ School Counsellors: Follow-up activities of ORC
- ◆ Deputy Director of Education: For liaising with education department for effective implementation of ORC in district.



Multi-Purpose Worker

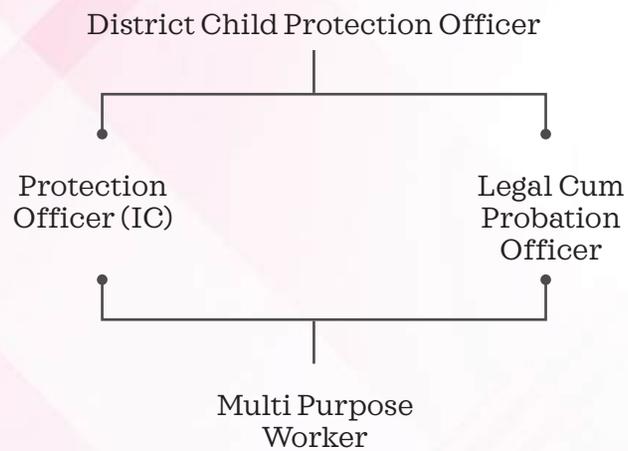


Job Summary:

The Multi-Purpose Worker executes cleaning tasks for a well-maintained and efficient workspace.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Desirable qualification relevant to the job role.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Ensures thoroughness in cleaning and organizing tasks.
- ◆ Courteous Demeanour: Maintains a friendly and professional attitude while assisting the public.
- ◆ Reliability: Consistently performs duties with a high level of dependability.
- ◆ Proactive Mindset: Anticipates needs for a comfortable work environment and takes initiative in managing office space.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Clearly conveys information over the phone and in person, ensuring important matters are reported promptly.
- ◆ Basic Technical Skills: Operates electronic equipments and maintains office supplies.
- ◆ Interpersonal Skills: Builds rapport with colleagues and the public, facilitating a positive work atmosphere.

Working Conditions:

- ◆ Access to necessary cleaning supplies and equipments.
- ◆ Proper ventilation to ensure a healthy environment during cleaning tasks.

Other Requirements:

- ◆ Awareness of overall functioning of the office is essential.

Duties and Responsibilities:

1. Execute cleaning tasks to create a conducive and efficient workspace.
2. Efficiently manage and organize the office space.
3. Create a comfortable work environment by opening doors, windows and switching on electronic equipments before the start of working hours.
4. Close all windows and doors and lights, fans and electronic equipments are switched off after working hours.
5. Perform the front office duties, courteously assisting the general public and facilitating their access to various services.
6. Attend phone calls and promptly report important matters to the relevant section.

7. Transfer of files, documents etc., between various sections.
8. Deliver orders, circulars and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
9. Assist officials in office operations, arrange and maintain registers and files as directed by them.
10. Monitor and restock office supplies as and when required.
11. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Facility Maintenance and Housekeeping
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Ensures thorough execution of cleaning, organizing, and office management tasks, contributing to a well-functioning workspace.
- ◆ Communication Skill: Essential for assisting the public, attending phone calls and conveying important information clearly to relevant sections.
- ◆ Planning and Coordination: Helps in managing office supplies, organizing documents and ensuring smooth office operations by coordinating tasks efficiently.



Key Contacts

Nil



District Level ICDS Cell/ ICDS Project Office

Programme Officer	169
Child Development Project Officer	175
ICDS Supervisor	181
Senior Superintendent	189
Junior Superintendent	195
Head Accountant	201
Senior Clerk /Clerk	207
Office Attendant	213
Driver/ Driver cum Office Attendant	217

Reporting and Supervisory Relationship



District Women and Child Development Officer



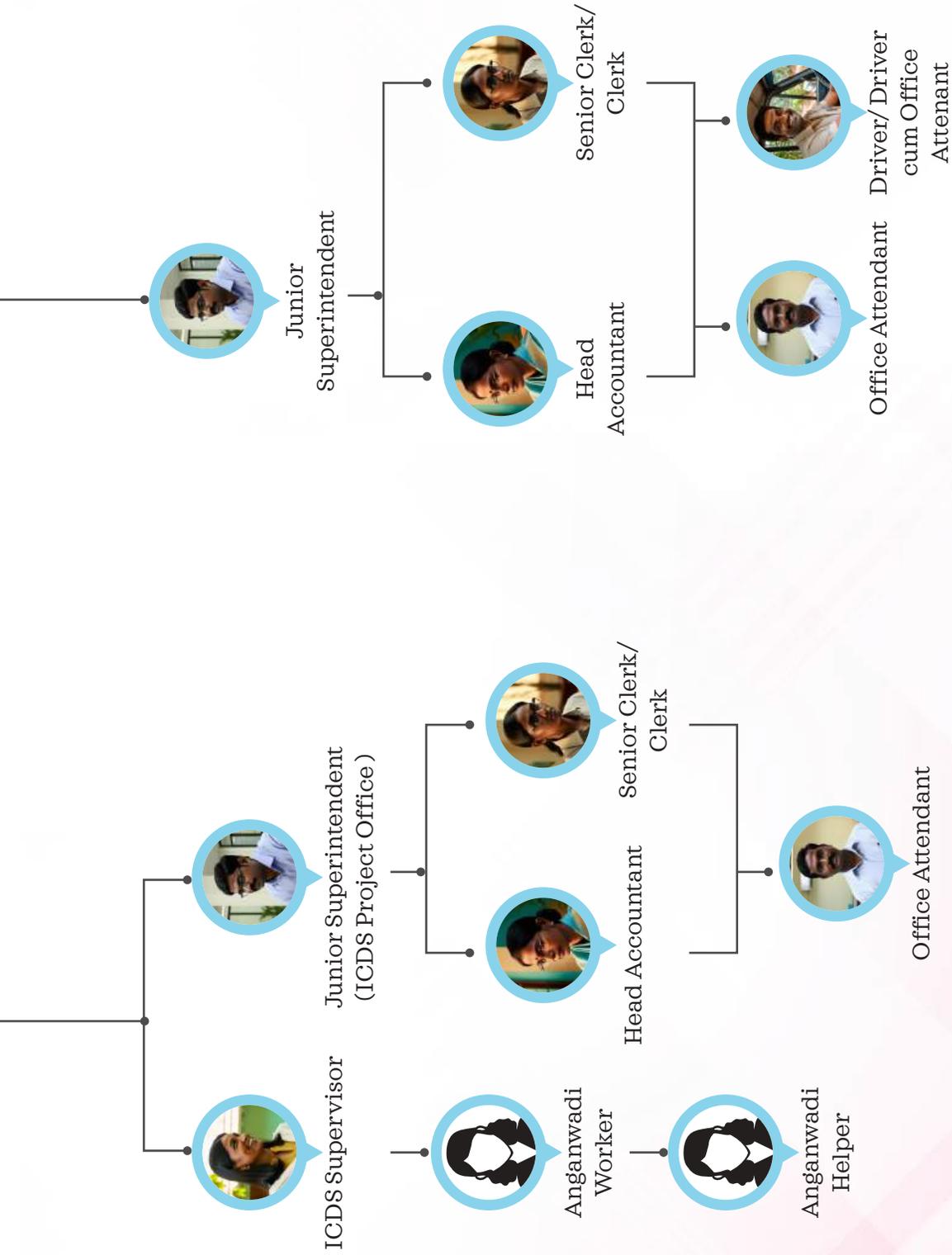
Programme Officer



Child Development Project Officer



Senior Superintendent (District Level ICDS Cell)





Programme Officer

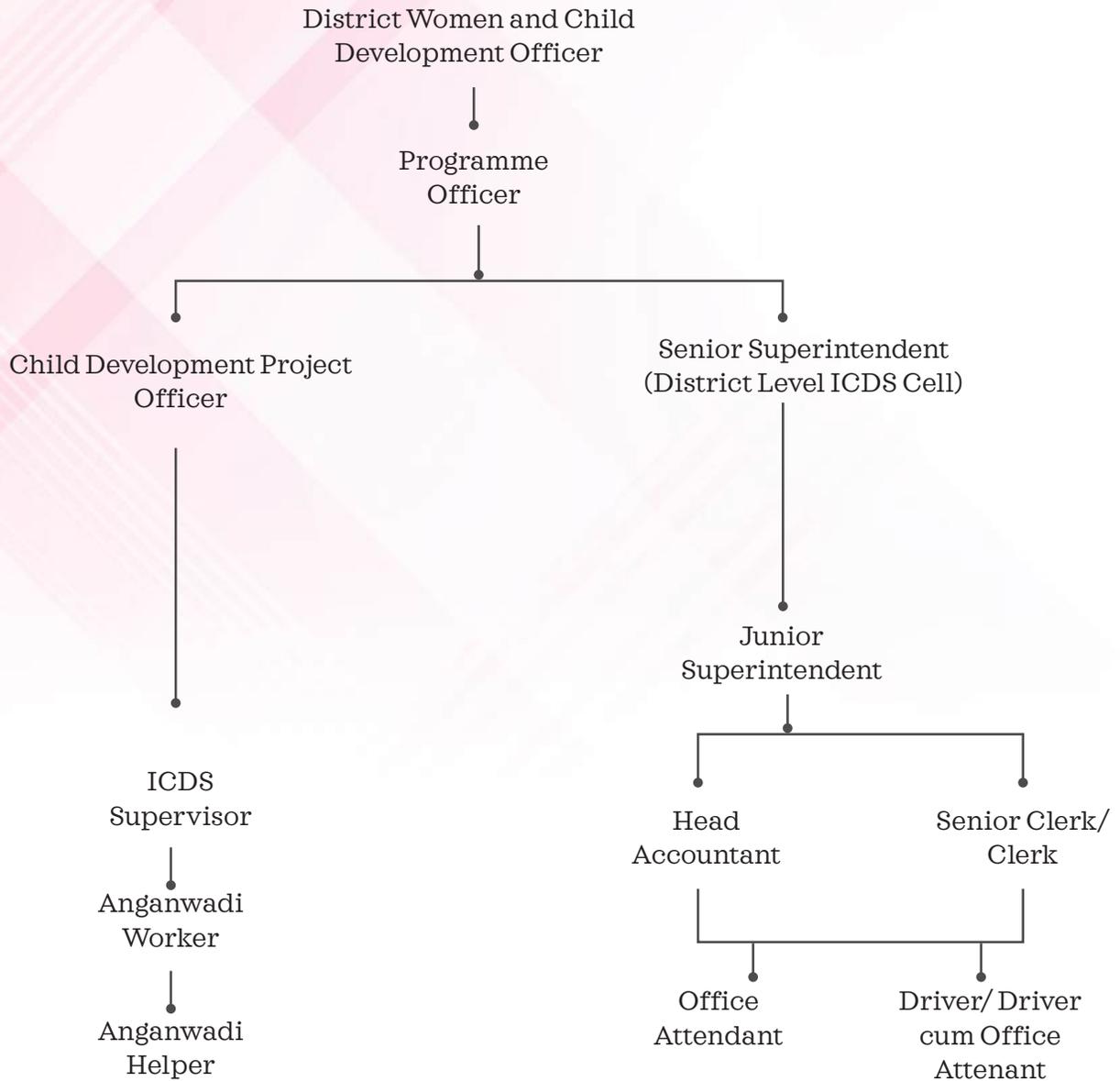


Job Summary:

Program Officer coordinates, monitors and oversees the comprehensive implementation of the Integrated Child Development Services (ICDS) scheme at the District Level.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of Child Development Project Officer.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.
- ◆ The post of Programme Officer is reserved exclusively for women.

Entry Level Attributes:

- ◆ Team-oriented: Strong inclination to work collaboratively with diverse teams.
- ◆ Attention to Detail: Focus on accuracy and thoroughness in various tasks.
- ◆ Proactive Attitude: Initiative to identify issues and suggest improvements.
- ◆ Effective Communication: Clear verbal and written communication skills.
- ◆ Initiative: Willingness to take on responsibilities and pursue opportunities.

Skills and Abilities (To be assimilated progressively):

- ◆ Organizational Skills: Capable of managing multiple tasks and priorities efficiently.
- ◆ Basic Data Analysis: Understanding of data collection and reporting techniques.
- ◆ Time Management: Ability to prioritize tasks and manage time effectively.
- ◆ Stakeholder Orientation: Skills in assisting and addressing the needs of stakeholders.
- ◆ Basic Computer Proficiency: Familiarity with office software and reporting tools.
- ◆ Problem-Solving: Ability to analyze situations and develop practical solutions.

Working Conditions:

- ◆ The Programme Officer works in a dynamic and collaborative office environment, often interacting with diverse teams, stakeholders and community members. The role may require occasional travel to field locations and attendance at meetings.

Other Requirements:

- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities:

1. Efficiently organize and manage various office functions and activities of the District Level ICDS Cell.
2. Assign duties to subordinates in the district level ICDS cell office based on office orders, ensuring punctuality and engagement in their official responsibilities.
3. Supervise the implementation of the Integrated Child Development Services Scheme at the district level.

4. Act as the First Appellate Authority for ICDS Project Offices and the District Level ICDS Cell Office under the RTI Act 2005.
5. Coordinate the implementation and various activities of Poshan Abhiyan 2.0 and PMMVY schemes.
6. Organize monthly review meetings for CDPOs and quarterly joint review meetings for CDPOs and supervisors, analyzing project implementation, fund utilization and performance of *Anganwadis*.
7. Provide guidance to Child Development Project Officers for the effective implementation of the ICDS scheme.
8. Monitor and evaluate the performance of Child Development Project Officers and ICDS Supervisors according to their travel programs.
9. Timely prepare and submit the annual budget and APIP to the Department Director.
10. Collect, verify and compile project-level statistics and periodic reports from all ICDS Project Offices in the district for submission to the Department Director.
11. Check reports for accuracy before submission to the concerned officials/portals.
12. Participate in all relevant committees and convene those for which the Program Officer serves as the Convenor.
13. Serve as the Convenor of the District Child Protection Committee.
14. Serve as a member of the selection committee for *Anganwadi* workers and helpers.
15. Ensure *Anganwadi* workers, helpers and supervisors are assigned to various training sessions according to the calendar.
16. Attend at least one monthly review meeting of workers, helpers and supervisors at the ICDS project level.
17. Assess the functioning of *Anganwadis* by visiting a certain percentage of *Anganwadis* each month.
18. Maintain accurate records and proper upkeep of registers, charts, cards and online reporting systems in *Anganwadis*.
19. Guarantee uninterrupted supply of supplementary nutrition in ICDS projects.
20. Provide guidelines for the effective execution of various central and state schemes implemented through the ICDS project offices and analyze their implementation.
21. Organize awareness programs, training sessions and workshops for *Anganwadi* Workers, *Anganwadi* Helpers, Supervisors, CDPOs and district-level personnel on various topics.
22. Initiate awareness programs to educate the public on issues related to women and children.
23. Ensure timely distribution of medicine kits, pre-school kits and uniforms to *Anganwadis*, as well as subject-specific study materials, weighing scales and growth monitoring charts.
24. Visit food production units for *Anganwadis* in the district to assess their operations.
25. Initiate necessary steps to secure the required infrastructure for *Anganwadis*.

26. Document best practices or innovative activities at the *Anganwadi*, sector, project and district levels.
27. Conduct and implement research studies to monitor services under the Integrated Child Development Services Scheme in the district and evaluate its effectiveness.
28. Investigate matters as directed by superiors and submit reports and summaries in a timely manner.
29. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Program Management
- ◆ Community Engagement Strategies
- ◆ Financial Management and Budgeting
- ◆ Conflict Resolution and Mediation
- ◆ Communication and Advocacy Skills
- ◆ Cultural Competence in Program Implementation
- ◆ Policy Development and Implementation
- ◆ Essential Life Skills



Competencies

- ◆ People First: Emphasizing the needs and well-being of stakeholders fosters a supportive environment essential for effective service delivery.
- ◆ Strategic Thinking: Fostering long-term planning and alignment of scheme objectives with organizational goals enhances overall impact and efficiency.
- ◆ Attention to Detail: Ensuring accuracy in reports, data collection and scheme implementation is critical for maintaining high standards and accountability.
- ◆ Communication Skills: Facilitating clear and effective communication enhances collaboration among team members and stakeholders.
- ◆ Planning and Coordination: Organizing and coordinating various scheme activities ensures efficient execution and achievement of objectives.



Key Contacts

- ◆ District Collector: To secure administrative support and resources for effective scheme implementation.
- ◆ District Level Officials of All Departments: To facilitate comprehensive scheme integration and address cross-sectoral issues.
- ◆ LSGI: To obtain local governance support and ensure alignment with community needs.
- ◆ MLAs/MPs: To gain advocacy support and access additional funding and resources for various initiatives.

- ◆ PWD: To address infrastructure needs and ensure proper facilities for *Anganwadis*.
- ◆ Water Authority: To secure adequate water supply and sanitation facilities for a healthier environment in *Anganwadis*

Child Development Project Officer

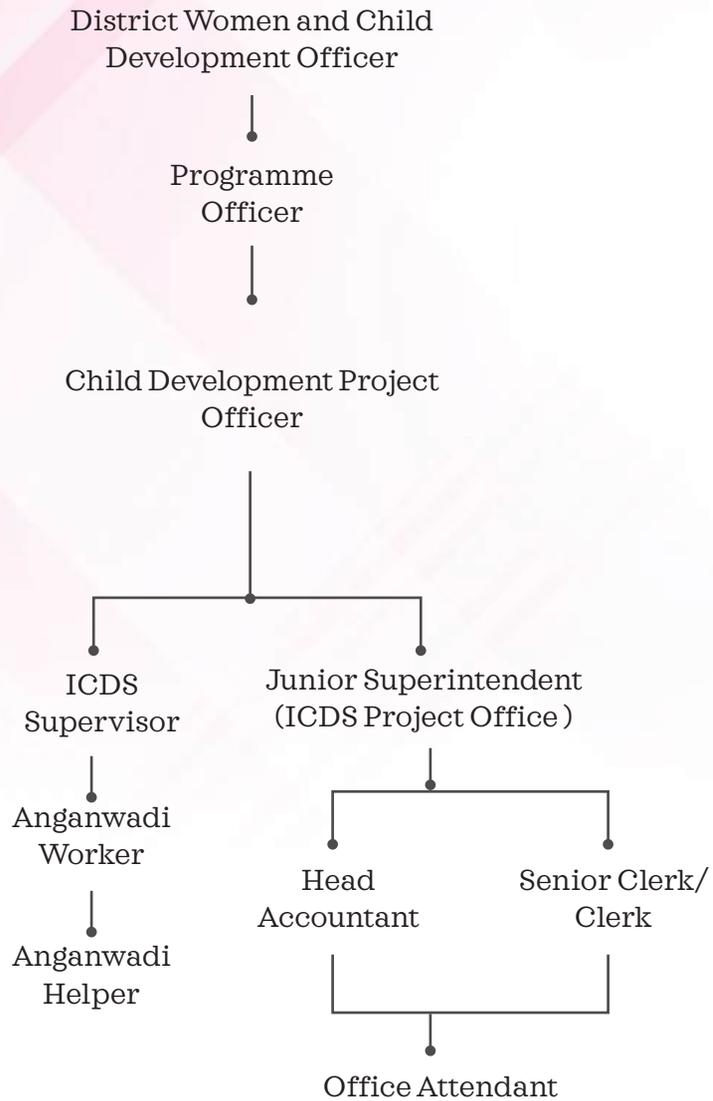


Job Summary:

Child Development Project Officer coordinates, monitors and oversees the comprehensive implementation of the Integrated Child Development Services (ICDS) scheme at the Block Level.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of ICDS Supervisor.

By Direct Recruitment:

- ◆ Masters Degree in Home Science or Social work, or Sociology or Psychology from a recognized University.
- ◆ Preferential Qualification: Post Graduate Diploma in Social Work recognized by the Government of India or Government of Kerala.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.
- ◆ The post of CDPO is reserved exclusively for women.

Entry Level Attributes:

- ◆ Attention to Detail: Ability to meticulously oversee project operations and compliance.
- ◆ Proactiveness: Initiative in implementing welfare schemes and addressing community needs.
- ◆ Adaptability: Open to adjusting work approaches based on evolving directives and challenges.
- ◆ Accountability: Demonstrates responsibility in executing assigned tasks and meeting deadlines.
- ◆ Collaboration: Work closely with LSGI, team members and stakeholders for effective programme implementation.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Ability to clearly convey information to stakeholders, team members and beneficiaries.
- ◆ Project Management: Capable of organizing, implementing and supervising welfare schemes efficiently.
- ◆ Supervisory Skills: Competent in managing and guiding staff to ensure duties are carried out effectively.
- ◆ Problem-Solving: Ability to identify challenges and develop practical solutions for project success.
- ◆ Data Management: Skilled in maintaining accurate records, registers and reports for project activities.

Working Conditions:

- ◆ The CDPO works in a dynamic and collaborative office environment, often interacting with diverse teams, stakeholders and community members. The role may require occasional travel to field locations and attendance at meetings.

Other Requirements:

- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.



Duties and Responsibilities:

1. Implement the Integrated Child Development Services Scheme through ICDS Blocks and *Anganwadis* in line with Central and State Government directives.
2. Ensure basic facilities like building maintenance, drinking water, toilets and kitchen equipments for *Anganwadis* in coordination with LSGI.
3. Oversee the efficient functioning of the ICDS Project Office as its Head.
4. Ensure punctuality of subordinate staff members and their active participation in office related activities.
5. Serve as the Drawing and Disbursing Officer of the ICDS Project Office.
6. Prepare and submit projects for the welfare of women and children at the Block Panchayat and execute them upon approval.
7. Participate in committees where the CDPO is a member.
8. Ensure the timely Submission of *Anganwadi*-related project proposals, especially for supplementary nutrition programs, to Gram Panchayats and ensure its efficient execution.
9. Ensure timely provision of services through *Anganwadis* to all beneficiaries including women, children, lactating mothers and adolescent girls.
10. Visit *Anganwadis* regularly to evaluate their operations and check the accuracy of various registers.
11. Inspect Amrutam Nutrimix manufacturing units and Take Home Ration Strategy (THRS) units to ensure SOP compliance.
12. Submit periodic reports promptly.
13. Prepare and submit the advance travel program to the Programme Officer and review the travel plans and tour diaries of supervisors.
14. Supervise the work of Psycho Social School Counsellors.
15. Prepare and maintain selection lists, appointments and transfer records of *Anganwadi* workers and helpers.
16. Ensure timely provision of honorarium, pensionary benefits and welfare fund benefits to *Anganwadi* workers.
17. Conduct investigations and submit reports as directed by senior officers.
18. Organize meetings, camps and health checkups in *Anganwadis* with cooperation of the Health and Family Welfare Department.
19. Facilitate training programs for *Anganwadi* workers and supervisors.
20. Monitor the growth of children in *Anganwadi* areas and maintain growth records in MCP

cards.

21. Identify and ensure referral services and remedial actions for children with developmental/growth problems.
22. Guide *Anganwadi* workers on the observation of designated days.
23. Ensure timely immunization of children in *Anganwadi* areas.
24. Promote social participation to improve *Anganwadi* operations and ensure regular *Anganwadi* Level Monitoring and Support Committee (ALMSC) meetings.
25. Conduct monthly meetings of *Anganwadi* workers and helpers with clear agendas.
26. Organize regular staff meetings.
27. Act as Public Information Officer under the Right to Information Act, 2005.
28. Serve as Convenor of the Women and Children Working Group at the Block Panchayat level.
29. Serve as Convenor of the Block Level Child Protection Committee.
30. Act as Child Marriage Prohibition Officer within the designated jurisdiction.
31. Serve as the nodal officer for preventing violence against women in the workplace within the assigned jurisdiction.
32. Support the DCPO, WPO and DWCDO in the implementation of laws like the DV, JJ, POCSO and Dowry Prohibition Act.
33. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Leadership and Team Management
- ◆ Effective Communication and Public Relations
- ◆ Financial Management and Budgeting
- ◆ Project Planning and Implementation
- ◆ Monitoring and Evaluation Techniques
- ◆ Community Engagement and Social Mobilization Strategies
- ◆ Crisis Management and Conflict Resolution
- ◆ Essential Life Skills



Competencies

- ◆ People First: Essential for ensuring the welfare of women, children and *Anganwadi* workers, aligning with the focus on service delivery.
- ◆ Delegation: Key for managing and distributing tasks effectively among subordinates, ensuring smooth operations of the ICDS Project Office.
- ◆ Planning and Coordination: Critical for organizing welfare programs, submitting timely project proposals and coordinating with LSGI and stakeholders.

- ◆ Attention to Detail: Necessary for overseeing compliance, maintaining accurate records and ensuring the proper implementation of programs.
- ◆ Consultation and Consensus Building: Important for working collaboratively with stakeholders to achieve shared goals in welfare initiatives.

Key Contacts

- ◆ LSGI: For project submissions and the execution of welfare initiatives for women and children.
- ◆ Health and Family Welfare Department: For organizing health checkups, immunization and camps in *Anganwadis*.
- ◆ Women Protection Officer: For collaboration in the implementation of women protection laws initiatives.

ICDS Supervisor



Job Summary:

The ICDS Supervisor serves as the field-level officer for the Integrated Child Development Services Scheme and has a pivotal role in its effective implementation at the Gram Panchayat level.



Reporting and Supervisory Relationship

District Women and Child
Development Officer



Programme
Officer



Child Development Project
Officer



ICDS
Supervisor



Anganwadi
Worker



Anganwadi
Helper



Job Specifications

Qualifications:

- ◆ By promotion from various categories.

Direct Recruitment:

- ◆ Degree in Sociology/Social Work, Home Science or Psychology from a recognized University.

OR

A Degree in any other discipline of a recognized University along with *Balasevika* Training certificate (One Year Course) issued by the Indian/State council for Child Welfare or any other recognised Institutions or Pre- Primary Teachers Training Certificate from Institutions recognized by the Government.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.
- ◆ The post of Supervisor is reserved exclusively for women.

Entry Level Attributes:

- ◆ Attention to Detail: Ability to meticulously observe and manage various initiatives .
- ◆ Strong Work Ethic: Demonstrates commitment to responsibilities and willingness to take initiative.
- ◆ Integrity: Upholds ethical standards and ensures accountability in all actions.
- ◆ Empathy: Shows genuine concern for the well-being of beneficiaries, particularly women and children.
- ◆ Team-Oriented: Willingness to collaborate effectively with colleagues and stakeholders.
- ◆ Adaptability: Capable of adjusting to changing priorities and working conditions.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Ability to convey information clearly and effectively, both verbally and in writing.
- ◆ Organizational Skills: Capable of managing multiple tasks, deadlines and records efficiently.
- ◆ Basic Problem-Solving: Ability to identify issues and suggest solutions.
- ◆ Time Management: Ability to prioritize tasks and meet deadlines consistently.
- ◆ Basic Technical Literacy: Competent in using standard office software and reporting tools.
- ◆ Interpersonal Skills: Effective in building rapport and maintaining productive working relationships.

Working Conditions:

- ◆ The Supervisor works in a dynamic and collaborative office environment, often interacting with diverse teams, stakeholders and community members. The role may require occasional travel to field locations and attendance at meetings.

Other Requirements:

- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.



Duties and Responsibilities:

1. Guide and support *Anganwadi* staff for effective implementation of the Integrated Child Development Services (ICDS) Scheme.
2. Ensure timely delivery of services to ICDS beneficiaries, including women, children, adolescent girls, pregnant women and lactating mothers in the designated *Anganwadi* area.
3. Submit project proposals for *Anganwadi* services to the relevant LSGI and take immediate steps for implementation upon approval.
4. Participate in LSGI meetings related to project implementation and provide feedback, suggestions and evaluations for effective execution.
5. Conduct monthly visits to *Anganwadis* in the assigned area.
6. Monitor all activities, including Early Childhood Care and Education (ECCE), rectify irregularities, record findings in the inspection book and follow up on corrective actions.
7. Conduct home visits with *Anganwadi* workers and helpers, verify register entries and promote awareness of Early Childhood Care and Education (ECCE) and innovative departmental projects/schemes.
8. Oversee the maintenance of all required registers and ensure they are updated regularly.
9. Direct and supervise the organization of meetings such as Mothers' Meetings, ECCE Day and Growth Monitoring Sessions at regular intervals.
10. Facilitate and attend meetings to ensure timely organization of ALMSC (*Anganwadi* Level Monitoring and Support Committee).
11. Collaborate with stakeholders to improve basic facilities at *Anganwadis* through the support of the Women and Child Development Department and other stakeholders.
12. Ensure adherence to approved working hours at *Anganwadis*.
13. Inspect the quality and storage of food grains in *Anganwadis* and ensure that standards are met.
14. Verify that *Anganwadi* premises are maintained hygienically according to proper standards.
15. Oversee food preparation and service in *Anganwadis* to ensure compliance with food safety standards.
16. Implement measures to ensure the welfare and safety of children at *Anganwadis*.
17. Assist *Anganwadi* workers in conducting area surveys and updating beneficiary lists.
18. Ensure proper growth monitoring of children, updating of growth charts and follow-up for children with growth issues.

19. Verify the list of beneficiaries below the poverty line and severely malnourished children and ensure appropriate support services.
20. Organize innovative educational activities to support child development at *Anganwadis*.
21. Ensure preschool education is conducted as per prescribed norms and lesson plans.
22. Foster coordination with elected representatives and clubs to streamline ICDS project implementation.
23. Visit AMRUTHAM NUTRIMIX units and Food Corporation of India (FCI) godowns to verify product quality, proportions and hygiene during manufacturing.
24. Ensure that all consumables used in *Anganwadis*, including AMRUTHAM NUTRIMIX and medicines are within their expiry date.
25. Enforce compliance with Section IV of the Food Safety Act in *Anganwadis*.
26. Facilitate timely immunization of children and report any cases of un-immunized children to the Child Development Project Officer.
27. Verify that *Anganwadi* staff possess the necessary prescribed certifications.
28. Ensure access to clean drinking water at *Anganwadis*.
29. Obtain safety certificates for *Anganwadi* buildings and take necessary actions.
30. Guide and assist *Anganwadi* workers in organizing festivals and celebrations.
31. Identify training needs of *Anganwadi* workers and helpers and arrange timely training programs.
32. Organize awareness programs, seminars and training sessions for holistic development of women and children.
33. Ensure the timely provision of service benefits to *Anganwadi* employees and maintain accurate entries in the Service Register.
34. Maintain attendance and leave records of *Anganwadi* staff and ensure alternative arrangements for uninterrupted operations.
35. Train *Anganwadi* workers in the use of departmental online reporting systems.
36. Coordinate Junior Public Health Nurses' visits to *Anganwadis* and ensure their services are utilized effectively.
37. Assist the Child Development Project Officer in implementing the Prohibition of Child Marriage Act.
38. Serve as an enquiry officer for widow pension claims and marriage allowance distribution.
39. Act as the enquiry officer for pensions for unmarried women above 50 years old.
40. Convene Panchayat Level Child Protection Committees.
41. Coordinate with health, agriculture, education and other agencies at the panchayat level.
42. Lead the Women and Child Working Group in Panchayats and implement related project/schemes.

43. Maintain up-to-date records on all *Anganwadi*-related information.
44. Identify vulnerable children in the *Anganwadi* area and arrange support through Panchayats or other agencies.
45. Visit homes of severely malnourished children and distressed mothers to provide guidance and ensure protective measures are in place.
46. Ensure birth and death entries are accurately recorded in the survey and immunization registers.
47. Compile and submit monthly progress reports from *Anganwadis*.
48. Supervise the hygienic maintenance of the dining area post-meals and ensure proper resting arrangements for children.
49. Ensure *Anganwadis* have adequate play and relaxation facilities for children.
50. Collaborate with health department officials to identify disabilities in children and ensure timely diagnosis and treatment.
51. Monitor and evaluate the performance of *Anganwadi* staff according to set guidelines.
52. Participate in meetings and events related to ICDS project implementation, including sector and review meetings.
53. Attend all required committee meetings regularly.
54. Prepare and submit timely reports to LSGI and other departments.
55. Investigate and report on applications related to the welfare of women and children as directed.
56. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Implementation of ICDS Schemes
- ◆ Monitoring and Evaluation of Child Development Programs
- ◆ Nutritional Support and Food Safety Standards
- ◆ Community Awareness and Engagement
- ◆ Early Childhood Care and Education
- ◆ Gender Sensitization and Child Protection
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: This competency is essential for understanding the needs of beneficiaries particularly women and children and for fostering a supportive environment in *Anganwadis*.

- ◆ Attention to Detail: This competency ensures accurate monitoring of records and compliance with guidelines.
- ◆ Planning and Coordination: This competency is vital for the successful execution of various programs and meetings ensuring that all activities align with project objectives.
- ◆ Result Orientation: This competency drives the achievement of goals related to child development nutrition and educational outcomes in the *Anganwadi* setting.
- ◆ Communication Skills: This competency facilitates clear information exchange with stakeholders which is essential for effective collaboration and scheme implementation.

Key Contacts

- ◆ LSGI Officials: Contacts for coordination and support from LSGI.
- ◆ Health Department Representatives: Key for ensuring health services, immunizations and nutritional support for children.
- ◆ NGOs, Community Leaders and Volunteers: Local influencers who can help mobilize community support for ICDS initiatives.
- ◆ Nutritionists and Health Educators: Specialists who can provide training and resources related to nutrition and health education.



Senior Superintendent

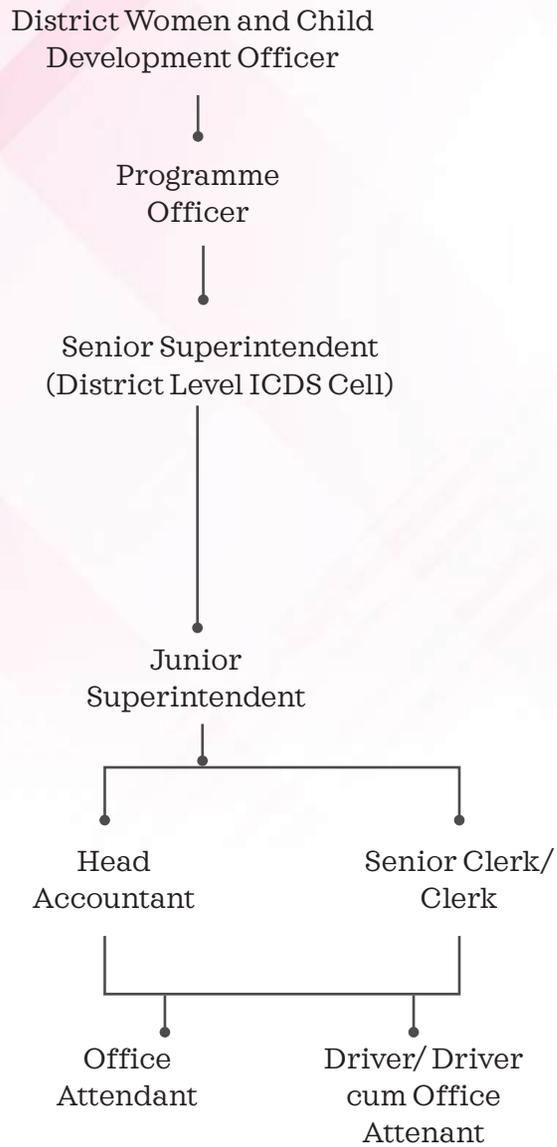


Job Summary:

Senior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for management and coordination of various administrative tasks, ensuring compliance with relevant regulations and rules. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of Junior Superintendent.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ◆ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ◆ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance.
- ◆ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ◆ Attention to Detail: Ability to notice discrepancies and ensure accuracy in records and documentation.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Proficient in verbal and written communication, facilitating clear information exchange.
- ◆ Problem-Solving Skills: Ability to identify issues and propose practical solutions.
- ◆ Basic Financial Acumen: Understanding of budgeting, accounting principles and financial documentation.
- ◆ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ◆ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Manage and coordinate various administrative tasks.
2. Scrutinize establishment pay bills, contingent bills and other bills of establishment concerned, duly observing the relevant rules and guidelines in the matter.
3. Verify the casual leave application of the Non-gazetted staff.
4. Ensure that the employees reach the office on time and engaged in office related activities.
5. Ensure attendance is recorded as soon as employees reach the office and necessary entries are made in the Personal Cash Declaration Register.
6. Daily attendance closing of ministerial staff shall be carried out.
7. Ensure that employees leave the office for official purposes only after recording in the movement register during office hours.
8. Monitor the movement of files to and from the superior officers.
9. Ensure that the clerks maintain personal registers properly and in strict accordance with provisions of Manual of Office Procedure, Inspect the personal register as per schedule.
10. Ensure that the currents are attended promptly by the clerks.
11. Evaluate the pendency position and get the monthly abstracts and detailed arrears list of each section in the prescribed proforma.
12. Ensure the prompt collection and remittance of TDS / GST and assure that periodical returns of the same have been submitted and registers in this regard are updated.
13. Supervise the maintenance of all records pertaining to Service matters, accounts, stocks, cash book, etc.,
14. Monitor the reconciliation of the accounts from the treasury and the AG.
15. Ensure the timely disbursement of salary, allowances, wages and honorarium of employees.
16. Ensure the prompt remittance of various recoveries from salary.
17. Verify the issuance of salary certificates are in line with the relevant orders and guidelines.
18. Act as reporting officer for the submission of confidential reports of Junior Superintendents and Head Clerks through the SCORE portal.
19. Verification and approval of online challans.
20. Ensure timely preparation, drawal and disbursement of various contingent bills such as telephone charges, water charges, purchase bills, electricity bill etc.,
21. Collection and remittance of Government revenue and auction money.
22. Collection of EMD and disbursal of the same on completion of procedures.
23. Ensure timely payment of cost of stores procured through GeM
24. Ensure that the details of all items purchased for office use (including electronic items and computer peripherals) are entered in the stock register and kept up to date.
25. Ensure the machinery and equipments used in office are maintained in good working conditions.

26. Enrollment of newly appointed employees in SPARK after verifying the documents.
27. Ensure admission of newly appointed employees in GPF, GIS, SLI, NPS, GPAIS , MEDISEP, etc.,
28. Sanctioning of increments of employees in SPARK as and when it is due.
29. Ensure the time bound processing of pensionary benefits of to employees.
30. Regular verification of Cash book, subsidiary registers, bills and other records
31. Physical verification of daily cash balance and stamp account
32. Collection and remittance of fee in connection with RTI.
33. Oversee the GPF temporary advance to employees in accordance with the delegation of financial powers in force and applicable rules.
34. Supervision of transfer of charges between clerical staff
35. Ensure that the service books of employees are periodically updated, duly signed and maintained and verify e-service books in SPARK properly.
36. Ensure the submission of annual property statement of employees.
37. Ensure the periodical verification of office stock register, furniture register, stationery register and printed forms register.
38. Ensure verification of log books of vehicles and generators, if any before drawal of fuel charges.
39. Ensure the safe custody of cheque books and pass books
40. Ensure the receipt, distribution, utilization of Stationery / Printed forms and their safe custody.
41. Ensure that the e-office system is functioning efficiently in all sections. Ensure that receipts are distributed properly and labelled appropriately.
42. Supervise the work assigned to the staff directly under his/her charge and ensure processing of files in the concerned section being done promptly and efficiently.
43. Submit the files to higher officers commenting with correct and latest rule positions on the subject.
44. Ensure the proper maintenance and recording of registers like cash book, e-TR5 register, etc.
45. Monitor progress of schemes regularly implemented under the charged section.
46. Liaise with other sub offices.
47. Conduct internal audit/surprise visit within the department.
48. Ensure updating plan expenditure in the Planspace portal.
49. Act as State Public Information Officer under the RTI Act 2005.
50. Ensure that the budget is prepared according to the prescribed rules and regulations.
51. Conduct ICDS project office inspections as directed by the District Program Officer.
52. Lead the audit team of ICDS project offices in the district, verify proper maintenance of registers adhering to general rules and regulations.

53. Supervise daily office operations, ensuring accurate service delivery and strict compliance with guidelines and directives.
54. Prepare and submit SOE and DORE PLAN Progress Reports and Utilization Certificates.
55. Develop and submit budgets and APIP related to ICDS in the district.
56. Serve as the State Public Information Officer of the District Level ICDS Cell under the RTI Act.
57. Coordinate effectively with subordinate offices, providing clear instructions and resolving doubts.
58. Consult with Programme Officer before bill preparation and fund disbursement.
59. Serve as the DDO of the District Level ICDS Cell.
60. Offer necessary assistance for effective implementation of schemes through ICDS.
61. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Record Management
- ◆ Communication and Interpersonal Skills
- ◆ Project Management Fundamentals
- ◆ Legal Awareness and Compliance
- ◆ Team Collaboration and Leadership
- ◆ Problem-Solving and Decision-Making
- ◆ Ethics and Integrity in Public Service
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Essential for ensuring accuracy in record management, compliance with regulations and the proper management of files.
- ◆ Integrity: Essential for maintaining ethical standards when dealing with confidential information and financial matters.
- ◆ Planning and Coordination: Critical for effectively managing tasks, overseeing projects and ensuring the smooth operation of office activities.
- ◆ Decision Making: Necessary for making informed choices regarding employee matters, financial processes and project management.
- ◆ Communication Skills: Vital for effectively conveying information, preparing reports and interacting with colleagues and stakeholders.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination
- ◆ Directorate of WCD: For general administrative coordination.

Junior Superintendent

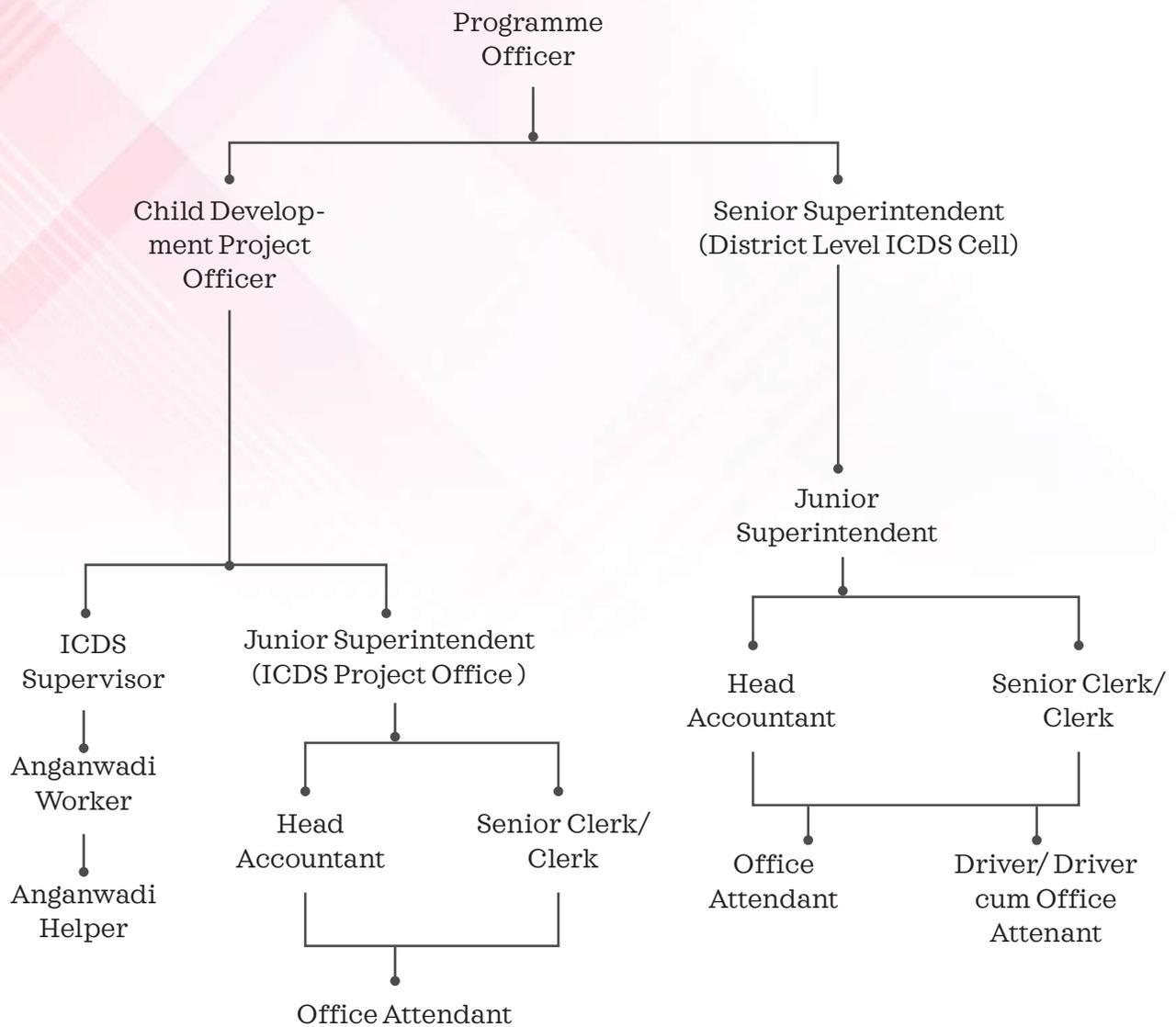


Job Summary:

Junior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment. S/he guides subordinates in smooth file processing and proper maintenance of records.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ♦ Promotion from Senior Clerk/Head Accountant.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ♦ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ♦ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance to ensure smooth file processing and record maintenance.
- ♦ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ♦ File Management: Proficient in overseeing file processing, maintaining records and ensuring compliance with established procedures.
- ♦ Communication: Excellent verbal and written communication skills to provide clear directions, feedback and support to staff members.

Skills and Abilities (To be assimilated progressively):

- ♦ Problem-Solving: Adept at identifying and resolving challenges that may hinder efficient office functioning, devising effective solutions to improve workflow.
- ♦ Adaptability: Demonstrates the ability to adapt to changing circumstances, handle multiple tasks and thrive in a dynamic office environment.
- ♦ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ♦ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ♦ A computer with seamless internet connectivity.

Other Requirements:

- ♦ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Supervise the work of subordinates under direct charge to ensure prompt and efficient processing of files in the concerned section.

2. Provide assistance, mentorship & guidance to staff members.
3. Manage and coordinate various departmental activities effectively.
4. Ensure maintenance of personal registers by clerks, inspect it periodically.
5. Ensure and verify the maintenance of important records and registers, such as cash book, attendance register etc.,
6. Verify establishment and contingent bills are prepared in compliance with existing rules and regulations.
7. Monitor the progress and implementation status of various schemes.
8. Liaise with various offices/ institutions of the department.
9. Ensure that the files, records, registers and documents requested through requisition notes are provided on time and promptly respond to enquiry notes.
10. Ensure that reports demanded by the higher authorities are submitted within the designated time frame.
11. Respond to audit queries within specified time limits.
12. Periodically verify the Audit Objection Register, take prompt corrective actions and follow up to address audit objections.
13. Ensure that liabilities fixed are demanded and collected in a time-bound manner.
14. Monitor the reconciliation of accounts from the treasury and the AG.
15. Monitor the updating of the office stock record on all items bought for use in the administrative office, including electronics and computer accessories.
16. Ensure the enrollment of newly appointed employees in SPARK after verifying their documents.
17. Ensure the proper admission of newly appointed employees in GPF, GIS, SLI, NPS, GPAIS, MEDSEP, etc.,
18. Periodically verify the office stock register, furniture register, stationery register, etc.
19. Regularly update and maintain employee service books, duly signed and verify the e-service book.
20. Verify log books of vehicles and generators, if any, prior to fuel charges being drawn.
21. Oversee the proper functioning of the e-Office system in all sections.
22. Monitor the movement of files and ensure their timely disposal.
23. Verify files submitted from sections, provide opinions, clarify and address queries from superior officers, citing relevant statutes/guidelines, etc.
24. Ensure the maintenance of applicable registers, records and files at the concerned sections.
25. Respond to enquiries and provide information to various stakeholders.
26. Oversee the preparation of the advance cum adjustment register, ensuring compliance with rules, verifying receipts/vouchers and submitting the final bill to the treasury within the specified timeframe.
27. Supervise the preparation of honorarium bills, cross-verify leave statements issued by supervisors and verify account numbers of *Anganwadi* workers/helpers.

28. Ensure the proper sanctioning of maternity leave for *Anganwadi* workers, record entries in the maternity leave register and oversee that the honorarium bills are prepared in compliance to it.
29. Verify and timely submit Advance Tour Program of CDPOs and supervisors.
30. Coordinate the preparation of salary and benefits payment bills for employees, submitting them to the superior officer following existing provisions.
31. Ensure the preparation of TA bills for *Anganwadi* workers/helpers, aligning with attendance registers from project-level meetings and submitting the bills promptly.
32. Timely forward the monthly review report of CDPOs and ICDS supervisors to the Programme Officer and Directorate.
33. Verify compliance with government orders and regulations in *Anganwadi* Worker/Helper appointments and submit records to CDPO for review.
34. Maintain accurate files related to *Anganwadi* Worker/Helper appointments and transfers.
35. Attend meetings in the absence of the CDPO, as directed.
36. Promptly notify urgent matters to the attention of the CDPO where urgent reports/replies are required.
37. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Supervision
- ◆ Mastering File Processing and Record Keeping
- ◆ Teamwork and Collaboration in the Workplace
- ◆ Essential Life Skills



Competencies

- ◆ Organisational Awareness: Understanding the internal dynamics and structure of the department, as well as its objectives and functions.
- ◆ Decision Making: Making well-informed and timely decisions and managing office operations to ensure efficient workflow.
- ◆ Teamwork: Fostering a collaborative and cohesive work environment, encouraging effective teamwork and cooperation among staff members.
- ◆ Attention to Detail: Demonstrating meticulousness in file processing, record maintenance and adherence to timelines to ensure smooth office functioning.
- ◆ Communication Skills: Possessing excellent verbal and written communication abilities to provide clear directions, feedback and support to subordinates and effectively liaise with stakeholders.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.



Head Accountant

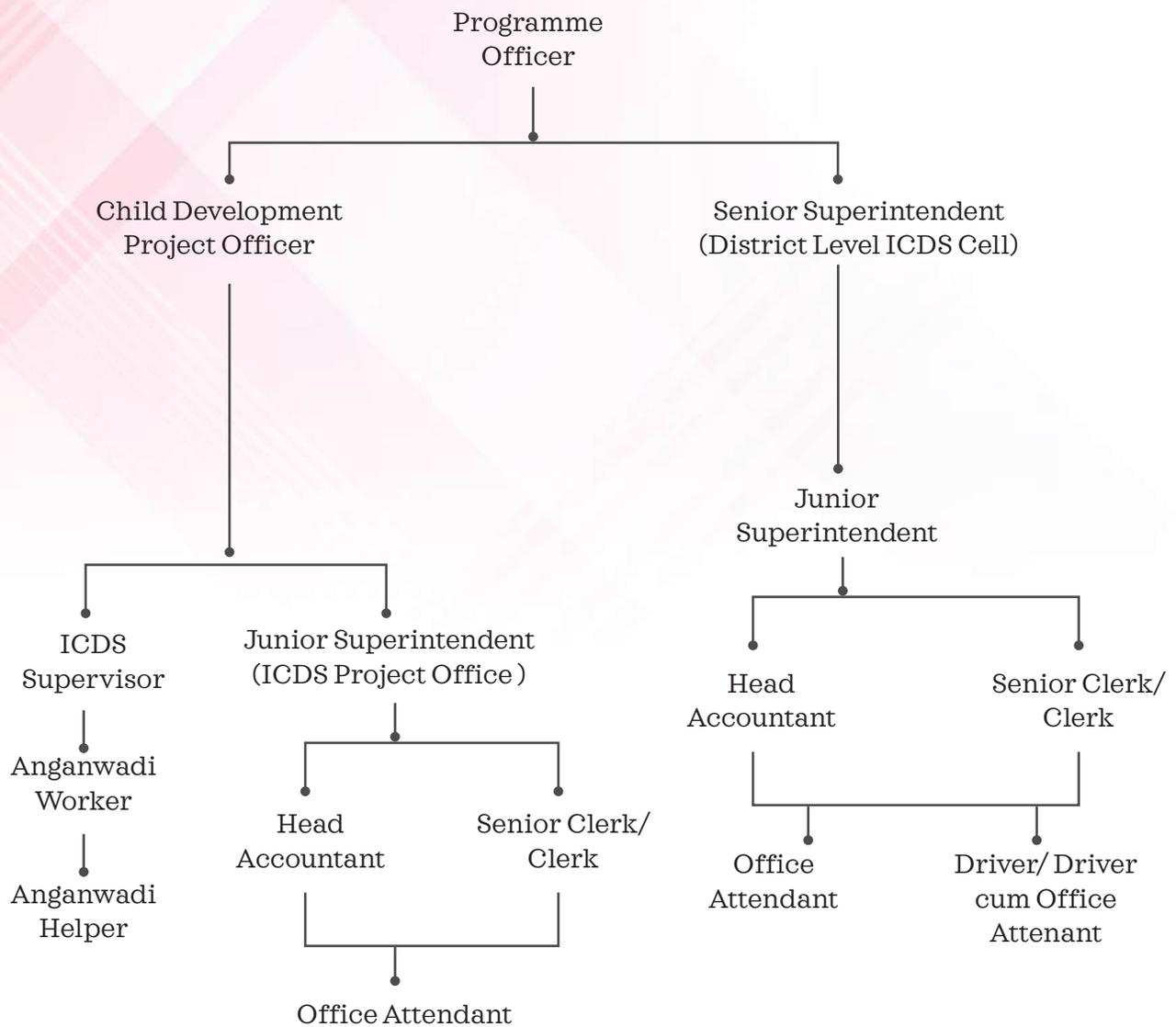


Job Summary:

Head Accountant discharges a pivotal role in financial management and office administration. S/he is responsible for preparation of various bills ensuring compliance with rules and regulations and enhancing accounting practices & procedures. S/he is responsible for various aspects of accounting including budget preparation, account maintenance and reconciliation.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ As per the existing Special Rules

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Financial Expertise: A deep understanding of financial principles, accounting standards and relevant laws are essential for effective budget preparation, account reconciliation and resolving audit findings.
- ◆ Analytical Acumen: The ability to analyze financial data, identify discrepancies and make informed decisions is crucial for maintaining accurate accounts and to ensure compliance with regulations.
- ◆ Attention to detail: Keenness to handle files, registers, bills and other financial documents with precision, minimizing errors and maximizing efficiency.
- ◆ Problem-Solving Skills: S/he should adept at investigating and resolving account-related issues and non-compliance, demonstrating strong problem-solving capabilities.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Proficiency: Excellent written and verbal communication skills are essential for preparing timely replies to queries, interacting with superiors and maintaining clear documentation.
- ◆ Time Management: Being able to adhere to timelines and deadlines is crucial for maintaining an organized and efficient workflow.
- ◆ Continuous Learning: Keeping up-to-date with changing financial regulations, Acts and guidelines is vital for maintaining compliance and ensuring efficient financial management.
- ◆ Integrity: Upholding high ethical standards and integrity in financial matters is crucial for maintaining trust and credibility within the department and among stakeholders.
- ◆ Time Management: Being able to prioritize tasks, meet deadlines and efficiently allocate resources is vital for managing a range of financial responsibilities effectively.
- ◆ Interpersonal Skills: Strong interpersonal abilities are essential for working proactively with team members, superiors and stakeholders, fostering a positive and productive work environment.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.,
2. Maintenance of various registers.
3. Assist in the preparation of budget.
4. Maintenance and reconciliation of the department's accounts.
5. Investigate and resolve audit findings, account discrepancies and non-compliance issues.
6. Contribute to the development of emerging accounting practices, programs and procedures.
7. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
8. Manage correspondences of various official communications in a timely and accurate manner.
9. Assist in the strategic planning and monitoring of various schemes.
10. Prepare budgets for different projects and initiatives.
11. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
12. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
13. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
14. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
15. Ensure compliance with relevant Acts, rules, laws, regulations etc. and stay updated on guidelines and procedures relevant to the job.
16. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
17. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
18. Process files related to court cases and suits on a priority basis.
19. Arrange facilities for the smooth conduct of audits.
20. Provide replies to enquiry notes and initiate follow-up actions.
21. Record audit observations in the audit objection register.
22. Create PEN in SPARK for newly recruited employees.
23. Create TEN in SPARK for temporary employees.
24. Update entries on SPARK and obtain approval from superior officers.
25. Initiate action for the ratification of the appointment of a temporary employee.
26. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.

27. Initiate actions for the declaration of probation for newly recruited/promoted employees.
28. Initiate action to process annual increments for eligible employees.
29. Initiate action to sanction Higher Grades for eligible employees.
30. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
31. Initiate action to fix the pay when an employee is reverted.
32. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
33. Maintain the service book of employees with proper approval.
34. Handle relieving and joining processes for employees (SPARK and Manual).
35. File TDS and GST returns on time.
36. Organize and maintain G.O.s, circulars, and other reference documents in the Stock File.
37. Prepare and submit timely replies to queries/Interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
38. Ensure an efficient and organized work environment.
39. Proper maintenance of computers, printers, and other office equipments falls under the responsibility of the official.
40. Timely disburse entitled benefits to *Anganwadi* workers/helpers and employees.
41. Record expenditure related information in the e-jeevika software system to maintain accurate financial records.
42. Prepare and execute DORE, including the meticulous preparation of Statements of Account.
43. Initiate the preparation of allotment applications and submit proposals for allocation to the District Women and Child Development Officer.
44. Participate actively in auditing activities, especially when assigned to audit in ICDS Project offices.
45. Record and update entries in the attendance book, cash book register, leave movement register etc., submit them promptly to the superior officers.
46. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
47. Maintain comprehensive files of employee leave applications, ensuring accuracy and submitting them to the relevant officials.
48. Provide necessary assistance to superiors for the preparation of budget and APIP, contributing to effective financial planning.
49. Maintain records of treasury transactions and ensure the secure management of bank transactions.
50. Initiate steps to advance funds for workshops, seminars, training programs and events related to project implementation

51. Respond to inquiries and provide information to various stakeholders.
52. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Financial Management and Budgeting
- ◆ Advanced Accounting Practices and Procedures
- ◆ Mastering Financial Analysis and Reporting
- ◆ File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Given the responsibility of handling financial records, reconciliations and audits, attention to detail is essential to ensure accuracy and compliance.
- ◆ Strategic Thinking: Assisting in the development of updated accounting practices and contributing to the planning and monitoring of schemes requires strategic thinking to align financial processes with organizational goals.
- ◆ Decision Making: Investigating and resolving account discrepancies, non-compliance issues, audit findings for effective decision-making
- ◆ Integrity: Maintaining high ethical standards and integrity is critical for handling financial matters.
- ◆ Communication Skills: Excellent communication skills are necessary to prepare timely replies to queries, interact with superiors and maintain clear documentation.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.

Senior Clerk / Clerk

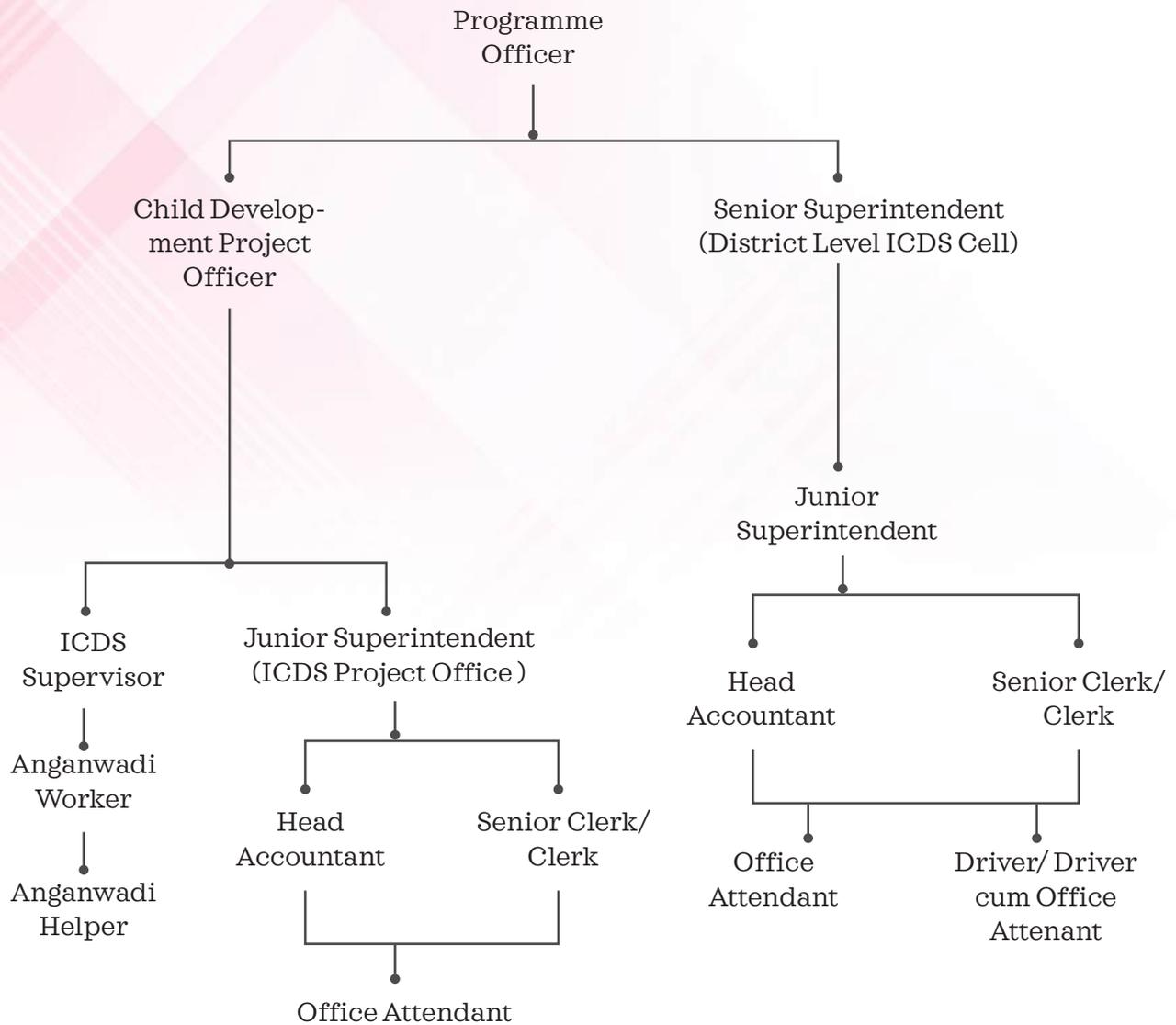


Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the office. S/he is responsible for efficient file management and maintenance of an organized work environment.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ **Clerk :** Pass in SSLC Examination or any other equivalent qualification.
- ◆ **Senior Clerk :** Promotion from the post of clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses to queries, interpellations and official correspondences.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills, and budgets.
- ◆ Problem-Solving: The ability to identify and resolve issues in file management, communication or record-keeping contributes to the clerk's effectiveness in their role.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Proficiency in computer applications is essential
- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.
2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
7. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
8. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
9. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
10. Ensure compliance with relevant Acts, rules, laws, regulations etc., and stay updated on guidelines and procedures relevant to the job.
11. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
12. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
13. Process files related to court cases and suits on a priority basis.
14. Arrange facilities for the smooth conduct of audits.
15. Provide replies to enquiry notes and initiate follow-up actions.
16. Record audit observations in the audit objection register.
17. Create PEN in SPARK for newly recruited employees.
18. Create TEN in SPARK for temporary employees.
19. Update entries on SPARK and obtain approval from superior officers.
20. Initiate action for the ratification of the appointment of a temporary employee.
21. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
22. Initiate actions for the declaration of probation for newly recruited/promoted employees.
23. Initiate action to process annual increments for eligible employees.
24. Initiate action to sanction Higher Grades for eligible employees.
25. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
26. Initiate action to fix the pay when an employee is reverted.

27. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
28. Maintain the service book with proper approval.
29. Handle relieving and joining processes for employees (SPARK and Manual).
30. File TDS and GST returns on time.
31. Organize and maintain G.O.s, circulars and other reference documents in the Stock File.
32. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
33. Ensure an efficient and organized work environment.
34. Proper maintenance of computers, printers and other office equipments that falls under the responsibility of the official.
35. Ensure the timely preparation and submission of various bills, including salary, honorarium, contingent bills etc.,
36. Compile and submit bills and registers necessary for the disbursement of benefits to *Anganwadi* workers.
37. Organize and maintain files and registers relevant to the implementation of the ICDS scheme, submitting them to the concerned officer.
38. Collect and compile various data collected from *Anganwadis* for further analysis and decision-making.
39. Gather, compile and submit necessary data for budgeting, APIP and other related processes.
40. Prepare briefing notes for meetings attended by the CDPO.
41. Take proactive measures to ensure the timely delivery of entitled benefits to both *Anganwadi* workers/helpers and employees.
42. Manage the stamp account register, recording entries, and submitting it for verification within the designated timeframe.
43. Coordinate and arrange training programs, meetings, celebrations and workshops related to project implementation under the direction of superiors.
44. Prepare for AG Audit, Departmental Audit, Finance Inspection and Local Fund Audit, ensuring timely response to audit reports.
45. Upon receipt of medicine kits, pre-school kits, study materials and contingency items, record entries in relevant registers and facilitate distribution as per procedures.
46. Maintain service records of Psycho-social school counsellors ensuring timely providing of service benefits.
47. Maintain the register for *Anganwadi* worker services, updating entries periodically and submit it to the designated authority.
48. Follow the calendar for training programs for *Anganwadi* workers and supervisors.
49. Initiate actions to sanction pensionary benefits for *Anganwadi* workers. Execute actions for the preparation of the selection list of *Anganwadi* workers, as directed.
50. Handle leave and transfer applications of *Anganwadi* workers efficiently.

51. Respond to enquiries and provide information to various stakeholders.
52. Preparation of new scheme proposals/ projects upon the direction of superior officers.
53. Maintain and timely update various registers with relevant entries.
54. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Computer Applications
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle correspondence, legislative requirements and consultations with colleagues and superiors.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.
- ◆ Directorate of WCD: For general administrative coordination.

Office Attendant

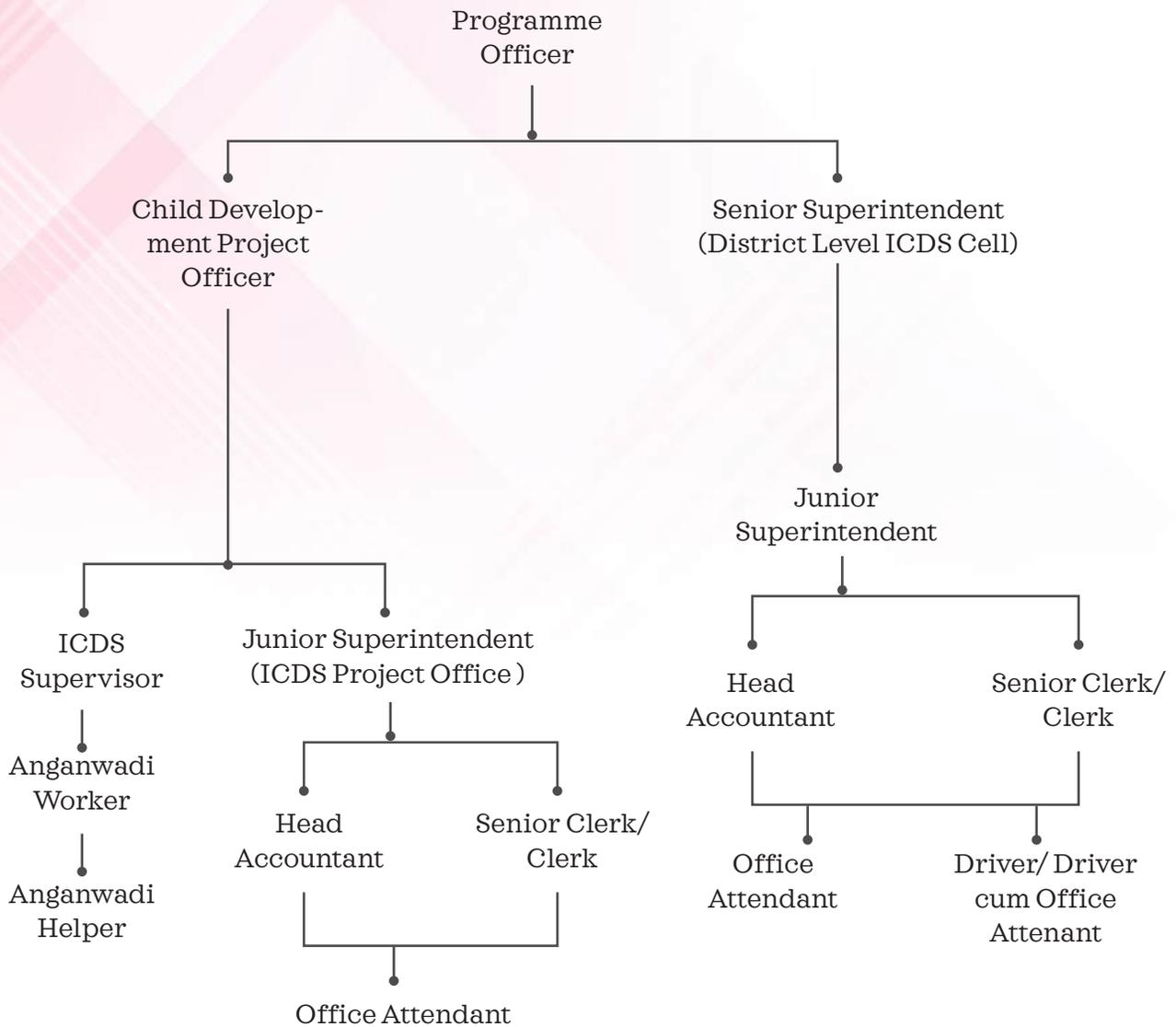


Job Summary:

Office attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office environment. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant section, displaying a keen sense of urgency and attentiveness.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning and other duties assigned.
- ◆ Punctuality: Ensure timely opening and closing of the office, promptly arranging meeting venues and fulfilling other time-sensitive responsibilities.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and recipients of mail packages.
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.
- ◆ Technical Skills: Handle basic administrative tasks involving photocopying, printing, scanning and operating electronic equipments.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the office is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Efficiently manage and organize the office space.

2. Create a comfortable work environment by opening doors, windows and switching on electronic equipments before the start of working hours.
3. Close all windows and doors ensure lights, fans and electronic equipments are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout the meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc.,as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Organization
- ◆ Mastering Office Etiquette and Customer Service
- ◆ Effective Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure seamless distribution to designated recipients.
- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and recipients of mail packages.
- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.



Key Contacts

Nil

Driver / Driver Cum Office Attendant

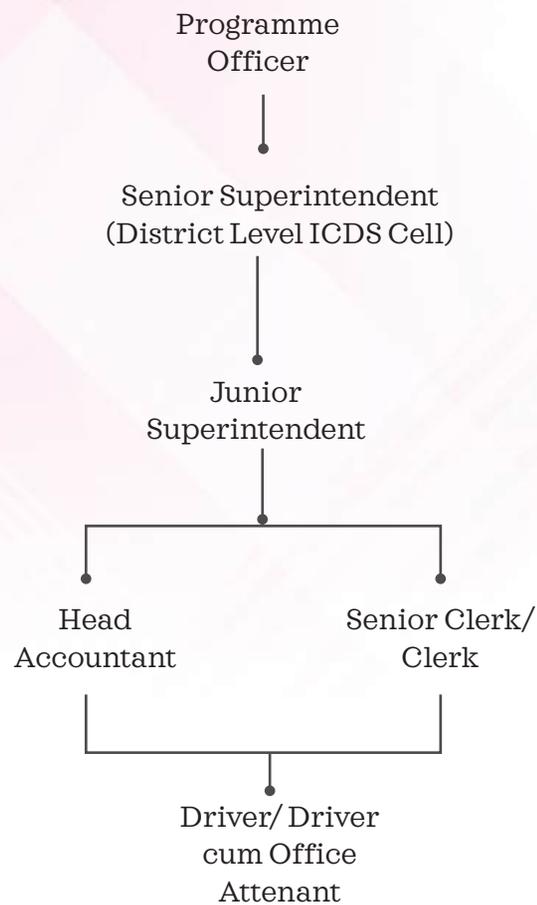


Job Summary:

Driver/Driver cum Office Attendant provide transportation services to officials and staff, ensuring their safe and timely travel to various destinations. S/he assists with office tasks, such as running errands, handling documents, etc., as and when required. The Driver cum Office Attendant plays a crucial role in facilitating the smooth functioning of the office and supporting its daily operations.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ♦ Educational qualification of Standard VII or its equivalent.
- ♦ Must possess a Motor Driving License of at least three years..

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job. S/he shall be able to sit for extended periods and handle the loading/unloading of items as and when required.
- ♦ Ear: Hearing should be perfect.
- ♦ Eye: (Both the Eyes)
 - Distant Vision - 6/6 Snellen
 - Near Vision - 0.5 Snellen
 - Colour Vision - Normal
 - Night Blindness - Nil
- ♦ Muscles and Joints: No Paralysis and all Joints with free movements.
- ♦ Nervous System: Perfectly normal and free from any infectious diseases
- ♦ .

Entry Level Attributes:

- ♦ Punctuality: Being consistently on time and reliable in fulfilling transportation duties.
- ♦ Adaptability: Ability to adjust to changing schedules, routes and unforeseen circumstances.
- ♦ Professionalism: Maintaining a courteous and respectful demeanour while interacting with passengers and officials.
- ♦ Confidentiality: Handling sensitive information with utmost discretion and maintaining strict confidentiality.
- ♦ Safety-Conscious: Prioritizing the safety of passengers and following all traffic rules and safety guidelines.
- ♦ Problem-Solving: Capable of quickly identifying and resolving minor vehicle issues during travel.

Skills and Abilities (To be assimilated progressively):

- ♦ Navigation: Familiarity with GPS and map reading to plan and execute optimal travel routes.
- ♦ Communication: Effective verbal and written communication skills to coordinate with passengers and department staff.
- ♦ Basic Maintenance: Ability to perform minor vehicle maintenance and checks, such as oil level, tyre pressure, etc.,
- ♦ Time Management: Efficiently managing travel schedules and ensuring timely arrivals at destinations.
- ♦ Organizational Skills: Keeping track of documents, schedules and maintaining a tidy vehicle and workspace.

- ♦ Multi-tasking: Capable of handling both driving responsibilities and office attendant duties seamlessly.
- ♦ Service Orientation: Providing excellent service to passengers and officials during travel.
- ♦ Alertness: Staying attentive and alert during long drives and being prepared for any unexpected situations.
- ♦ Detail-Oriented: Paying close attention to instructions, route details and passenger preferences.

Working Conditions:

- ♦ The driver shall be provided with a designated vehicle for official duties.
- ♦ This role requires extensive travel over long distances and willingness to work beyond working hours.

Other Requirements:

- ♦ Should have good physical health and mental alertness while operating the vehicle.
- ♦ Knowledge in First Aid Medical Care.
- ♦ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Drive officials and staff to designated locations safely and efficiently.
2. Maintain the vehicle in a clean and well-functioning condition.
3. Adhere to traffic rules and regulations while operating the vehicle.
4. Plan and follow appropriate routes to reach destinations on time.
5. Stay updated on traffic conditions and any changes in the travel itineraries of officials.
6. Provide courteous and professional assistance to passengers during the journey.
7. Assist passengers in embarking and disembarking from the vehicle, as and when required.
8. Perform routine vehicle inspections and report any maintenance issues.
9. Troubleshoot minor issues and perform basic maintenance tasks
10. Ensure the vehicle is fueled and ready for daily use.
11. Maintain accurate records of mileage, trips and fuel consumption.
12. Maintain the log book of the vehicle properly.
13. Monitor and report any unusual incidents or emergencies during travel.
14. Coordinate with staff to schedule appointments and pickups.
15. Deliver and collect documents, packages and other items as and when required.
16. Assist in loading and unloading equipments or supplies as needed.
17. Handle basic administrative tasks, such as photocopying, answering to phone calls etc., as and when required.
18. Perform the duties of an office attendant as and when required.
19. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Professional Driving Etiquette and Conduct Program
- ◆ Defensive Driving Training
- ◆ Basic First Aid and Emergency Response Training
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Ensuring meticulousness in vehicle maintenance, following traffic rules and executing travel plans accurately and efficiently.
- ◆ Result Orientation: Demonstrating a focus on timely and safe transportation, adhering to schedules and efficiently handling various duties.
- ◆ Problem-Solving: Identifying and resolving minor vehicle issues during travel and addressing any unexpected challenges that may arise on the road.
- ◆ Communication Skills: Effectively communicating with passengers, officials and department staff, ensuring clear instructions and maintaining a professional demeanour.
- ◆ Self-Awareness and Self-Control: Understanding one's emotions, behaviour and reactions and maintaining composure during long drives or stressful situations.



Key Contacts

Nil

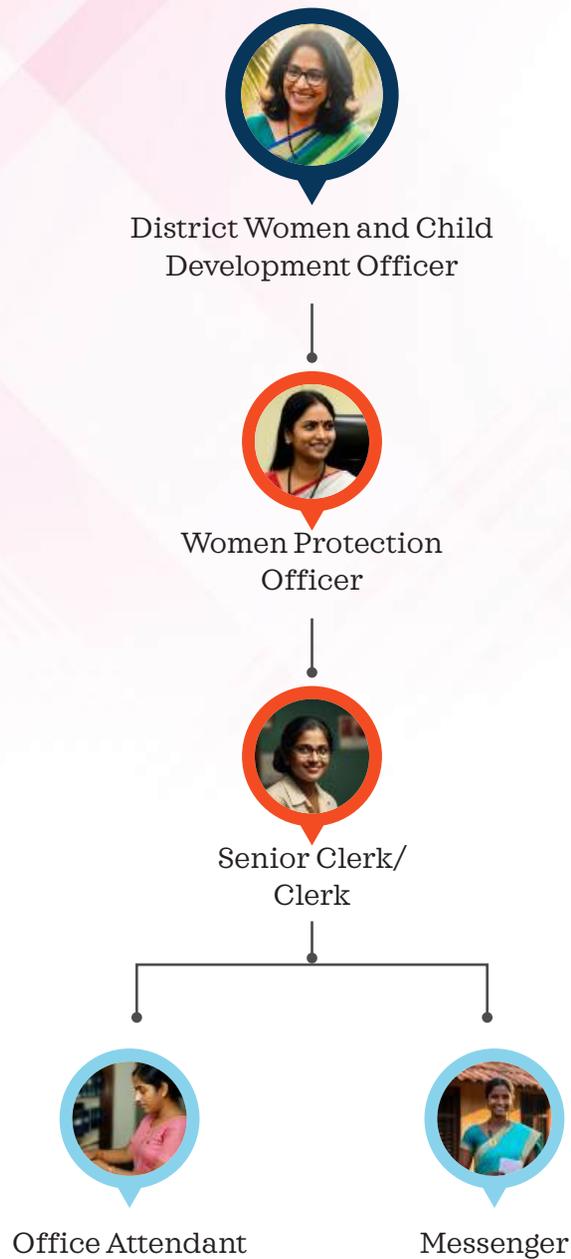




Women Protection Office

Women Protection Officer	225
Senior Clerk/Clerk	233
Office Attendant	239
Messenger	245

Reporting and Supervisory Relationship



Women Protection Officer

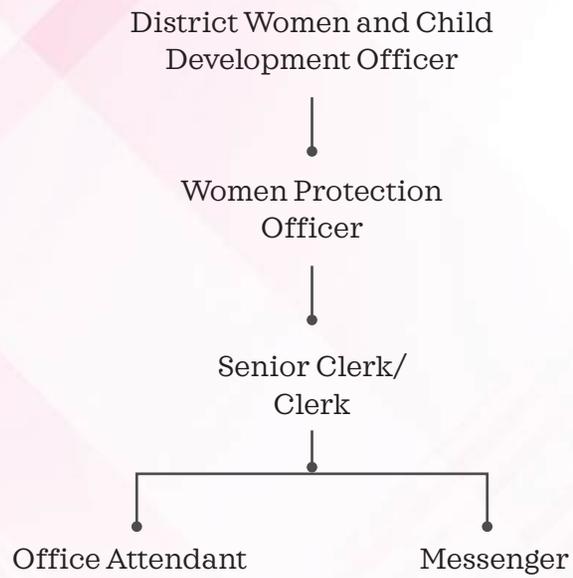


Job Summary:

The Women Protection Officer (WPO) is a designated statutory authority under the Protection of Women from Domestic Violence Act 2005. She is responsible for safeguarding women from domestic violence, receiving and addressing complaints related to domestic violence, ensuring that aggrieved individuals has access to support services and implementing protective measures as mandated in the PWDV Act.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Should have PG in Sociology/Social Work/ Psychology or a Degree in Law..

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ In-depth Knowledge of the PWDV Act: Essential for implementing the Act effectively, preparing reports and assisting aggrieved women in legal matters.
- ◆ Case Management Expertise: Ability to handle, document and follow up on cases, including the preparation of Domestic Incident Reports and compliance with court orders.
- ◆ Crisis Intervention Skills: Proficiency in providing immediate support, including arranging medical assistance, shelter and legal aid for aggrieved persons and children.
- ◆ Coordination with Service Providers: Ability to manage relationships with various service providers, including shelter homes, medical facilities and legal aid centers.
- ◆ Financial Management Competence: Required for handling financial records, budget preparation, and maintaining the financial operations.

Skills and Abilities (To be assimilated progressively):

- ◆ Organizational Awareness: Understanding the structure, roles and functions of various service providers and government departments involved in women's protection.
- ◆ Communication Skills: Crucial for liaising with stakeholders, conducting awareness programs and providing information to aggrieved persons.
- ◆ Team Collaboration: Working effectively with service providers, court officials and various committees to ensure coordinated support for women.
- ◆ Attention to Detail: Necessary for accurate record-keeping, report preparation and compliance with legal requirements.
- ◆ Problem-Solving Ability: Essential for addressing complex cases, ensuring compliance with legal orders and implementing effective solutions in crisis situations.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ In-depth Knowledge of the PWDV Act is essential.
- ◆ Awareness of various Acts, Rules and Schemes related to Women and Child Development Department.

Duties and Responsibilities

A) Administrative:

1. Implement the Protection of Women from Domestic Violence (PWDV) Act 2005, including

- preparing Domestic Incident Reports, assisting aggrieved women in filing cases and executing court orders.
2. Facilitate and assist individuals in submitting applications / complaints under various sections of the PWDV Act.
 3. Provide information on the rights of aggrieved persons under the PWDV Act.
 4. Submit Domestic Incident Reports and applications / complaints received under PWDV Act to Judicial First-Class Magistrate Courts.
 5. Aid aggrieved persons and children in obtaining medical assistance, including arranging transportation to medical facilities.
 6. Assist in securing transportation for aggrieved persons and children to shelters.
 7. Notify registered Service Providing Centers (SPC) about potential service requirements.
 8. Offer and provide free legal aid, medical assistance, safe shelter and other necessary support to aggrieved persons.
 9. Serve notices of appearance issued by magistrates, ensuring compliance within prescribed timeframes.
 10. Maintain a comprehensive list of service providers, shelter homes, medical facilities and supporting departments.
 11. Ensure compliance with magistrates' orders under the PWDV Act following prescribed procedures.
 12. Prepare 'Safety Plans' in Form V in consultation with aggrieved persons.
 13. Coordinate with various and other departments for effective implementation of PWDV Act.
 14. Update the list of counsellors every three years and submit the revised list to magistrates.
 15. Provide the services of a welfare expert as required by magistrates.
 16. Conduct field enquiries as directed by the courts and submit reports within prescribed timeframes.
 17. Investigate the wealth, assets, financial position and income potential of respondents and file reports to the court.
 18. Restore possession of personal effects like gifts, jewels etc. to aggrieved persons.
 19. Assist aggrieved persons in regaining custody of children and securing visitation rights as directed by the court.
 20. Assist the court in enforcing orders and report breaches of protection orders.
 21. Conduct enquiries on applications from NGOs aspiring to become Service Providing Centers (SPC) and shelter homes, submitting rejection/recommendation reports to the department.
 22. Attend District-level monitoring and evaluation committees under the PWDV Act, providing status updates on work done.
 23. Coordinate and monitor the functions of various service providers.
 24. Enquire, recommend/reject, disburse financial assistance and undertake follow-up activities for victims of gender-based violence.
 25. Administer day-to-day office activities of WPO Office.

26. Act as a member of After Care Home management committee, *Nirbhaya* committee, and District *Sahayastham* committee.
27. Implement schemes like *Rakshadooth* and WhatsApp Helpline numbers.
28. Provide mediation facilities for amicably settling family disputes.
29. Conduct enquiries and file reports in dowry-related petitions forwarded by Dowry Prohibition Officers.
30. Act as member in the selection processes of Legal counsellors of SPC's, Staff of DV shelter homes, One Stop Centre and Messenger.
31. Monitor and evaluate Mahila Mandhiram, DV shelter homes and SPC.
32. Timely furnish monthly reports.
33. Administer and coordinate activities of the One Stop Centre.
34. Convene District-level Task-Force committee meetings to decide day-to-day activities of the One Stop Centre.
35. Conduct recruitment procedures for staff members of One Stop Centre.
36. Manage day-to-day activities of the One Stop Centre.
37. Identify temporary buildings, find land, construct permanent buildings and purchase necessary materials/furniture for the One Stop Centre.
38. Monitor and manage the welfare of residents of OSC, including medical assistance and repatriation.
39. Manage District Widow cell and Widow Help Desk, convene committee meetings, conduct programs for widows and prepare projects/schemes for widows.
40. Conduct marriage enquiries for residents of MahilaMandhiram, DV shelter Homes, *Sakthi Sadhan*, After Care homes and Women & Child Home.
41. Organize sensitization and awareness programs on issues addressed by the PWDV Act.
42. Conduct campaigns under the POSH Act 2013.
43. Maintain attendance registers, causal leave registers, service books and other related registers.
44. Verify various registers, including Notice Register, Court Order Register and Audit Objection Register etc.,
45. Maintain filing systems through e-office.
46. Act as the State Public Information Officer of WPO Office under the RTI Act.
47. Act as the charge officer of the CMO portal.

B) Financial:

1. Verification of:
 - a. Receipt book
 - b. Register of the receipt book
 - c. Contingent Register
 - d. Pay bill register

- e. Treasury bill book
- f. Register of furniture
- g. Stock register of stationery and forms
- h. Register of tenders
- i. Register of PF loans
- j. Register of valuables
- k. Salary certificate issue register

2. Maintenance of:

- a. DDO pass book and cheque book of the treasury
- b. Log book
- c. e-TR5 receipt
- d. book, cheque book and counter foils of used cheques for OSC
- e. cash book of OSC for the District Collector
- f. cash book for imprest money

3. Prepare budget, forecasts and submit financial reports.

4. Maintain financial records for the One Stop Centre including bills and vouchers.

5. Submit UC (Utilization Certificate) and SOE (Statement of Expenditure) of OSC

C) Unspecified Duties and Responsibilities:

1. Plan and execute seminars, workshops and awareness programs on PWDV Act, Dowry Prohibition Act, Child Marriage Act, POSH Act and other relevant legislations.
2. Coordinate district-level activities related to women protection services conducted by the Women & Child Development Department.
3. Act as an agent of social reformation to drive positive societal change.
4. Serve as a member/convenor of the Local Committee under POSH Act, constituted by the District Collector.
5. Participate as a member of the District Panchayath working group.
6. Contribute as a member of the District *Jagratha Samithi*.
7. Intervene to ensure a violence-free home atmosphere as and when required.
8. Attend staff selection processes for After Care Home, *EnteKoodu*, One-day Homes and Women and Children's Home.
9. Monitor and evaluate Sakthi Sadhan and other relevant programs.
10. Address various women-related issues, including substance abuse and psychosocial concerns.
11. Handle problems faced by other state labourers (women) and their families.
12. Attend review meetings at the district and state levels.
13. Observe and organize various women and child-related events and programs.
14. Conduct gender-sensitive awareness programs for diverse segments of society.

15. Liaise with stakeholders of the Protection of Women from Domestic Violence Act 2005, including the Judiciary, Police Department, District Administration, Health Department, Local Self-Government, Kudumbashree, Social Justice Department and SC/ST Department.
16. Work towards social reforms and contribute to ensuring the safety of women.
17. Fulfill all duties assigned by the Superior officers, Women's Commission, Human Rights Commission, Child Rights Commission, various Legislative Committees and the District Collector.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Case Management & Documentation
- ◆ Crisis Intervention & Support
- ◆ Financial Management & Reporting
- ◆ Legal Aid & Court Procedures
- ◆ Stakeholder Communication Skills
- ◆ Gender Sensitization & Awareness
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and providing appropriate support to aggrieved individuals and addressing their concerns compassionately.
- ◆ Attention to Detail: Crucial for accurately preparing reports, maintaining records and ensuring compliance with legal procedures and orders.
- ◆ Communication Skills: Vital for effectively interacting with stakeholders, providing information to individuals and conducting awareness programs.
- ◆ Planning and Coordination: Necessary for organizing and managing multiple aspects of the role, including case management, coordination with service providers and event planning.
- ◆ Problem Solving: Important for addressing complex issues, finding solutions in crisis situations and ensuring effective implementation of the PWDV Act.



Key Contacts

- ◆ District Collector: Chairs the District-level Coordination and Monitoring Committee for the PWDV Act, the Sakhi One Stop Centre, etc.,
- ◆ Secretary, District Legal Services Authority (DLSA): Free legal aid for domestic violence victims, victim compensation schemes, etc.,
- ◆ Judicial Officers: Implementation of the PWDV Act.
- ◆ District Police Chief/Commissioner/SHO: Support in enforcing the PWDV Act.
- ◆ District Medical Officer (DMO): Medical services under the PWDV Act, *Bhoomika*, Sakhi One Stop Centre, and Widow Cell.
- ◆ District Panchayat President/Secretary: Implementation of various schemes.
- ◆ SC/ST Department: Stakeholder in related initiatives.

- ◆ Women Development Corporation: Stakeholder in women development programs.
- ◆ Non-Governmental Organizations (NGOs): For matters related with Service Providing Centers (SPCs), Family Counseling Centers (FCCs), Domestic Violence shelters, Shakti Sadhan.
- ◆ *Kudumbashree*: Temporary shelter through *Snehitha* .
- ◆ Kerala State Women's Commission: For submitting reports and complying with the directives of the commission.
- ◆ Kerala State Commission for Protection of Child Rights: For submitting reports and complying with the directives of the commission.
- ◆ Kerala State Human Rights Commission: For submitting reports and complying with the directives of the commission.

Senior Clerk / Clerk

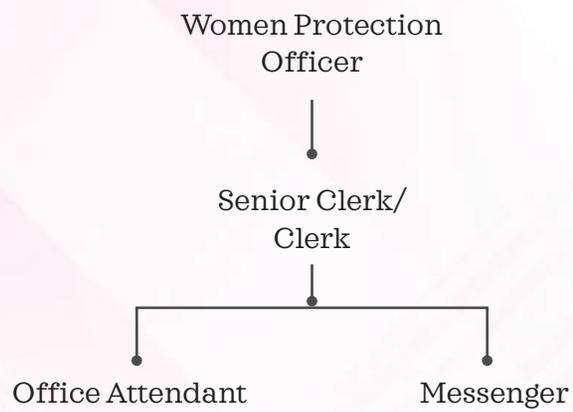


Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the office. S/he is responsible for efficient file management and maintenance of an organized work environment.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ **Clerk :** Pass in SSLC Examination or any other equivalent qualification.
- ◆ **Senior Clerk :** Promotion from the post of clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses to queries, interpellations and official correspondences.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills, and budgets.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Proficiency in computer applications is essential
- ◆ Awareness on various Acts, schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

A) Administrative:

1. Maintain accurate and up-to-date records of administrative and operational activities, such as managing and organizing files, references etc.,

2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Update service books of employees.
7. Track and document casual leave, attendance and movements for permanent and contract staff.
8. Manage personnel records, distribution and dispatch logs.
9. Handle and update registers for DIR, court orders and notices.
10. Update and manage the RTI register.
11. Compile and generate monthly reports.
12. Update and manage the log book.
13. Receive, process and submit to WPO petitions under the Protection of Women from Domestic Violence Act 2005.
14. Ensure timely submission of served notices to the court.
15. Oversee all processes related to the Stationery and Forms Departments.
16. Organize and update files related to Sakhi One Stop Centre.
17. Procure and manage office supplies.
18. Prepare and disseminate internal documents such as agendas, minutes and reports.
19. Handle the processing of petitions/tapals using e-office.
20. Perform data input, file maintenance and database/spreadsheet management.
21. Ensure accuracy and completeness of data.
22. Carry out routine clerical tasks, including photocopying, faxing, scanning, etc.,
23. Adhere to office policies and procedures.
24. Organize and update files related to SPC, and Shakthi Sadhan.
25. Prepare monthly reports for messenger.
26. Fulfill responsibilities as Assistant Public Information Officer under the RTI Act.

B) Financial:

1. Process invoices, purchase orders, tenders and quotations efficiently.
2. Manage BIMS and SPARK.
3. Maintain e-jeevika and ensure accurate financial record-keeping for receipts, expenses, and payments.
4. Prepare financial reports, including DORE and maintain the cash book.
5. Handle the maintenance of receipt books, register of receipt books and the Contingent Register.
6. Manage Treasury bill book, Pay bill register and DDO pass book.

7. Maintain Stamp account, Dispatch register, Log book and e-TR5.
8. Keep records of furniture, stock register of stationery and forms, tenders, PF loans, valuables, and Salary Certificate Issue Register.
9. Prepare budgets, estimates and financial reports.
10. Maintain Pass book and Counter foils of used Cheques for OSC.
11. Initiate steps to submit Utilization Certificates (UC) and Statement of Expenditure (SOE) of OSC.
12. Maintain and timely update various registers with relevant entries.
13. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Computer Applications for Clerks
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines, and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle various initiatives.



Key Contacts

- ◆ Directorate/DWCDO/Other Offices of WCD: For general administrative support and coordination.



Office Attendant



Job Summary:

Office attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office.



Reporting and Supervisory Relationship

Women Protection
Officer



Senior Clerk/
Clerk



Office Attendant

Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant section, displaying a keen sense of urgency and attentiveness.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning, and other duties assigned.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and stakeholders
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Resourcefulness: Monitor and restock office supplies as required, showcasing the ability to meet office needs effectively.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the office is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Efficiently manage and organize the office space.
2. Create a comfortable work environment by opening doors, windows and switching on electronic equipments before the start of working hours.

3. Close all windows and doors ensure lights, fans and electronic equipments are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars, and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc.,as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Maintain the Local Delivery Register
15. Support the clerk in bank / treasury related transactions.
16. Receive tapals and manage the Inward Register.
17. Efficiently distribute tapals using the e-office system, if assigned.
18. Promptly notify WPO and clerk regarding tapals which require urgent/immediate attention.
19. Assist the clerk in the dispatch process.
20. Aid the clerk in various administrative matters,as required.
21. Promptly convey details of court notices to the messenger.
22. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Organization
- ◆ Mastering Office Etiquette and Customer Service
- ◆ Effective Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure seamless distribution to designated recipients.
- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and recipients of mail packages.

- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.

Key Contacts

Nil



Messenger



Job Summary:

The Messenger is responsible for timely and accurate delivery of legal notices issued by the various judicial first-class magistrate courts of the district and the Women Protection Officer.



Reporting and Supervisory Relationship

Women Protection
Officer



Senior Clerk/
Clerk



Messenger



Job Specifications

Qualifications:

- ♦ The Messenger should have qualified Standard VII and possess basic literacy skills, including the ability to read and write.

Physical and Mental Attributes:

- ♦ She should have sound physical and mental health to effectively manage the demands of the job.
- ♦ Only Women candidates are considered to this post.

Entry Level Attributes:

- ♦ Knowledge of Legal Notice Procedures: Understanding the protocols and timelines for the delivery of legal notices
- ♦ Proficiency in Register Management: Ability to accurately maintain and update the Notice Register.
- ♦ Visitor Interaction Etiquette: Ability to greet and assist visitors in a manner that reflects positively on the office.
- ♦ Public Relations Awareness: Familiarity with addressing public enquiries and concerns in a manner that is both responsive and professional.

Skills and Abilities (To be assimilated progressively):

- ♦ Time Management: Efficiently prioritizing and completing tasks within set deadlines, especially when delivering legal notices.
- ♦ Communication Skills: Clear and courteous communication with both visitors and the public, ensuring their inquiries and concerns are handled effectively.
- ♦ Attention to Detail: Maintaining accuracy in updating registers and performing tasks as directed.
- ♦ Adaptability: Flexibility in performing various tasks as needed, adapting to the needs of the office.

Working Conditions:

- ♦ Should have willingness to travel as required.

Other Requirements:

- ♦ Basic awareness on Act, Rules and schemes related to Women and Children.



Duties and Responsibilities

1. Deliver legal notices promptly to the recipients, ensuring adherence to court-mandated timelines.
2. Deliver notices issued by Women Protection Officer to the recipients.
3. Maintain and update the Notice Register regularly.
4. Greet and assist visitors courteously.
5. Respond to public enquiries and concerns promptly.

6. Perform the duties of Office Attendant in his/her absence.
7. Handle basic administrative tasks such as photocopying, scanning, etc.,
8. Perform duties as directed by the Clerk and Women Protection Officer.



Capacity Development Themes

- ◆ Legal Notice Handling & Delivery
- ◆ Public Interaction & Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues and superiors.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.



Key Contacts

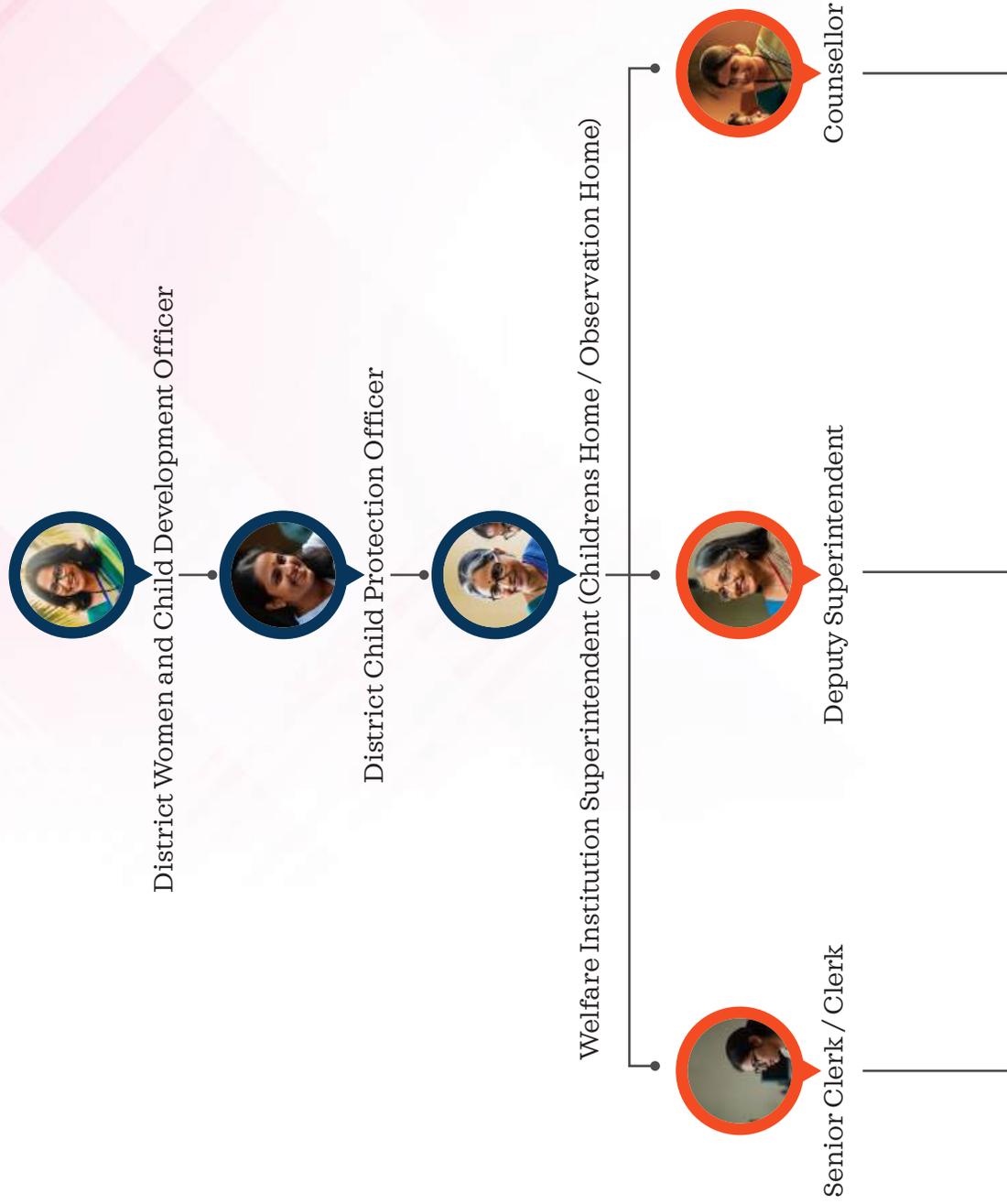
Nil

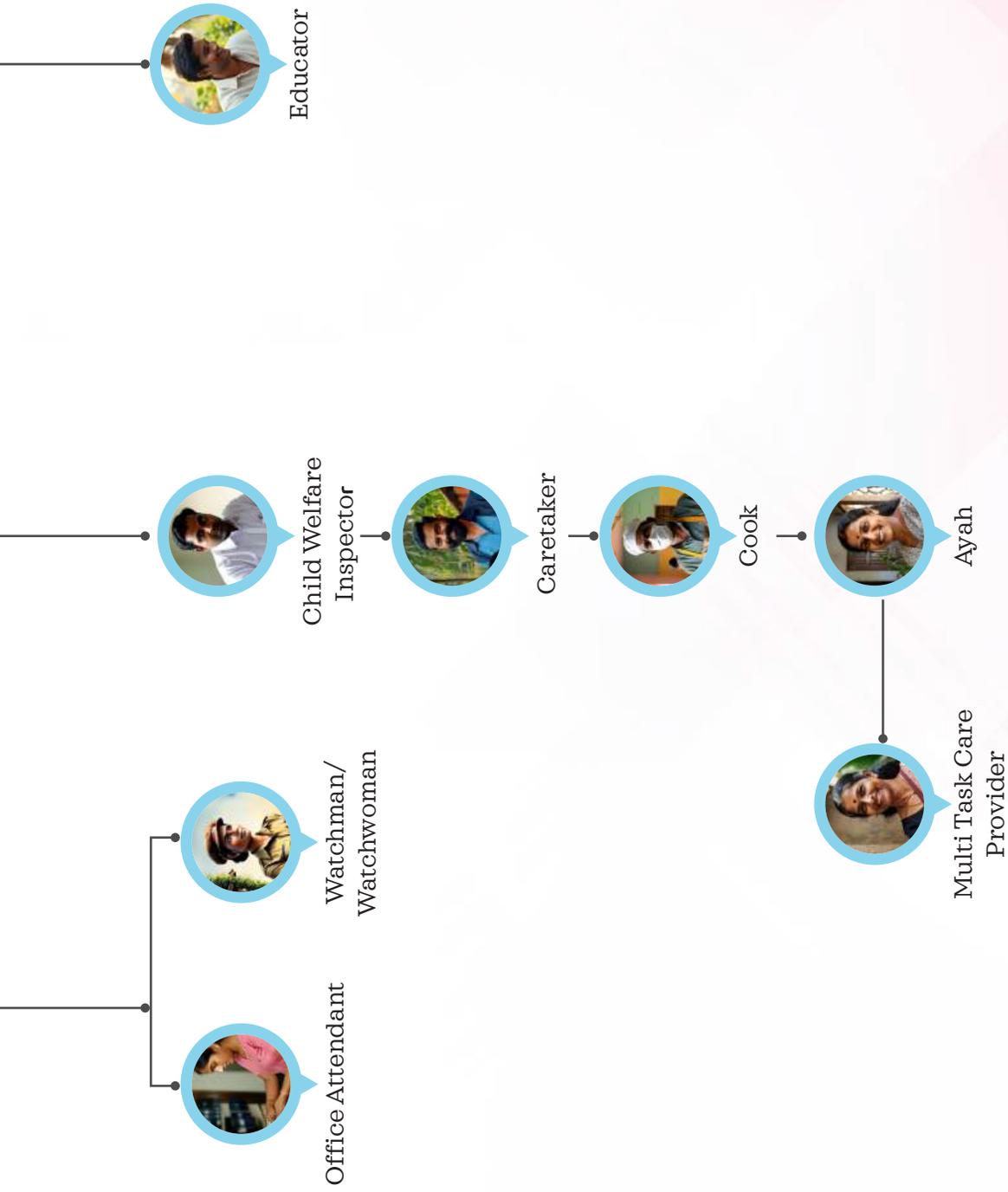


Welfare Institutions

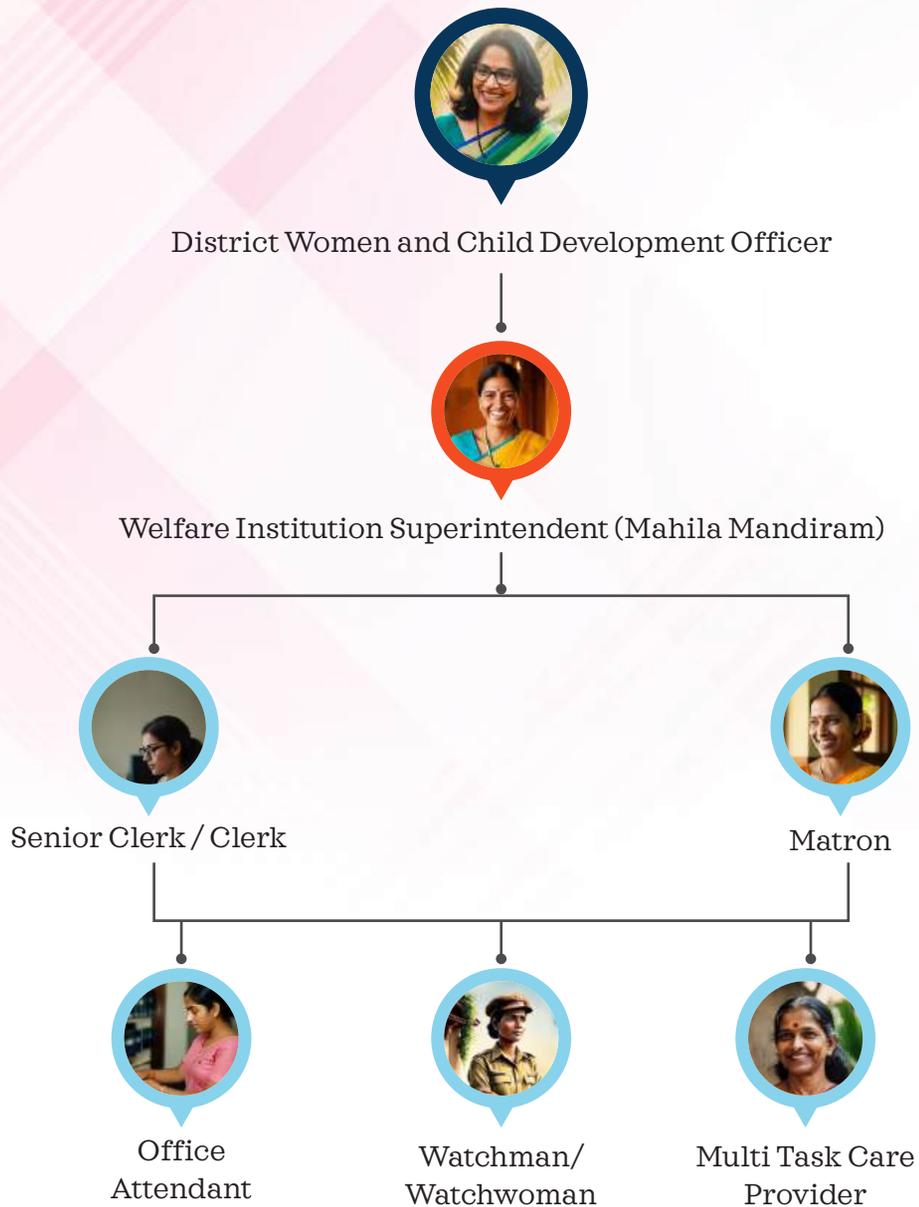
Welfare Institution Superintendent - I	257
Welfare Institution Superintendent - II	265
Welfare Institution Superintendent - III	271
Deputy Superintendent	279
Child Welfare Inspector	283
Care Taker (Male & Female)	289
Matron	297
Ayah	303
Cook	309
Multi Task Care Provider	315
Counsellor	321
Educator	327
Senior Clerk / Clerk	331
Office Attendant	337
Watchman/Watchwoman	343

Reporting and Supervisory Relationship





Reporting and Supervisory Relationship



Children's Home

Children's Home provides care, protection and rehabilitation for children between the age of 5 and 18 years.



Observation Home

Observation Home is a temporary residential institution which provides care, protection and rehabilitation for children who are alleged to be in conflict with the law, as per the Juvenile Justice Act.



Mahila Mandiram



Mahila Mandiram provides care, protection, welfare and rehabilitation for widows, divorced, deserted and destitute women aged 18 to 60. It also functions as a Service Providing Centre under the Prevention of Women from Domestic Violence Act, 2005.

After Care Home

The After Care Home for Adolescents provides shelter, care and protection for 18-year-olds who have been released from Child Care Institutions, ensuring their continued care and protection during this transitional phase.



Short Stay Home

Short Stay Home provides temporary protection for victims of family breakdowns, individuals rejected by their relatives facing social isolation and women living in unsafe situations under various circumstances. These homes offer a range of services facilitating their rehabilitation and integration with society.



Rescue Home

Rescue Home provides protection for women who find themselves in vulnerable situations. The institution facilitates their reintegration into mainstream society, through appropriate rehabilitation measures.





Welfare Institution Superintendent - I

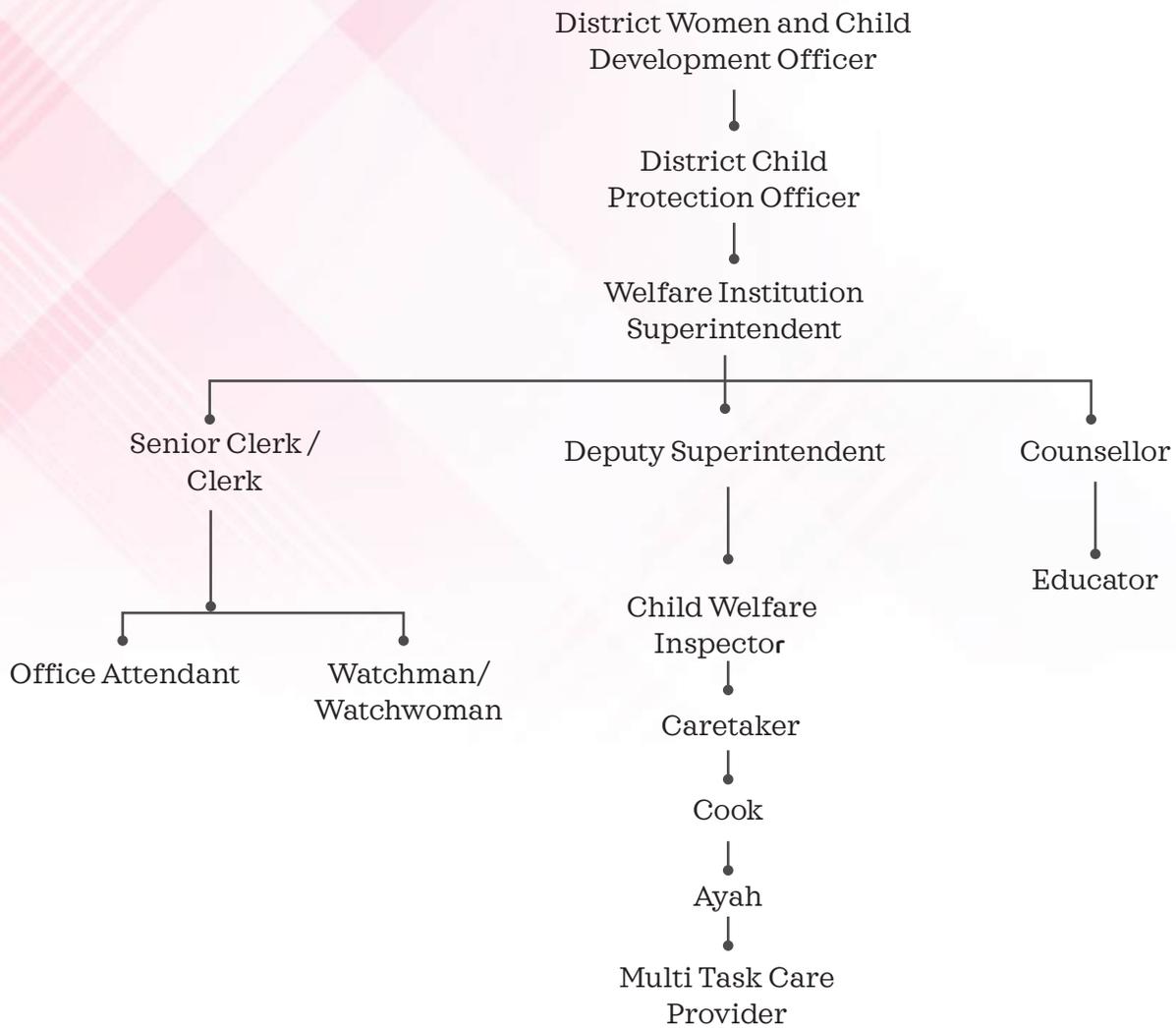


Job Summary:

Welfare Institution Superintendent is the custodian of the Welfare Institution. S/he is primarily responsible for overseeing and supervising all aspects of the institution's day-to-day operations and activities. It involves ensuring attentive care and support for residents, safeguarding their rights and creating a nurturing environment that prioritizes their well-being.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from feeder/ various other categories.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Compassion and Empathy: Displaying genuine care and understanding towards residents, recognizing their individual needs and emotions.
- ◆ Patience: Dealing with diverse backgrounds and challenging situations with composure and tolerance.
- ◆ Advocacy: Championing the rights and well-being of residents, ensuring they receive fair treatment and opportunities.
- ◆ Leadership: Guiding and motivating staff to work cohesively towards the institutional goals and mission.
- ◆ Crisis Management: Swiftly responding to emergencies and making critical decisions to ensure the safety and security of residents.
- ◆ Adaptability: Being open to change and flexible in handling dynamic and evolving situations within the institution.
- ◆ Emotional Resilience: Maintaining determination and emotional strength when facing difficult circumstances.
- ◆ Integrity: Upholding ethical standards in all actions and decisions..

Skills and Abilities (To be assimilated progressively):

- ◆ Communication: Effectively conveying information, actively listening and fostering open dialogue with residents, staff and stakeholders.
- ◆ Organizational Skills: Efficiently managing tasks, schedules and resources to optimize the functioning of the institution.
- ◆ Problem-Solving: Analyzing complex issues and finding practical and sustainable solutions for the benefit of residents.
- ◆ Conflict Resolution: Addressing conflicts and disagreements with diplomacy and fairness.
- ◆ Interpersonal Skills: Building positive relationships with residents, staff, guardians and stakeholders.
- ◆ Financial Management: Skillfully handling budgets, expenses and financial reports to ensure proper resource allocation.
- ◆ Counselling: Providing emotional support and counselling to residents in need.
- ◆ Cultural Sensitivity: Respecting and understanding the diverse cultural backgrounds and beliefs of residents.

- ◆ Child Development Knowledge: Familiarity with child psychology and developmental stages to implement age-appropriate programs and activities.
- ◆ Legal Compliance: Staying informed about relevant laws, regulations and policies related to child welfare and juvenile justice.
- ◆ Healthcare Management: Ensuring proper healthcare provisions and medical attention for residents.
- ◆ Educational Strategies: Implementing innovative educational approaches to promote the learning and development of residents.
- ◆ Resourcefulness: Making the most of the available resources and seeking creative solutions to address the challenges.

Working Conditions:

- ◆ The Superintendent is required to reside either in the designated Superintendent's Quarters or in close proximity to the institution.

Other Requirements:

- ◆ Awareness of Juvenile Justice Act and Child-Related Legislations
- ◆ Knowledge of Child Psychology
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.



Duties and Responsibilities

1. Supervise and monitor the daily operations of the institution.
2. Facilitate in providing attentive care and support to residents.
3. Take proactive measures to protect and uphold the rights of residents in case of denial or violation.
4. Foster a nurturing home environment within the institution that prioritizes love, affection, attention, care and concern for the residents.
5. Engage in active efforts for the welfare and development of the residents.
6. Oversee and maintain discipline among residents and staff.
7. Coordinate educational activities of the residents within the institution.
8. Coordinate and facilitate the celebration of national & regional festivals, organize residents birthday events.
9. Develop and implement healthcare plans, training programs and corrective actions for residents' well-being.
10. Facilitate and provide specialized medical care for residents in need.
11. Arrange the transfer of residents as directed by the Medical Officer (when infected with contagious or communicable diseases) and follow the medical officer's instructions until hospital admission.
12. Arrange and facilitate health examinations for newly admitted residents in the institution.
13. Monitor the duties of the health workers deputed or appointed at the institution.

14. Collaborate with the Health Department to continuously raise awareness about hygiene and personal care.
15. Implement and enforce eco-friendly practices for efficient disposal of organic and inorganic wastes within the institution.
16. Safeguard and securely store the valuables of the residents in the security chest.
17. Maintain Valuable Register and Security Register; obtain witness signature and seek assistance from a goldsmith as and when required.
18. Promote awareness among staff and residents about relevant laws, regulations and constitutional rights.
19. Assign duties promptly and efficiently to the subordinate staff members.
20. Comply with directives issued by the Juvenile Justice Board, Child Welfare Committee, Commissions, Courts, superior officials, etc.,
21. Organize and arrange outings/excursions for the residents of the institution.
22. Establish and maintain high organizational standards by implementing necessary measures.
23. Inspect and ensure proper facilities and standards are utilized for storing and serving food items.
24. Enforce strict adherence to fire safety measures, disaster prevention protocols and first aid medical care.
25. Maintain and upkeep facilities and equipments of the institution.
26. Ensure uninterrupted supply of drinking water and electricity through effective management of inverters, generators, water tanks, etc.,
27. Implement comprehensive security measures for the institution.
28. Take decisive and efficient actions to handle emergencies promptly.
29. Ensure the timely appearance of children before the JJB, Child Welfare Committee and Children's Court, duly recording the dates of such appearances.
30. Keep and update required registers and records in accordance with JJ rules and regulations.
31. Prepare and manage the necessary budgets for the institution, exercising strict financial control.
32. Facilitate in the formation of the Management Committee, as per JJ Act and Rules.
33. Convene regular meetings of the management committee.
34. Conduct meticulous audits of the institution's registers and records.
35. Foster integration, coordination and cooperation in activities with SCPS, ICPS, DCPU, as necessary.
36. Collaborate with the Legal cum Probation Officer of the District Child Protection Unit, KLSA and DLSA to provide legal aid and other necessary support to residents.
37. Conduct daily inspections and record observations in the register.
38. Record matters pertaining to cleanliness, functioning of the institution, food quantity and quality, hygiene of healthcare facilities and rooms, behaviour of children and staff, security systems and maintenance of registers, books, files, etc.,

39. Investigate and address any irregularities discovered, and record the date, time and action taken.
40. Promptly notify the DWCD, JJB, CWC, District Collector through appropriate channels in case of urgent matters unresolved within two working days.
41. Ensure that news/photos are not published or misused to maintain the privacy and personality of the residents of the institution.
42. Collaborate with the Doctor, Dietician to prepare the required menu for the residents and seek its approval from the Management Committee.
43. Execute the procurement of necessary goods for the institution following the store purchase rules.
44. Regularly inspect and maintain the stock register and inventory.
45. Gather feedback from residents and implement necessary changes in accordance with existing regulations.
46. Monitor residents requiring special care and attention.
47. Submit monthly progress reports to concerned officials.
48. Maintain regular communication with the guardians of the residents admitted to the institution.
49. Organize opportunities for the institution's children to interact with prominent individuals of the society.
50. Provide opportunities for motivational training programs, awareness classes, life skills education, preparation for competitive examinations, artistic and literary appreciation for both staff and residents.
51. Provide psychological and emotional support to residents through counselling, yoga and exercise sessions.
52. Organize and conduct educational and entertaining activities for the residents.
53. Take necessary actions to conduct a 'Social Audit' annually within the institution.
54. Maintain a register for documents and valuables entrusted by residents, ensure their safekeeping and easy retrieval.
55. Facilitate the deposit of residents' savings into their respective bank accounts.
56. Enforce stringent measures against the possession and use of intoxicants by staff and residents within the institution.
57. Regularly convene *Balasabha* (children's meetings) to foster communication and engagement.
58. Regulate the intake of outside food provided by guardians of the residents.
59. Undertake repatriation procedures to transfer residents in need of special care and protection to suitable institutions.
60. Ensure punctuality and efficient job performance among employees.
61. Conduct daily morning meetings with employees to evaluate activities and assign tasks for the day, minuting decisions.
62. Ensure full utilization of budgeted funds in a timely manner according to the guidelines.

63. Timely process and disburse employee benefits, including wages and ensure the prompt delivery of entitled services.
64. Create a friendly and harmonious atmosphere by promptly intervening and resolving employee conflicts.
65. Implement measures to ensure that staff interact courteously with residents, visitors and the public.
66. Ensure the timely renewal of the institution's registration.
67. Verify that employees possess required licenses and medical certificates mandated by law.
68. Obtain and maintain the fitness certificate for the institution from relevant authorities.
69. Take necessary steps to safeguard and record immovable property in the asset register of the institution.
70. Prepare and submit projects through appropriate channels to obtain financial assistance from Central and State Governments, Local Self-Government Institutions.
71. Avail timely access to benefits announced by various government departments for the institution (civil supplies, electricity, education, etc.,).
72. Arrange training for institution employees on various subjects as required.
73. Ensure accurate maintenance of office registers (service books, cash book, stationery register, stock register, etc.,).
74. Properly record and maintain the duty register of employees and ensure corresponding operations.
75. Take necessary measures for modernization and timely maintenance of the office/ institution.
76. Address audit references promptly.
77. Perform other duties specified through various orders or assigned by superior officials



Capacity Development Themes

- ◆ Essential Life Skills
- ◆ Child Development Psychology
- ◆ Child Rights Advocacy
- ◆ Effective Communication and Conflict Resolution
- ◆ Emotional Resilience
- ◆ Sensitization on Various Acts & Rules



Competencies

- ◆ Empathy: Essential for understanding and providing emotional support to residents.
- ◆ Attention to Detail: Critical for monitoring daily operations and ensuring compliance with standards.
- ◆ Planning and Coordination: Vital for organizing activities, managing schedules and facilitating events effectively.

- ◆ Decision Making: Necessary for addressing and resolving issues promptly and managing emergencies.
- ◆ Communication Skills: Important for interacting clearly with residents, staff, and external stakeholders.

Key Contacts

- ◆ Police: For assistance with security, law enforcement issues and emergency situations.
- ◆ Health Department: For healthcare management, medical care and public health-related queries.
- ◆ Education Department: To coordinate educational activities and support for residents' learning and development.
- ◆ Civil Supplies: For procurement and distribution of essential goods and supplies.
- ◆ Village Office: For matters related to land, property and revenue issues.
- ◆ Commission Related to residents: To address concerns and regulations specifically related to residents welfare and management.
- ◆ Fire and Rescue: For fire safety protocols, disaster prevention and emergency response.
- ◆ KSEB (Kerala State Electricity Board): For managing electricity supply and addressing power-related issues.
- ◆ Water Authority: For ensuring the supply and management of water.
- ◆ Agricultural Department: To support agricultural activities and provide resources related to farming.
- ◆ PWD (Public Works Department): For maintenance and infrastructure-related issues within the institution.
- ◆ LSGD (Local Self Government Department): For coordination and seek support for community-related activities.
- ◆ HortiCorp/Milma: For procuring and managing horticultural products and dairy supplies.
- ◆ Matsyafed: For sourcing of fish.
- ◆ Gas Agency: To arrange and manage gas supply for cooking and other needs.
- ◆ Nutrition Board: For dietary planning and ensuring nutritional needs of residents are met.

Welfare Institution Superintendent – II

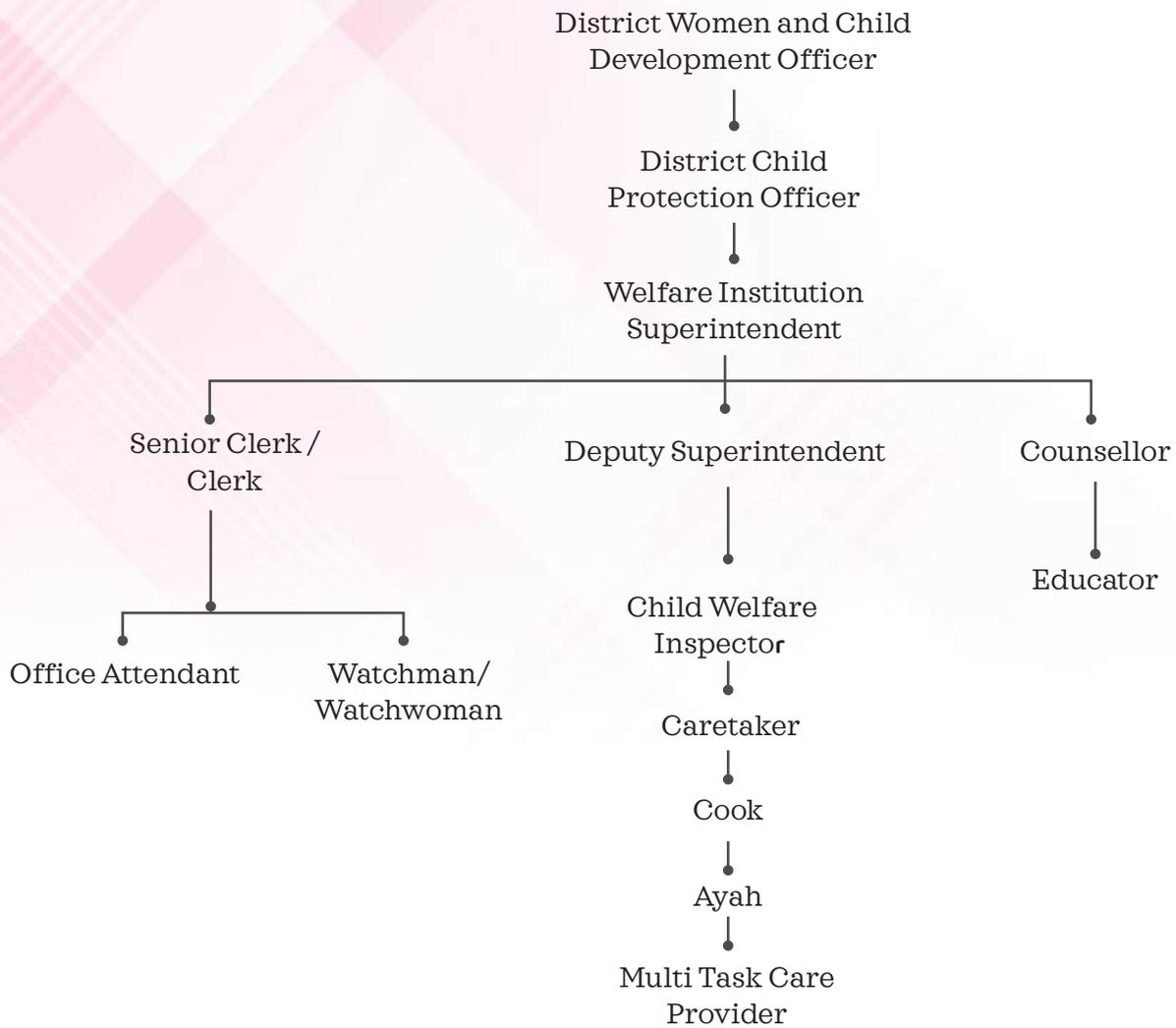


Job Summary:

The Welfare Institution Superintendent - II is responsible for maintaining and overseeing the daily operations of the institution. S/he is responsible for accurately recording and maintaining presentation records for Juvenile Justice Board (JJB) hearings, facilitating counselling services and executing interventions for rehabilitation.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from feeder posts/ various other categories.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Compassion and Empathy: Displaying genuine care and understanding towards residents, recognizing their individual needs and emotions.
- ◆ Patience: Dealing with diverse backgrounds and challenging situations with composure and tolerance.
- ◆ Advocacy: Championing the rights and well-being of residents, ensuring they receive fair treatment and opportunities.
- ◆ Leadership: Guiding and motivating staff to work cohesively towards the institutional goals and mission.
- ◆ Crisis Management: Swiftly responding to emergencies and making critical decisions to ensure the safety and security of residents.
- ◆ Adaptability: Being open to change and flexible in handling dynamic and evolving situations within the institution.
- ◆ Emotional Resilience: Maintaining determination and emotional strength when facing difficult circumstances.
- ◆ Integrity: Upholding ethical standards in all actions and decisions..

Skills and Abilities (To be assimilated progressively):

- ◆ Communication: Effectively conveying information, actively listening and fostering open dialogue with residents, staff and stakeholders.
- ◆ Organizational Skills: Efficiently managing tasks, schedules and resources to optimize the functioning of the institution.
- ◆ Problem-Solving: Analyzing complex issues and finding practical and sustainable solutions for the benefit of residents.
- ◆ Conflict Resolution: Addressing conflicts and disagreements with diplomacy and fairness.
- ◆ Interpersonal Skills: Building positive relationships with residents, staff, guardians and stakeholders.
- ◆ Counselling: Providing emotional support and counselling to residents in need.
- ◆ Cultural Sensitivity: Respecting and understanding the diverse cultural backgrounds and beliefs of residents.
- ◆ Child Development Knowledge: Familiarity with child psychology and developmental stages to implement age-appropriate programs and activities.

- ◆ Legal Compliance: Staying informed about relevant laws, regulations and policies related to child welfare and juvenile justice.
- ◆ Healthcare Management: Ensuring proper healthcare provisions and medical attention for residents.
- ◆ Educational Strategies: Implementing innovative educational approaches to promote the learning and development of residents.
- ◆ Resourcefulness: Making the most of the available resources and seeking creative solutions to address the challenges.

Working Conditions:

- ◆ The Superintendent is required to reside either in the designated Superintendent's Quarters or in close proximity to the institution.

Other Requirements:

- ◆ Awareness of Juvenile Justice Act and Child-Related Legislations
- ◆ Knowledge of Child Psychology
- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities

The Welfare Institution Superintendent - II shall perform the following duties and responsibilities in addition to the duties and responsibilities assigned to Welfare Institution Superintendent - I:

1. Accurately record and maintain the date and time of presentation of children at JJB in the register.
2. Facilitate counselling services to the children within the institution following JJB's instructions.
3. Execute interventions for characterizing and rehabilitating children as directed by JJB.
4. Ensure medical assistance in compliance with JJB's directives.
5. Ensure adherence to the informal education and daily routines essential for the children's development of the child.
6. Implement necessary measures for escorting the children.
7. Maintain accurate and up-to-date case files for children in a timely and organized manner.

Capacity Development Themes

- ◆ Essential Life Skills
- ◆ Child Development Psychology
- ◆ Child Rights Advocacy
- ◆ Effective Communication and Conflict Resolution
- ◆ Emotional Resilience
- ◆ Sensitization on Various Acts & Rules



Competencies

- ◆ Empathy: Essential for understanding and providing emotional support to residents.
- ◆ Attention to Detail: Critical for monitoring daily operations and ensuring compliance with standards.
- ◆ Planning and Coordination: Vital for organizing activities, managing schedules and facilitating events effectively.
- ◆ Decision Making: Necessary for addressing and resolving issues promptly and managing emergencies.
- ◆ Communication Skills: Important for interacting clearly with residents, staff, and external stakeholders.



Key Contacts

- ◆ Police: For assistance with security, law enforcement issues and emergency situations.
- ◆ JJB/CWC: For matters related with residents of the institution.
- ◆ Health Department: For healthcare management, medical care and public health-related queries.
- ◆ Education Department: To coordinate educational activities and support for residents' learning and development.
- ◆ Civil Supplies: For procurement and distribution of essential goods and supplies.
- ◆ Village Office: For matters related to land, property and revenue issues.
- ◆ Commission Related to residents: To address concerns and regulations specifically related to residents welfare and management.
- ◆ Fire and Rescue: For fire safety protocols, disaster prevention and emergency response.
- ◆ KSEB (Kerala State Electricity Board): For managing electricity supply and addressing power-related issues.
- ◆ Water Authority: For ensuring the supply and management of water.
- ◆ Agricultural Department: To support agricultural activities and provide resources related to farming.
- ◆ PWD (Public Works Department): For maintenance and infrastructure-related issues within the institution.
- ◆ LSGD (Local Self Government Department): For coordination and seek support for community-related activities.
- ◆ HortiCorp/Milma: For procuring and managing horticultural products and dairy supplies.
- ◆ Matsyafed: For sourcing of fish.
- ◆ Gas Agency: To arrange and manage gas supply for cooking and other needs.
- ◆ Nutrition Board: For dietary planning and ensuring nutritional needs of residents are met.



Welfare Institution Superintendent – III

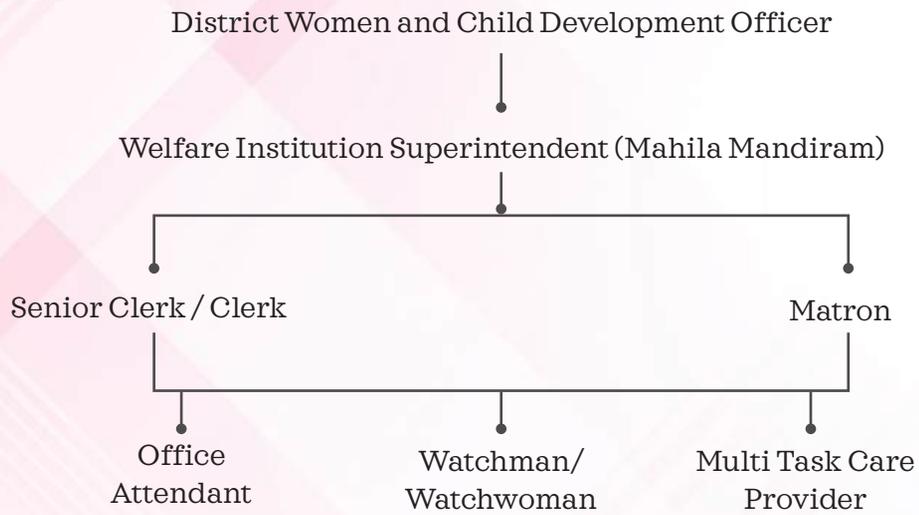


Job Summary:

The Welfare Institution Superintendent-III is responsible for overseeing and executing various aspects of the institution's operations. This includes ensuring the well-being of the residents, facilitating employment opportunities and maintaining compliance with established guidelines.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ By promotion from feeder categories.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job

Entry Level Attributes:

- ◆ Attention to detail: Ability to monitor and maintain accurate records and ensure compliance with protocols.
- ◆ Proactivity: Initiate timely actions to address residents' needs and institution's requirements.
- ◆ Integrity: Strong ethical conduct in matters concerned with the residents.
- ◆ Leadership: Ability to manage staff and maintain discipline in a respectful manner.
- ◆ Empathy: Ability to relate to the emotional and psychological needs of residents.
- ◆ Accountability: A sense of responsibility to ensure the smooth functioning of the institution..

Skills and Abilities (To be assimilated progressively):

- ◆ Supervisory Skills: Overseeing daily operations and managing staff efficiently.
- ◆ Communication Skills: Clear and effective interaction with residents, staff, and officials.
- ◆ Problem-solving Abilities: Addressing issues like conflicts or emergencies promptly.
- ◆ Organizational Skills: Managing multiple tasks such as healthcare plans, educational activities and institutional maintenance.
- ◆ Budgeting and Financial Management: Preparing and managing institutional budgets and ensuring timely disbursement of funds.
- ◆ Coordination Skills: Collaborating with other departments and agencies to ensure the well-being of residents.
- ◆ Crisis Management: Responding efficiently to emergencies and handling urgent situations.
- ◆ Legal Awareness: Understanding relevant laws and regulations affecting the institution and its residents.
- ◆ Cultural Sensitivity: Respecting and understanding the diverse cultural backgrounds and beliefs of the residents.

Working Conditions:

- ◆ The Superintendent is required to reside either in the designated Superintendent's Quarters or in close proximity to the institution.

Other Requirements:

- ◆ Awareness on Management Manual for Welfare Institutions.
- ◆ Awareness on Various Acts, Rules and Schemes related to Women and Child Development Department.



Duties and Responsibilities

1. Supervise and monitor the daily operations of the institution.
2. Facilitate in providing attentive care and support to residents.
3. Take proactive measures to protect and uphold the rights of residents in case of denial or violation.
4. Foster a nurturing home environment within the institution that prioritizes love, affection, attention, care and concern for the residents.
5. Engage in active efforts for the welfare and development of the residents.
6. Oversee and maintain discipline among residents and staff.
7. Coordinate educational activities of the residents within the institution.
8. Coordinate and facilitate the celebration of national & regional festivals/day observances.
9. Develop and implement healthcare plans, training programs and corrective actions for residents' well-being.
10. Facilitate and provide specialized medical care for residents in need.
11. Arrange the transfer of residents as directed by the Medical Officer (when infected with contagious or communicable diseases) and follow the medical officer's instructions until hospital admission.
12. Arrange and facilitate health examinations for newly admitted children in the institution.
13. Monitor the duties of the health workers deputed or appointed at the institution.
14. Collaborate with the Health Department to continuously raise awareness about hygiene and personal care.
15. Implement and enforce eco-friendly practices for efficient disposal of organic and inorganic wastes within the institution.
16. Safeguard and securely store the valuables of the residents in the security chest.
17. Maintain Valuable Register and Security Register; obtain witness signature and seek assistance from a goldsmith as required.
18. Promote awareness among staff and residents about relevant laws, regulations and constitutional rights.
19. Assign duties promptly and efficiently to the subordinate staff members.
20. Comply with directives issued by the Commissions, Courts, superior officials, etc.,
21. Organize and arrange outings/excursions for the residents of the institution with the approval of Management Committee.
22. Establish and maintain high organizational standards by implementing necessary measures.
23. Inspect and ensure proper facilities and standards are utilized for storing and serving food items.
24. Enforce strict adherence to fire safety measures, disaster prevention protocols and first aid medical care.
25. Maintain and upkeep facilities and equipment's of the institution.

26. Ensure uninterrupted supply of drinking water and electricity through effective management of inverters, generators, water tanks, etc.,
27. Implement comprehensive security measures for the institution.
28. Take decisive and efficient actions to handle emergencies promptly.
29. Prepare and manage the necessary budgets for the institution, exercising strict financial control.
30. Facilitate in the formation of the Management Committee.
31. Convene regular meetings of the management committee.
32. Conduct meticulous audits of the institution's registers and records..
33. Collaborate with the KLSA and DLSA to provide legal aid and other necessary support to each child.
34. Conduct inspections daily and record observations in the register.
35. Record matters pertaining to cleanliness, functioning of the institution, food quantity and quality, hygiene of healthcare facilities and rooms, behaviour of children and staff, security systems and maintenance of registers, books, files, etc.,
36. Investigate and address any irregularities discovered and record the date, time and action taken.
37. Promptly notify the superior officials in case of urgent matters unresolved within two working days.
38. Ensure that news/photos are not published or misused to maintain the privacy and personality of the residents of the institution.
39. Collaborate with the Doctor, Dietician to prepare the required menu for the residents and seek its approval from the Management Committee.
40. Execute the procurement of necessary goods for the institution following the store purchase rules.
41. Regularly inspect and maintain the stock register and inventory.
42. Gather feedback from residents and implement necessary changes in accordance with existing regulations.
43. Monitor residents requiring special care and attention.
44. Submit monthly reports to concerned officials.
45. Organize opportunities for the institution's residents to interact with prominent individuals in the society.
46. Provide facilities for motivational training programs, awareness classes, life skills education, preparation for competitive examinations, artistic and literary appreciation for both staff and residents.
47. Provide psychological and emotional support to residents through counselling, yoga and exercise sessions.
48. Organize and conduct educational and entertaining activities for the residents.
49. Arrange skill training and help in job placements for the residents.
50. Take necessary actions to conduct a 'Social Audit' annually within the institution.

51. Maintain a register for documents and valuables entrusted by residents, ensure their safekeeping and easy retrieval.
52. Facilitate the deposit of residents' savings into their respective bank accounts.
53. Enforce stringent measures against the possession and use of intoxicants by staff and residents within the institution.
54. Regulate the intake of outside food provided by guardians of the residents.
55. Undertake repatriation procedures to transfer residents in need of special care to suitable institutions.
56. Ensure punctuality and efficient job performance among employees.
57. Ensure full utilization of budgeted funds in a timely manner according to guidelines.
58. Timely process and disburse employee benefits, including wages and ensure the prompt delivery of entitled services.
59. Create a friendly and harmonious atmosphere by promptly intervening and resolving employee / residents' conflicts.
60. Implement measures to ensure that staff interact courteously with residents, visitors and the public.
61. Ensure the timely renewal of the institution's registration.
62. Verify that employees possess required licenses and medical certificates mandated by law.
63. Obtain and maintain the fitness certificate for the institution from relevant authorities.
64. Take necessary steps to safeguard and record immovable property in the asset register of the institution.
65. Prepare and submit projects through appropriate channels to obtain financial assistance from Central and State Governments, Local Self-Government Institutions.
66. Avail timely access to benefits announced by various government departments for the institution (civil supplies, electricity, education, etc.,).
67. Timely prepare, submit and secure approval for projects from LSGI in case of transferred institutions.
68. Arrange training for institution employees on various subjects as required.
69. Ensure accurate maintenance of office registers (service books, cash book, stationery register, stock register, etc.,).
70. Properly record and maintain the duty register of employees and ensure corresponding operations.
71. Take necessary measures for modernization and timely maintenance of the office/ institution.
72. Address audit references promptly.
73. Properly execute and involve in the educational affairs of the residents and their children.
74. Ensure timely repatriation of residents.
75. Facilitate the search for suitable employment opportunities/career advancement for residents.

76. Monitor and enforce compliance with the established in & exit time for residents leaving the institution for work.
77. Foster positive relations and collaboration with LSG Institutions.
78. Submit projects and proposals to Local Self-Government Departments and various departments promptly and implement them effectively.
79. Coordinate with various departments to ensure the welfare of the residents.
80. Ensure all necessary conditions are adhered to for marriage and related matters.
81. Facilitate access to various services provided by the Department/Government for the residents.
82. Mobilize funds from the community through the management committee and utilize them for welfare activities.
83. Take measures to enfranchise of residents.
84. Arrange essential services like ration cards, water, electricity, and gas at domestic rates for the institution.
85. Provide assistance to residents in special circumstances as needed.
86. Ensure residents work in safe workplaces.
87. Create a comprehensive inventory of residents' valuables (gold, silver, Aadhaar and other documents) with the signatures of two witnesses and residents recording the weight, and securely storing them in a locker.
88. Prepare and maintain accurate records of receipts, cash books, bank passbooks, day book audit reports and annual reports related to the Management Committee Fund.
89. Provide counselling services to the residents.
90. Develop and implement necessary safety measures for the organization.
91. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Leadership and Supervisory Skills
- ◆ Emotional Intelligence and Counselling Techniques
- ◆ Legal Compliance and Resident Rights
- ◆ Budgeting and Financial Control
- ◆ Team Building and Conflict Resolution
- ◆ Public Relations and Community Engagement
- ◆ Essential Life Skills



Competencies

- ◆ Leading Others: Essential for managing staff, ensuring discipline and fostering a nurturing environment for residents.
- ◆ Empathy: Critical for understanding and addressing the emotional and psychological needs of residents.

- ◆ Attention to Detail: Necessary for maintaining accurate records, monitoring residents' well-being and ensuring compliance with institutional protocols.
- ◆ Problem Solving: Vital for addressing emergencies, irregularities and resident conflicts promptly and effectively.
- ◆ Planning and Coordination: Crucial for organizing educational activities, healthcare plans and managing institutional resources efficiently.

Key Contacts

- ◆ Police: For assistance with security, law enforcement issues and emergency situations.
- ◆ Health Department: For healthcare management, medical care, and public health-related queries.
- ◆ Education Department: To coordinate educational activities and support for residents' learning and development.
- ◆ Civil Supplies: For procurement and distribution of essential goods and supplies.
- ◆ Village Office: For matters related to land, property and revenue issues.
- ◆ Commission Related to residents: To address concerns and regulations specifically related to residents welfare and management.
- ◆ Fire and Rescue: For fire safety protocols, disaster prevention, and emergency response.
- ◆ KSEB (Kerala State Electricity Board): For managing electricity supply and addressing power-related issues.
- ◆ Water Authority: For ensuring the supply and management of water.
- ◆ Agricultural Department: To support agricultural activities and provide resources related to farming.
- ◆ PWD (Public Works Department): For maintenance and infrastructure-related issues within the institution.
- ◆ LSGI: For coordination and seek support for community-related activities.
- ◆ HortiCorp/Milma: For procuring and managing horticultural products and dairy supplies.
- ◆ Matsyafed: For sourcing of fish.
- ◆ Gas Agency: To arrange and manage gas supply for cooking and other needs.
- ◆ Nutrition Board: For dietary planning and ensuring nutritional needs of residents are met.
- ◆ CWC: For matters related with children of residents.

Deputy Superintendent

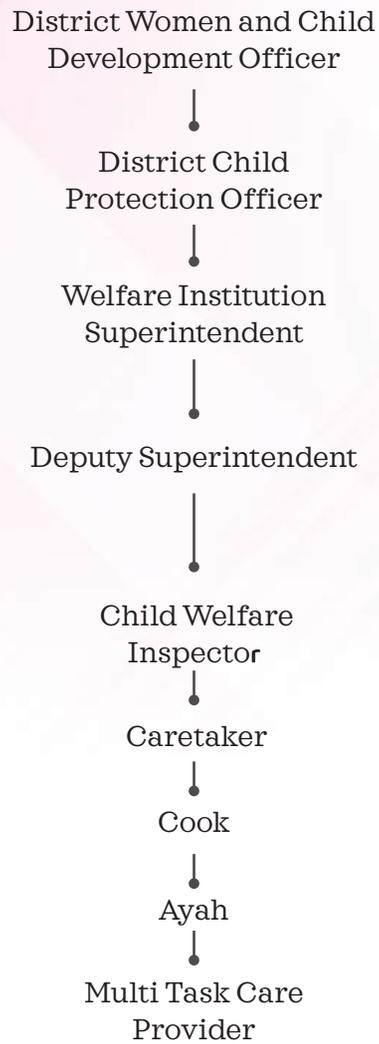


Job Summary:

The Deputy Superintendent is responsible for planning and implementing both academic and non-academic programs to foster the educational activities of the residents in welfare institutions.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of Welfare Institution Superintendent – II.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Empathy: Understanding and being sensitive to the needs of residents in welfare institutions.
- ◆ Integrity: Upholding ethical standards and confidentiality in dealing with children's matters.
- ◆ Patience: Ability to remain calm and composed while managing challenging situations.
- ◆ Adaptability: Willingness to adjust to dynamic environments and diverse responsibilities.
- ◆ Cultural Sensitivity: Awareness and respect for the diverse backgrounds of residents.

Skills and Abilities (To be assimilated progressively):

- ◆ Leadership: Capable of guiding and supervising staff while ensuring the well-being of residents.
- ◆ Communication: Strong verbal and written communication skills for interacting with educators, staff, parents, and external stakeholders.
- ◆ Organizational Skills: Efficient in managing schedules, resources, and records within the institution.
- ◆ Problem-Solving: Ability to develop effective solutions for educational and behavioral challenges faced by residents.
- ◆ Decision-Making: Aptitude for making timely and well-informed decisions, particularly regarding children's welfare and institutional operations.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.

Other Requirements:

- ◆ Awareness of various Acts, Rules and Schemes related to Women and Child Development Department.

Duties and Responsibilities

1. Develop and implement timetables for academic activities of children in welfare institutions.
2. Organize sports activities to enhance children's physical strength and personality development.
3. Consult with academicians and professionals to create action plans addressing learning challenges faced by children.
4. Monitor and guide teachers to improve their performance.
5. Advise the Superintendent on updates or modifications to educational programs and educator training.

6. Maintain detailed records of educator's performance.
7. Direct educators to keep individual performance records for each child.
8. Safeguard placement orders and copies of Individual Care Plans (ICPs).
9. Supervise food preparation, distribution and maintain related records.
10. Conduct open house meetings with children and staff to encourage their participation in activities.
11. Interview parents and regulate children's communication with outsiders.
12. Facilitate children's participation in seminars, cultural programs, and meetings.
13. Monitor the application of positive reinforcement techniques and prepare status reports with house parents or wardens.
14. Oversee the supply of external food items provided by parents to children.
15. Safeguard clothing and bedding provided to the children's home.
16. Organize camps, excursions, cultural programs and extracurricular activities.
17. Ensure the protection of resident's rights.
18. Ensure residents food and clothing requirements are met according to standards.
19. Maintain cleanliness and upkeep of the premises, including water and electricity provisions.
20. Initiate pre-release measures six months prior to the residents' release.
21. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ♦ Adaptive Leadership in Child Welfare Institutions
- ♦ Effective Task Management for Institutional Administrators
- ♦ Advanced Decision-Making and Accountability
- ♦ Policy Compliance and Proactive Leadership
- ♦ Essential Life Skills



Competencies

- ♦ Empathy : Understanding and sensitivity to the needs of children to foster a supportive environment in welfare institutions.
- ♦ Decision Making: The ability to make timely and informed decisions is crucial for addressing the diverse challenges faced by children and staff.
- ♦ Attention to Detail: Ensuring accurate records and compliance with standards is essential for maintaining the well-being of residents and the efficiency of operations.
- ♦ Planning and Coordination: Effective planning is vital for organizing academic and extracurricular activities, ensuring they meet the needs of children in care.
- ♦ Communication Skills: Strong communication facilitates collaboration with educators, parents and stakeholders.



Key Contacts

- ♦ Nil

Child Welfare Inspector



Job Summary:

The Child Welfare Inspector is responsible for the holistic development of children admitted to the welfare institution. S/he coordinates rehabilitation activities and maintain various records of the residents.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from feeder category i.e., Caretaker.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Empathy and Compassion: A deep understanding and sensitivity to the needs and challenges faced by children.
- ◆ Attention to Detail: Ability to accurately document and track information regarding the children's progress and institutional records.
- ◆ Communication Skills: Effective verbal and written communication to interact with children, staff and other stakeholders.
- ◆ Ethical Integrity: Strong moral principles to uphold the welfare and rights of the children.
- ◆ Patience and Resilience: Capacity to handle emotionally demanding situations with calm and persistence.

Skills and Abilities (To be assimilated progressively):

- ◆ Regulatory Knowledge: Understanding of relevant child welfare laws, regulations, and institutional policies.
- ◆ Problem-Solving: Ability to assess situations and develop appropriate interventions or solutions.
- ◆ Time Management: Efficiency in managing time and prioritizing tasks to meet deadlines and respond to urgent needs.
- ◆ Supervisory Skills: Capability to oversee the duties of caretakers and ensure that all activities meet as per institutional standards.
- ◆ Crisis Intervention: Ability to respond quickly and effectively to emergencies or unexpected situations involving the children.
- ◆ Record-Keeping: Proficiency in maintaining detailed and organized records.
- ◆ Cultural Sensitivity: Awareness and respect for the diverse backgrounds and beliefs of the children.
- ◆ Rehabilitation Planning: Skills in designing and implementing educational and rehabilitative programs tailored to each child's needs.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ The position typically requires standard working hours but may also demand flexibility, including evenings, weekends or on-call shifts, to respond to emergencies or urgent situations.

Other Requirements:

- ♦ Understanding of child welfare laws/regulations are essential.
- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.



Duties and Responsibilities

1. Collect comprehensive details of children admitted to the institution.
2. Support the Superintendent in implementing educational and rehabilitation initiatives for the children.
3. Update and maintain the stock register with precise entries.
4. Execute various functions associated with Child Welfare Committees and the Juvenile Justice Board.
5. Facilitate the repatriation of children from foreign countries/other states.
6. Monitor and document the progress of children continuously for up to 3 years following their departure from the institution.
7. Inspect and oversee the duties of the caretaker within the institution.
8. Supervise the educational and recreational activities of the children in the institution.
9. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ♦ Child Protection and Welfare Standards
- ♦ Effective Rehabilitation and Counselling Techniques
- ♦ Child Protection and Welfare Standards
- ♦ Child Psychology
- ♦ Cultural Competency and Sensitivity
- ♦ Essential Life Skills



Competencies

- ♦ Empathy: Essential for understanding and addressing the needs and emotions of children in care.
- ♦ Attention to Detail: Crucial for accurate documentation and tracking of children's progress and institutional records.
- ♦ Decision Making: Important for making informed and timely decisions regarding the care and rehabilitation of children.
- ♦ Communication Skills: Key for effective interaction with children, staff, and other stakeholders.
- ♦ Problem Solving: Necessary for addressing and resolving issues that arise in the welfare and rehabilitation processes.

Key Contacts

- ◆ JJB: Coordinates to address legal and rehabilitative aspects of children in the institution
- ◆ CWC: To implement decisions related to the care and rehabilitation of children within the institution.



Caretaker (Male/Female)



Job Summary:

Caretaker is responsible for ensuring the well-being, care and protection of children residing in welfare institutions. S/he oversees and manages the affairs of each child under his/her care, with the ultimate goal of reintegrating them into the broader societal framework by providing nurturing and compassionate care



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ♦ Educational qualification of Plus Two or equivalent.
- ♦ One-year experience as a Care giver in any recognized child care institutions.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Compassion and Patience: Essential for providing emotional support and understanding to children in the institution.
- ♦ Attention to Detail: Important for maintaining accurate records, monitoring personal hygiene and ensuring the administration of medication.
- ♦ Reliability and Accountability: Required for consistent performance of duties and ensuring the well-being and safety of children.
- ♦ Strong Communication Skills: Necessary for effectively interacting with children, reporting to supervisors and coordinating with other staff members.
- ♦ Organizational Skills: Needed for managing daily routines, maintaining accurate registers and coordinating various activities and supplies.

Skills and Abilities (To be assimilated progressively):

- ♦ Childcare and Development Knowledge: Understanding of child development principles and effective care practices to support the well-being of children.
- ♦ Crisis Management: Ability to respond to emergencies and handle conflicts or behavioral issues effectively.
- ♦ Health and Safety Management: Skills in monitoring personal cleanliness, managing sanitation and ensuring safety protocols are followed.
- ♦ Record-Keeping: Proficiency in maintaining detailed and accurate records related to children's care, medical information and institutional activities.
- ♦ Educational Support: Ability to facilitate educational and recreational activities, monitor academic progress and support children's learning needs.
- ♦ Medical Awareness: Knowledge of basic medical procedures, including administering medication, handling medical emergencies and conducting health checks.
- ♦ Empathy and Support: Ability to provide psychological support and create a nurturing environment to help children.
- ♦ Teamwork and Collaboration: Skills in working effectively with other staff, including collaborating with psychologists, counsellors and medical professionals.
- ♦ Time Management: Efficiently managing time to balance multiple responsibilities, including daily routines, activities and record-keeping.

- ♦ Ethical Conduct: Adherence to professional and ethical standards, ensuring the protection of children's rights and maintaining confidentiality.

Working Conditions:

- ♦ The duty is assigned in two shifts: the day shift from 8:30 AM to 4:30 PM and the night shift from 4:30 PM to 8:30 AM. Caretakers are permitted to cover two shifts at once, ensuring continuous supervision and care for the children.
- ♦ After completing six shifts, caretakers are entitled to take a day off.

Other Requirements:

- ♦ Understanding of child welfare laws/regulations are essential.
- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department

Duties and Responsibilities

1. Demonstrate affection and care for each child within the institution.
2. Ensure the overall welfare and well-being of every child under supervision.
3. Provide essential supplies such as clothing and toiletries to each child upon admission.
4. Regularly replenish provisions according to the child's needs and established standards.
5. Enforce discipline among the children in a fair and consistent manner.
6. Monitor and enforce personal cleanliness and hygiene standards among the children.
7. Oversee maintenance and sanitation, ensuring a hygienic environment at all times.
8. Execute the daily routine of each child effectively, encouraging their active participation.
9. Manage safety and security arrangements within the institution.
10. Accompany children outside the institution for approved activities, ensuring proper authorization.
11. Report to the person-in-charge and the child welfare inspector regarding the assigned child's well-being.
12. Maintain accurate registers related to assigned duties.
13. Prepare and organize personal and medical files of residents.
14. Maintain and update case files and admission registers promptly.
15. Secure and manage children's personal reports and original certificates.
16. Advocate for the empowerment of the Children's Committee (Bala Sabha) by providing recommendations.
17. Exemplify positive behavior and serve as a role model for children.
18. Safeguard resident children from any form of exploitation and create opportunities for their well-being.
19. Facilitate necessary conditions and facilities for children's education and vocational courses.
20. In the absence of a counsellor or child welfare inspector, gather essential information about newly arrived children and provide psychological support for their adjustment.

21. Immediately conduct medical examinations for children upon admission to the institution.
22. Collect and maintain basic information, photographs, CWC's orders, medical reports and identity documents for admitted children.
23. Manage activities related to children's education, including transfer certificates and other requirements for academic continuation.
24. Return valuables and documents during admission and departure, providing receipts for acknowledgement.
25. Handle children's medical matters with precision, maintaining records and ensuring proper follow-up on treatment.
26. Accurately record medication information in the register and oversee correct administration by children.
27. Resolve conflicts between children effectively.
28. Take decisive actions for child protection in emergencies and special situations, implementing them effectively.
29. Plan and execute various entertainment and educational programs for residents.
30. Facilitate family interactions and phone calls in the presence of a caretaker, maintaining accurate phone and visitors' registers.
31. Handle confidential matters about children discreetly, safeguarding their self-esteem.
32. Ensure the involvement of children in special days and celebrations.
33. Provide necessary information for the rehabilitation of children to the Counsellor/DCPU.
34. Collaborate with psychologists, counsellors, and medical officers to collect information and enhance services for children.
35. Assist in providing legal assistance for children following institutional and court instructions.
36. Offer library services to instill reading habits and knowledge in children.
37. Follow instructions to provide drug-free treatment and maintain proper documentation under doctors' guidance.
38. Act as bystanders for children admitted to the hospital.
39. Monitor behavior disorders and learning disabilities in children, reporting to relevant persons and initiating expert services.
40. Efforts to create a child-friendly environment in placement and institution settings.
41. Ensure correct, clean and tasty meals are provided to children according to the menu.
42. Monitor and arrange for children's vaccinations, growth monitoring, and the preparation of growth charts.
43. Take precautions to prevent the spread of infectious diseases and ensure appropriate isolation conditions.
44. Organize camps and activities for children.
45. Identify inherent talents in children and communicate them to the concerned authorities for nurturing.

46. Timely communicate children's needs, complaints, suggestions and interests to superiors.
47. Prioritize children's studies and ensure they attend classes with necessary materials.
48. Ensure timely completion of children's daily chores.
49. Ensure children acquire basic education within three months of arrival.
50. Promote and ensure personal hygiene practices among children.
51. Report about physically or mentally challenged children to the CWC for appropriate transfers.
52. Ensure children leaving the institution have school uniforms, textbooks, notebooks, pens, and lunch.
53. Maintain an accurate daily routine register and record and sign duty transfers.
54. Provide a detailed account of important occurrences during duty to the next caretaker before leaving the institution.
55. Record future activities in the calendar diary for reference.
56. Prohibit staff presence at unauthorized locations within the child care institution.
57. Prevent staff from bringing prohibited articles into the institution.
58. Restrict staff from engaging in any commercial transactions with children or their guardians.
59. Prohibit the use of abusive language, discussion of age-inappropriate topics and the consumption of explicit material within the institution.
60. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Childcare Fundamentals
- ◆ Trauma-Informed Care
- ◆ Health and Safety Management
- ◆ Crisis Intervention and Conflict Resolution
- ◆ Effective Communication and Teamwork
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and addressing the emotional and developmental needs of children.
- ◆ Attention to Detail: Crucial for maintaining accurate records, ensuring personal hygiene and managing daily routines.
- ◆ Communication Skills: Important for effective interaction with children, reporting to supervisors and collaborating with team members.
- ◆ Problem Solving: Necessary for addressing and resolving conflicts, behavioral issues, and other challenges that arise.
- ◆ Planning and Coordination: Needed for organizing daily activities, managing schedules, and coordinating with other staff members.

Key Contacts

- ◆ Counsellor: For psychological well-being of residents, obtaining assessments for behavioral or emotional issues and coordinating support services.
- ◆ Medical Officer or Health Care Provider: Contact for managing medical issues, conducting health assessments, overseeing vaccinations and ensuring appropriate medical follow-ups.
- ◆ School Teachers: Contact for support, tracking academic progress and addressing educational needs or challenges.



Matron

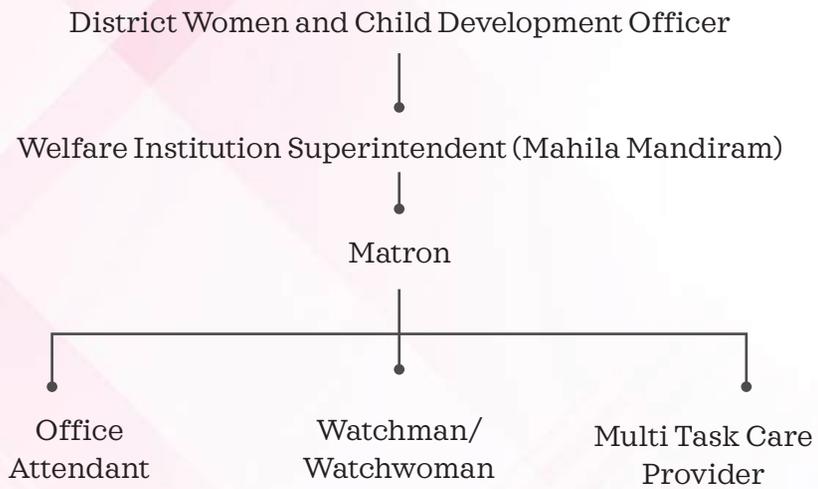


Job Summary:

The Matron plays a crucial role in supporting the Superintendent in the smooth functioning and upkeep of the institution. The matron is responsible for overseeing residents' well-being, safety and comfort and in the conduct of daily activities. She shall foster a conducive and supporting environment, address conflicts empathetically and expeditiously.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ General Educational Qualification of Matriculation or equivalent.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.
- ◆ Only Women candidates are considered for this post.
- ◆ Physically differently abled candidates are ineligible (As per Gazette Notification dated 31.12.2014)

Entry Level Attributes:

- ◆ Empathy and Compassion: Ability to empathize with residents and offer compassionate support during their stay.
- ◆ Safety Awareness: Strong sense of responsibility in managing the welfare and well-being of residents, ensuring their safety and comfort.
- ◆ Environmental Consciousness: Commitment to implement eco-friendly practices to ensure cleanliness within the institution and its premises.
- ◆ Program Planning: Creative ability to organize engaging and enjoyable programs for residents' well-being and personal development.
- ◆ Leadership Skills: Ability to supervise food distribution academic activities and assist the superintendent in different tasks with leadership qualities.
- ◆ Counselling and Guidance: Capability to offer counselling and guidance to residents, provide emotional and mental support as needed.

Skills and Abilities (To be assimilated progressively):

- ◆ Crisis Management: Capacity to swiftly respond to emergencies and take appropriate action while maintaining a calm and composed demeanour.
- ◆ Attention to Detail: Thoroughness in monitoring and inspecting the stock of medicines and food materials to ensure quality and sufficiency.
- ◆ Medical Knowledge: Understanding of medical procedures and prescriptions for prompt and accurate administration of medication.
- ◆ Organizational Skills: Efficiently handle office duties with professionalism, manage tasks and responsibilities effectively.
- ◆ Communication Skills: Effective communication to address conflicts and difficulties among residents.
- ◆ Adaptability: Flexibility to handle various assigned duties and adapt to changing circumstances.
- ◆ Problem-Solving Abilities: Skills in assessing individual needs of residents and tailoring assistance accordingly.

- ◆ Time Management: Effective time management skills to ensure all duties and responsibilities are carried out efficiently in a timely manner.

Working Conditions:

- ◆ She shall reside within the institution as and when required.

Other Requirements:

- ◆ Awareness of various Acts, Rules and Schemes related to Women and Child Development Department.

Duties and Responsibilities

1. Diligently monitor the daily and routine activities of the residents.
2. Responsibly manage the welfare and well-being of the residents, ensuring their safety and comfort.
3. Monitor stock and quality of medicines and food materials procured at the institution.
4. Promptly administer prescribed medication to sick residents under the advice of doctors.
5. Supervise the food distribution within the institution.
6. Ensure that the residents maintain their personal hygiene.
7. Ensure cleanliness within the institution and its premises and implement eco-friendly practices.
8. Organize creative and engaging programs for the well-being of residents.
9. Handle various office duties with professionalism and accuracy.
10. Oversee the admission process in the absence of Superintendent.
11. Compassionately counsel and support residents during their stay, offering guidance as needed.
12. Actively participate in all meetings held at the institution and contribute with valuable insights and updates.
13. Thoroughly supervise the academic activities of the students and foster a conducive learning environment.
14. Address conflicts or difficulties among residents with tact and empathy.
15. Swiftly respond to emergencies, taking appropriate action and alerting the concerned authorities.
16. Thoroughly assess the individual needs of each resident and provide assistance accordingly.
17. Assiduously assist the superintendent in various activities, including repatriation, rehabilitation, career guidance, academic initiatives and motivational classes.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Conflict Resolution and Counselling Skills
- ◆ Leadership and Management Development
- ◆ Essential Life Skills.



Competencies

- ◆ Empathy: Empathy and compassion is crucial in compassionate counselling and supporting residents during their stay, offering guidance as needed.
- ◆ Attention to Detail: Monitor the daily routine activities of the residents, inspect the quality of food materials and medicines and supervise various aspects of the institution require keen attention to detail.
- ◆ Decision Making: For making important decisions in response to emergencies, requires sound and timely decision-making skills.
- ◆ People First: Responsibly managing the welfare and well-being of the residents, ensuring their safety and comfort demonstrating a focus on putting people first.
- ◆ Leadership: Leading Others: Leading and supervising staff, including organizing programs and overseeing the academic activities of the students, requires effective leadership skills



Key Contacts

- ◆ CWC (Child Welfare Committee): Establish contact with CWC when admitting a resident with a child under 18 years of age.
- ◆ Police: Coordinate with the police for security purposes.
- ◆ Doctors: Collaborate with medical officers during routine check-ups in the institution and seek medical attention for residents when required.
- ◆ Educational Institutions: Communicate with educational institutions for the educational needs of the residents.
- ◆ ICDS/ *Anganwadi*: Interact with ICDS/ *Anganwadi* authorities for specific requirements related to residents' welfare.
- ◆ LSGI :Assist the Superintendent to obtain approval for projects in Local Self Government Institutions and manage departmental funds transfer.
- ◆ Village Offices: For obtaining necessary certificates.
- ◆ MILMA/ Matsyafed/ HortiCorp/ Consumer Store: Procure daily necessities for the institution.
- ◆ Elected Representatives: Engage with elected representatives while organizing programs.
- ◆ KSRTC: Liaise with KSRTC to facilitate concession cards for resident (student) transportation needs.



Ayah



Job Summary:

Ayah is responsible for providing specialized and compassionate care for residents and shall attend to their daily needs with tenderness. They help in ensuring prompt and efficient resident care. Additionally, the Ayah collaborates with other service providers and maintains a clean and organized environment to ensure the residents' well-being



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII or equivalent qualification and should not have acquired graduation.
- ◆ Should possess Experience Certificate for not less than one year as `Ayah` of children from a Government Institution or from any institution registered under the Societies Registration Act 1860 (Central Act XXI of 1860) or the Travancore Cochin Literary Scientific and Charitable Societies Registration Act 1955 (XII of 1955) or from any institution run by the local bodies using Government grant or from any autonomous grant-in-aid institutions.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Compassion: Ayahs need to possess a deep sense of empathy and compassion.
- ◆ Patience: Dealing with residents requires patience and understanding to handle situations calmly and effectively.
- ◆ Responsibility: Ayahs are entrusted with the well-being of residents and should assume responsibility for proper care and safety.
- ◆ Attentiveness: Being observant and attentive to residents' needs is essential in providing personalized care and addressing issues promptly.
- ◆ Reliability: Ayahs must be dependable and reliable, as they play a crucial role in the daily care routines and well-being of the residents.

Skills and Abilities (To be assimilated progressively):

- ◆ Personal Care: Ayahs should be able to assist residents with personal care tasks.
- ◆ Communication: Effective communication skills are essential to interact with residents, their families, and the medical staff.
- ◆ Organizational Skills: Managing schedules, activities, and keeping track of institutional supplies (except kitchen) demands strong organizational abilities to ensure smooth operations within the institution.
- ◆ Teamwork: Collaborating with other staff members, medical professionals and service providers requires the ability to work as a team member.

Working Conditions:

- ◆ Ayahs should be available for assistance in the event that the residents are hospitalized, they should be able to provide support and care throughout their hospital stay.

Other Requirements:

- ◆ Ayahs must possess an understanding of child care and child behavior, demonstrating awareness and knowledge in these fields.

- ♦ Awareness of various Acts, schemes and rules related to Women and Child Development Department.

Duties and Responsibilities

1. Provide care and protection for residents with diligence and sensitivity.
2. Assist in the preparation and distribution of food to residents with utmost care and attention as and when required
3. React promptly to emergencies, coordinating necessary treatment for residents and oversee the well-being of hospitalized patients, with timely provision of medications and meals.
4. Maintain a vigilant surveillance for the safety and security of all residents.
5. Offer specialized care to the medically unfit residents like bathing, feeding, dressing and laundry.
6. Ensure cleanliness and hygiene in the institution through regular and thorough cleaning operations and guide the residents in their personal hygiene.
7. Maintain a neat and orderly living environment for residents, including making beds and arranging rooms.
8. Attend to residents, ensuring their comfort and security with attentiveness.
9. Assist residents with mobility and transfers.
10. Take prompt action in executing urgent duties related to resident care ensuring that of needs residents are promptly addressed as and when required.
11. Proficiently operate various equipments in the institution, such as TV, water pump set, etc.
12. Actively participate in management committee meetings and engage in discussions.
13. Respect and maintain residents' privacy and confidentiality at all times.
14. Foster a cooperative and supportive environment by collaborating with other service providers, agencies/ departments to protect and rehabilitate residents.
15. Report any incidents or concerns regarding resident well-being, safety or behavior to the superior officials.
16. Perform other duties specified through various orders or assigned by superior officials.

Capacity Development Themes

- ♦ Child Care and Development
- ♦ Empathy and Compassion in Caregiving
- ♦ Essential Life Skills.

Competencies

- ♦ Empathy: Ayahs need to be empathetic and understanding of the residents' needs and emotions, providing compassionate care and support.

- ◆ Attention to Detail: Being attentive to detail is crucial in ensuring the well-being and safety of residents.
- ◆ Communication Skills: Effective communication is essential for Ayahs to interact with residents and staff.

Key Contacts

- ◆ Hospital (CHC/PHC): Regarding vaccination of children & during their hospital admission.
- ◆ Educational Institutions: Escorting the children to the educational institution.



Cook



Job Summary:

The Cook is responsible for preparing and serving food to residents following the prescribed menu with strict adherence to cleanliness and hygiene standards. S/he shall efficiently procure cooking items from the institution's store and meticulously organize kitchen condiments and ensure proper storage of food items. S/he shall adhere to health guidelines while cooking nutritious and healthy meals, catering to the residents' needs with punctuality and with precision.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ♦ Pass in Standard VII or equivalent qualification.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Hygiene Conscious: Maintains stringent hygiene practices and upholds cleanliness standards in the kitchen and food preparation areas.
- ♦ Taste Perception: Should have a taste perception, enabling them to discern subtle flavors.
- ♦ Time Management: Exhibits excellent time management skills to ensure that food is prepared, served and delivered promptly according to schedules.
- ♦ Attention to Detail: Demonstrates meticulous attention to detail while organizing kitchen condiments, handling cooking equipments and maintaining food storage.
- ♦ Adaptability: Adapts quickly to changes in the menu, resident preferences and kitchen procedures to meet varying needs effectively.
- ♦ Service Oriented: Provides courteous and empathetic service to residents, ensuring their dining experience is pleasant and satisfying.
- ♦ Safety-Oriented: Prioritizes safety protocols when handling electrical-equipments, cooking gas and food items to avoid accidents and hazards.

Skills and Abilities (To be assimilated progressively):

- ♦ Culinary Expertise: Possess comprehensive culinary skills to prepare a variety of dishes with efficiency and creativity.
- ♦ Communication: Demonstrates effective communication skills to coordinate with the Superintendent, residents, and fellow kitchen staff.
- ♦ Organization Management: Efficiently manages the inventory, cooking supplies and kitchen equipments, ensures smooth operations and timely preparation of meals.
- ♦ Problem-Solving: Exhibits strong problem-solving abilities to address kitchen-related challenges, such as pest control, food waste management and storage solutions.
- ♦ Teamwork: Works collaboratively with other kitchen personnel and service providers to create a harmonious environment and deliver excellent services to residents.
- ♦ Health Compliance: Maintains a valid health card issued by the Government and strictly adhere to health regulations and the Food Safety Act.

Working Conditions:

- ♦ In institutions where only a single cook is provided, S/he shall prepare all the meals required for the residents.

- ◆ In institutions where there are two or more cooks, their duty may be arranged in two duties. Such institutions should always have the services of a cook at any point in time.
- ◆ In the event that the Department of Women and Child Development is deemed as an essential service by the Government, or circumstances where holidays are declared as per the recommendation of the Disaster Management Authority, such holidays and Public Holidays shall not be applicable, unless otherwise stated.

Other Requirements:

- ◆ Should possess a valid Health Card issued by the Government of Kerala.
- ◆ Awareness on Food Safety Act, Regulations, Rules etc.
- ◆ Awareness of various Acts, schemes and rules related to Women and Child Development Department.

Duties and Responsibilities

1. Prepare food for the residents in the required quantity in a timely manner.
2. Promptly serve both cooked and uncooked food to the residents as per the prescribed schedule.
3. Procure cooking items and supplies from the institution's store and utilize them for culinary purposes and preserve the remainder for future use.
4. Prepare food with utmost cleanliness and hygiene as per food safety regulations.
5. Provide nourishing food as per menu and ensure that all residents receive adequate nutrition for their well-being with the help of a nutritionist.
6. Meticulously organize kitchen condiments in separate, clearly labelled containers, and maintain them in an orderly manner.
7. Store perishable food items such as meat, fish etc. in the refrigerator, with date of purchase recorded to ensure they are not used beyond their specified freshness date.
8. Maintain hygienic standards in the kitchen and its surroundings.
9. Handle the proper disposal of kitchen waste with utmost care and in accordance with established guidelines.
10. Take effective measures to eliminate pests and ensure that any chemicals used for this purpose do not come into contact with food or food items and store them away from the kitchen and food storage areas.
11. Operate cooking equipments professionally and ensure its proper maintenance and upkeep.
12. Maintain the gas kiosk with due diligence.
13. Handle cooking gas with utmost care, utilizing it sparingly to avoid wastage and ensure its availability in the kitchen as needed.
14. Thoroughly and meticulously wash kitchen utensils after use and ensure they are maintained in a safe and sanitary environment.

15. Actively participate in Institutional Committee meetings and contribute to the institution's smooth functioning.
16. Enthusiastically engage in training programs provided by the welfare institution to enhance professional skills and knowledge.
17. Foster effective collaboration with other service providers to safeguard and rehabilitate the residents with utmost dedication and efficiency.
18. Present the cooked food for tasting to the Superintendent/ designated officer, half an hour before serving it to the residents.
19. Ensure the delivery of food to the bed/sleep area of sick/ medically unfit children who are unable to reach the dining hall and to provide them with the necessary care and attention.
20. Promptly collect food items from the Institution store and distribute them to the residents.
21. Diligently sign the stock register in the store upon receiving goods
22. Maintain eco-friendly practices and refrain from the use of disposable utensils for cooking or serving food.
23. Maintain utmost care and attentiveness when handling electrical-powered equipments to prevent any accidents or mishaps.
24. Ensure the safety and well-being of residents and prevent their entry into the kitchen area.
25. Display utmost dedication in adhering to prescribed diets for sick residents, ensuring timely and precise adherence to their dietary requirements.
26. Adhere to rigorous standards of proper cooking and service, ensuring that all meals are served hot and in strict accordance with the schedule.
27. Maintain high standards of culinary excellence by refraining from reheating or boiling already cooked food items before distribution.
28. Use a mask/cap and wear a cooking uniform while preparing and serving food.
29. Ensure that no stale or spoiled food is served to the residents.
30. Ensure the availability of boiled drinking water.
31. Serve cooked dishes promptly and efficiently and to remain in the designated area until they finish their meals.
32. Actively engage in the mess committee, demonstrate a keen understanding of the residents' needs and implement appropriate changes to enhance their dining experience.
33. Strictly observe the provisions of the Food Safety Act.
34. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Food Safety and Hygiene
- ◆ Modern Culinary Technology and Equipments
- ◆ Effective Skills for Kitchen Personnel

- ◆ Food Serving Techniques and Etiquette
- ◆ Essential Life Skills.



Competencies

- ◆ Organizational Skills: Demonstrates efficient and systematic management of kitchen resources and maintains orderly and labelled condiments for smooth cooking operations.
- ◆ Problem Solving: Analyzes and resolves culinary challenges promptly to ensure timely and accurate meal preparation and delivery.
- ◆ Communication: Engages in clear and effective communication with team members and residents to coordinate food service and meet their dietary needs.
- ◆ Team Work: Collaborates with other service providers and actively participate in institutional committees to enhance residents' well-being and institutional functioning.
- ◆ Service Orientation: Exhibits a strong commitment to providing nourishing and hygienic food that meets residents' nutritional requirements and promotes their overall well-being.



Key Contacts

- ◆ Milma: Contact for dairy product supplies and related enquiries.
- ◆ HortiCorp: Reach out for horticultural supplies.
- ◆ Gas Agency / Gas Service Agency: Coordinate for gas supply and maintenance services.
- ◆ Health Department: Consult for health and sanitation regulations.
- ◆ Food and Safety Department: Contact for food safety compliance and regulations.
- ◆ Fire and Rescue: Engage in case of fire emergencies or safety incidents.

Multi Task Care Provider

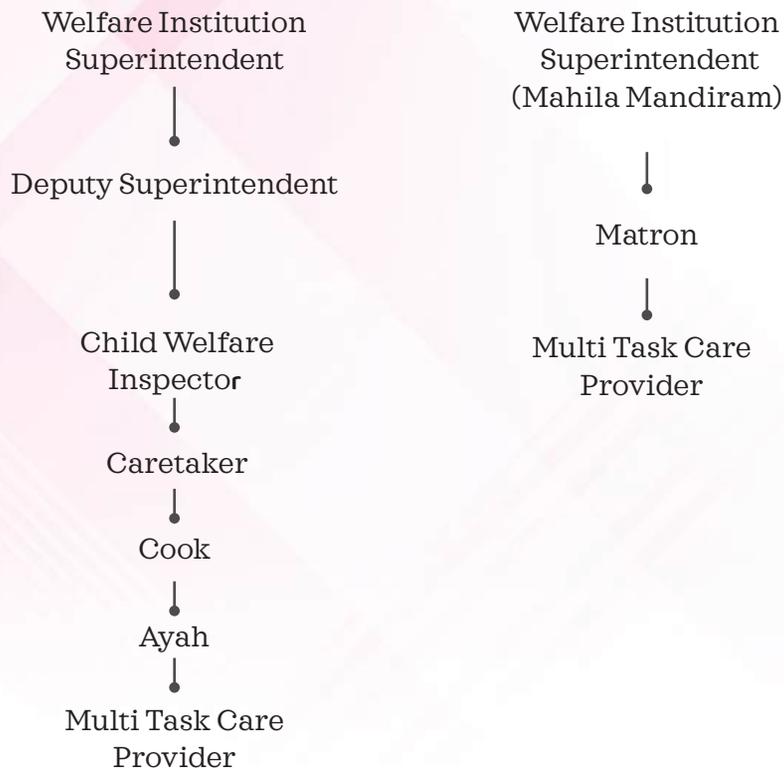


Job Summary:

Multi Task Care Provider is responsible for safeguarding the well-being of residents by providing essential support for their personal hygiene needs and basic necessities. S/he is responsible for maintaining cleanliness in the institution and its premises. S/he function as a dynamic and multi-task-oriented professional, responsible for performing diverse tasks for the care and support of residents.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ S/he should have qualified Standard VIII.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Compassion: Demonstrates genuine care for the residents' well-being and dignity.
- ◆ Responsibility: Able to follow instructions and take ownership of tasks.
- ◆ Empathy: Understands the emotional and physical needs of the residents.
- ◆ Patience: Able to deal with challenging situations calmly.
- ◆ Physical Endurance: Capable of handling physically demanding tasks such as cleaning, lifting and assisting residents.
- ◆ Dedication: Shows commitment to the well-being and rights of the residents.

Skills and Abilities (To be assimilated progressively):

- ◆ Basic Hygiene and Sanitation Skills: Ability to maintain cleanliness in all areas of the institution.
- ◆ Personal Care Assistance: Capable of assisting with hygiene and grooming tasks.
- ◆ Housekeeping Skills: Proficient in cleaning, laundering and organizing resident spaces.
- ◆ Communication Skills: Effectively engage with residents and staff in a compassionate and professional manner.
- ◆ Basic Gardening Skills: Knowledge of plant care and the ability to maintain the institutional garden.

Working Conditions:

- ◆ The role demands flexibility to adapt to varying resident needs, working across shifts, including nights, weekends and holidays.

Other Requirements:

- ◆ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities

1. Organize and sanitize residents clothing and assist with personal hygiene tasks within the institution.
2. Proactively disinfect resident rooms, dormitories, toilets/bathrooms, common areas, corridors, canteens, kitchens and premises.

3. Monthly laundering of residents' clothing using soap solutions and disinfectants.
4. Aid in serving breakfast, lunch, tea, snacks and dinner to residents including assisting with delivery of meal to the designated area for those with mobility issues.
5. Perform daily sweeping of dust and lint, ensuring cleanliness of walls, ceilings, rooms and furniture within the institution.
6. Maintain the institutional yard, garden, potted plants and crops with the involvement of other staff members /interested residents.
7. Assist the cook weekly in sanitizing residents' utensils in boiled water and sun-drying.
8. Assist residents in bathing, tooth brushing and medication administration with compassion and a commitment to protecting residents' rights.
9. Prevent emotional distress and mistreatment of residents in all circumstances.
10. Demonstrate interest and dedication in the care of domestic animals within the institution, involving interested residents and adhering to scientific care practices.
11. Support residents in follow-up treatments, daily exercises, yoga and rehabilitation exercises as outlined in institutional plans.
12. Actively engage in institutional review meetings and training programs as directed by the Superintendent.
13. Collaborate with other service providers to contribute to the welfare, protection, mainstreaming and rehabilitation activities of residents.
14. Accompany residents to hospitals as and when required.
15. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Hygiene and Sanitation Practices
- ◆ Compassionate Care Techniques
- ◆ Team Collaboration and Interpersonal Skills
- ◆ Gardening and Environmental Care
- ◆ Emotional Support and Resident Engagement
- ◆ Essential Life Skills.



Competencies

- ◆ Attention to Detail: Essential for maintaining high standards of cleanliness and hygiene, as well as ensuring that each resident's specific needs are met.
- ◆ Communication Skills: Important for effectively engaging with residents and staff, facilitating clear interactions that enhance care and support.
- ◆ Team Working: Vital for collaborating with colleagues and service providers, fostering a cooperative environment that benefits the residents' welfare.

- ◆ Taking Accountability: Necessary for ensuring responsibility in performing tasks and adhering to the institution's standards, contributing to a trustworthy and reliable care environment.

Key Contacts

Nil



Counsellor



Job Summary:

The Counsellor provides essential counselling and support to residents in institutional care. S/he ensures the mental well-being and protection of children and fosters a supportive and child-friendly environment



Reporting and Supervisory Relationship

Welfare Institution
Superintendent



Counsellor



Educator

Job Specifications

Qualifications:

- ♦ M.A. in Psychology or Master of Social Work.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Empathy: Ability to understand the feelings of residents in distress.
- ♦ Compassion: Genuine concern for the well-being of residents.
- ♦ Patience: Capacity to remain calm and supportive in challenging situations.
- ♦ Cultural Sensitivity: Awareness and respect for diverse backgrounds and experiences.
- ♦ Adaptability: Flexibility to adjust to the dynamic needs of children and the institution.

Skills and Abilities (To be assimilated progressively):

- ♦ Communication Skills: Proficiency in conveying information clearly to children, parents, and staff.
- ♦ Active Listening: Ability to listen attentively and respond thoughtfully to children's concerns.
- ♦ Problem-Solving: Skill in identifying issues and developing practical solutions.
- ♦ Organizational Skills: Capacity to manage multiple tasks, including documentation and care plans.
- ♦ Team Collaboration: Ability to work effectively with multidisciplinary teams, including educators and mental health professionals.

Working Conditions:

- ♦ A confidential and safe environment space where residents/others feel comfortable sharing their concerns.

Other Requirements:

- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities

1. Conduct counselling sessions for residents under institutional care.
2. Provide counselling to children and parents as directed by JJB and CWC.
3. Develop and maintain Individual Care Plans (ICP) for children in JJ Institutions, updating records every 15 days.
4. Prepare and present individual care plans for inspection by relevant authorities, including Juvenile Justice Board, Child Welfare Committees, Management Committees and Institutional Inspection Officers.

5. Formulate a comprehensive child mental health plan.
6. Coordinate and facilitate various group therapy sessions within the institution.
7. Identify and address learning disabilities in residents within the institution.
8. Implement follow-up procedures for residents undergoing counselling.
9. Collaborate with the Institutional Superintendent to prepare monthly/quarterly progress reports.
10. Identify and counsel residents at risk of or addicted to substances, liaise with psychiatrists and consult with the superintendent for de-addiction treatment if necessary.
11. Ensure the protection of residents in the institution from any form of exploitation.
12. Provide psychological support to residents entering institutions as victims of abuse.
13. Adhere to instructions from JJB and CWC regarding the care and protection of residents.
14. Coordinate programs for residents in consultation with the superintendent and in collaboration with NGOs, social workers and other agencies.
15. Attend Management Committee meetings, highlight matters requiring special attention for the residents.
16. Foster a child-friendly environment within the institution.
17. Coordinate and streamline the functioning of the institution, involving both residents and staff.
18. Develop an advance calendar for organizing day celebrations and other events.
19. Provide staff with instructions on handling residents with special mental conditions.
20. Conduct awareness classes for residents on various subjects.
21. Engage with school authorities to address issues related to residents learning and character formation.
22. Inform the Superintendent about specific subjects and peculiarities of the residents.
23. Identify inherent potential in residents and implement measures to nurture and guide them.
24. Implement life-work-skills education programs for residents in the institution.
25. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Child Psychology and Development
- ◆ Advanced Counselling Techniques
- ◆ Report Writing and Documentation
- ◆ Communication Skills for Effective Counselling
- ◆ Team Coordination and Integration
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Understanding the emotional and psychological needs of residents is essential for effective counselling and support.
- ◆ Attention to Detail: Maintaining accurate records and developing Individual Care Plans requires careful attention to ensure compliance and quality of care.
- ◆ Consultation and Consensus Building: Collaborating with stakeholders is critical to creating comprehensive care strategies for residents.
- ◆ Problem Solving: The ability to identify issues and develop effective interventions is vital for the well-being of residents.



Key Contacts

- ◆ Juvenile Justice Board (JJB): To seek guidance on legal matters and ensure compliance with regulations regarding the care and protection of children in conflict with the law.
- ◆ Child Welfare Committee (CWC): For advice and support on welfare initiatives, care strategies and to address concerns related to the rehabilitation of children.
- ◆ Psychiatrists/Mental Health Professionals: To obtain specialized assessments and treatment recommendations for children facing mental health issues or behavioural challenges.
- ◆ NGOs and Social Workers: To collaborate on programs and resources that enhance child development and provide support services



Educator

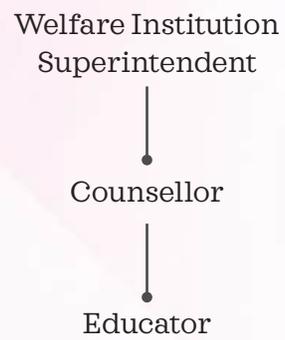


Job Summary:

Educator fosters an enriched learning environment within the institution and is responsible for implementing specialized measures to provide individualized attention and supervision to students, ensuring their academic success.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ♦ A graduate degree in any discipline.
- ♦ Bachelor of Education Degree.
- ♦ Preference for candidates residing in proximity to the institution.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Empathy: Ability to understand and respond to the needs of students.
- ♦ Patience: Capacity to handle diverse learning paces and challenges with composure.
- ♦ Adaptability: Flexibility to modify plans and approaches based on students' evolving needs.
- ♦ Attention to Detail: Precision in maintaining student records and tracking progress.
- ♦ Teamwork: Collaborative spirit to work effectively with colleagues and management.

Skills and Abilities (To be assimilated progressively):

- ♦ Communication Skills: Proficiency in conveying information clearly to students and reporting to superior officials.
- ♦ Organizational Skills: Ability to develop and maintain comprehensive registers and plans systematically.
- ♦ Instructional Skills: Capability to formulate lesson plans and provide tutoring in challenging subjects.
- ♦ Problem-Solving Skills: Competence in identifying learning challenges and implementing effective interventions.
- ♦ Leadership Potential: Ability to take initiative and guide students toward achieving their academic goals.

Working Conditions:

- ♦ The position requires a structured environment involving regular interaction with students in learning spaces.

Other Requirements:

- ♦ Awareness of various Acts, Schemes and Regulations related to Women and Child Development Department.

Duties and Responsibilities

1. Provide specialized attention and supervision to students within the institution, ensuring essential support for their academic endeavors to enhance the overall quality of their studies.

2. Enforce adherence to the institution's activity schedule, ensuring that students learn in accordance with the established curriculum.
3. Develop and maintain a comprehensive register tracking the progress of students' examinations, aligning with progress report standards.
4. Formulate and execute an action plan and lesson plan geared towards elevating the learning standards of students, submitting these plans to the superintendent for review.
5. Craft a detailed activity plan tailored to the unique needs of the students.
6. Identify students experiencing challenges in their learning journey and implement necessary interventions to elevate their academic performance.
7. Facilitate a conducive learning environment by making appropriate arrangements to nurture students' educational growth.
8. Enhance the academic proficiency of students by providing additional tutoring in challenging subjects.
9. Attend Management Committee meetings and deliver a comprehensive report on the quality of education, overall progress and other pertinent aspects of students' development.
10. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Enhancing Instructional Strategies
- ◆ Student-Centered Learning Approaches
- ◆ Assessment and Evaluation Techniques
- ◆ Developing Critical Thinking Skills in Students
- ◆ Communication Skills



Competencies

- ◆ Empathy: Understanding and responding to students' individual needs fosters a supportive learning environment.
- ◆ Attention to Detail: Maintaining comprehensive registers and tracking student progress requires meticulousness to ensure accuracy.
- ◆ Planning and Coordination: Developing and executing action and lesson plans necessitates strong organizational skills to align with curriculum standards.
- ◆ Communication Skills: Effectively conveying information and delivering reports to management is crucial for ensuring alignment with educational goals and strategies.



Key Contacts

- ◆ Nil

Senior Clerk / Clerk

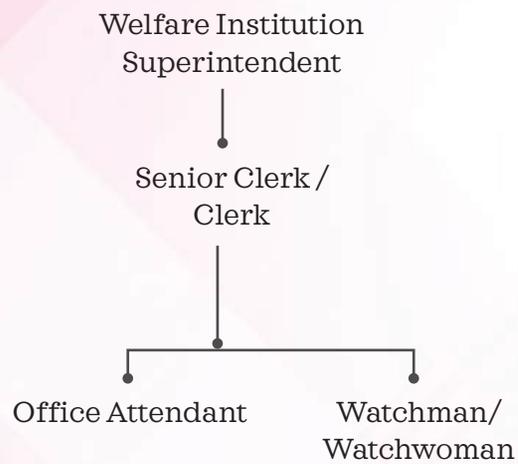


Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the institution. S/he is responsible for efficient file management and maintenance of an organized work environment



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Clerk: Pass in SSLC Examination or any other equivalent qualification.
- ◆ Senior Clerk: Promotion from the post of Clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses to queries, interpellations and official correspondences.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills, and budgets.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.,
2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.

3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
7. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
8. Attend currents received in the institution and submit all received currents as fresh cases or with existing files to superior officers.
9. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
10. Ensure compliance with relevant Acts, rules, laws, regulations etc., and stay updated on guidelines and procedures relevant to the job.
11. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
12. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
13. Process files related to court cases and suits on a priority basis.
14. Arrange facilities for the smooth conduct of audits.
15. Provide replies to enquiry notes and initiate follow-up actions.
16. Record audit observations in the audit objection register.
17. Create PEN in SPARK for newly recruited employees.
18. Create TEN in SPARK for temporary employees.
19. Update entries on SPARK and obtain approval from superior officers.
20. Initiate action for the ratification of the appointment of a temporary employee.
21. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
22. Initiate actions for the declaration of probation for newly recruited/promoted employees.
23. Initiate action to process annual increments for eligible employees.
24. Initiate action to sanction Higher Grades for eligible employees.
25. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade, and pay revision.
26. Initiate action to fix the pay when an employee is reverted.
27. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
28. Maintain the service book with proper approval.
29. Handle relieving and joining processes for employees (SPARK and Manual).
30. File TDS and GST returns on time.

31. Organize and maintain G.O.s, circulars and other reference documents in the Stock File.
32. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
33. Ensure an efficient and organized work environment.
34. Proper maintenance of computers, printers and other office equipments that falls under the responsibility of the official.
35. Respond to enquiries and provide information to various stakeholders.
36. Preparation of new scheme proposals/ projects upon the direction of superior officers.
37. Maintain and timely update various registers with relevant entries.
38. Comply with all other duties specified through various office orders
39. Perform any other duties assigned by superior officers.



Capacity Development Themes

- ◆ File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Essential Life Skills
- ◆



Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines, and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle correspondence, legislative requirements and consultations with colleagues and superiors.



Key Contacts

Nil



Office Attendant



Job Summary:

Office Attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office environment. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office.



Reporting and Supervisory Relationship

Welfare Institution
Superintendent



Senior Clerk /
Clerk



Office Attendant



Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant section, displaying a keen sense of urgency and attentiveness.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning and other duties assigned.
- ◆ Punctuality: Ensure timely opening and closing of the office, promptly arranging meeting venues and fulfilling other time-sensitive responsibilities.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and recipients of mail packages.
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Resourcefulness: Monitor and restock office supplies as required, showcasing the ability to meet office needs effectively.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.
- ◆ Technical Skills: Handle basic administrative tasks involving photocopying, printing, scanning and operating electronic equipments, showcasing technological competence.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the office is essential.

- ♦ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department

Duties and Responsibilities

1. Efficiently manage and organize the office space.
2. Create a comfortable work environment by opening doors, windows and switching on electronic equipments before the start of working hours.
3. Close all windows and doors and lights, ensure fans and electronic equipments are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars, and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc., as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Facilitate the procurement and transport of food items to the stock room.
15. Efficiently distribute food to residents, ensuring timely and orderly delivery, as and when required.
16. Participate actively in institutional meetings, contributing valuable insights and updates.
17. Execute bank/treasury tasks as directed by the superintendent.
18. Sort and classify biodegradable, non-biodegradable and useless materials in the institution, report the findings to the superintendent.
19. Perform other duties specified through various orders or assigned by superior officials.

Capacity Development Themes

- ♦ Efficient Office Management and Organization
- ♦ Mastering Office Etiquette and Customer Service
- ♦ Effective Communication Skills
- ♦ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure its seamless distribution to designated recipients.
- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and recipients of mail packages.
- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.



Key Contacts

(Nil)



Watchman / Watchwoman

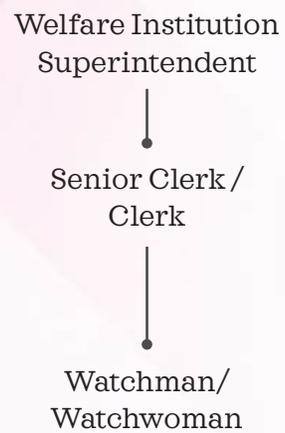


Job Summary:

Watchman/Watchwoman is responsible for ensuring the security and safety of the institution's premises, personnel and assets. S/he plays a crucial role in maintaining a secure and orderly environment, preventing unauthorized access and mitigating potential risks. S/he is responsible for monitoring the safety of the premises of the institution through regular patrols, surveillance cameras and maintaining access controls.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Alertness and Vigilance: Maintains a high level of attentiveness to identify suspicious activities or potential threats.
- ◆ Responsiveness: Capable of responding swiftly and effectively in emergency situations.
- ◆ Strong Communication Skills: Effective communication is crucial for promptly reporting incidents, concerns or accidents to the superior officers.
- ◆ Attention to Detail: Maintain accurate records of inward and outward requires meticulous attention to detail.
- ◆ Physical Stamina: The job often involves regular patrols and the ability to be on one's feet for extended periods.
- ◆ Observational Skills: The watchman/watchwoman should possess keen observational skills to identify irregularities, potential security risks or safety hazards.

Skills and Abilities (To be assimilated progressively):

- ◆ Security Systems Knowledge: Familiarity with surveillance cameras, alarm systems and other security equipments is essential for efficient monitoring and response.
- ◆ Emergency Response Procedures: Being well-versed in emergency response protocols ensures quick and effective actions during crises.
- ◆ Reporting and Documentation: Proper documentation of incidents, irregularities and safety reports is vital for record-keeping and reference.
- ◆ Service Orientation: Courteous and helpful assistance to visitors and staff fosters a positive environment within the premises.
- ◆ Technical Skills: Technical knowledge on how to ensure safety equipments are in working order and perform minor maintenance tasks is beneficial.
- ◆ Multitasking: Undertaking various responsibilities simultaneously, such as monitoring surveillance, patrolling and assisting visitors.

Working Conditions:

- ◆ The watchman/watchwoman works in diverse conditions and should be equipped with a designated cabin for monitoring, a torch, a stick and various safety-related equipments.
- ◆ The watchman/watchwoman shall be provided with a phone with connectivity to enable them to promptly report emergencies.
- ◆ A list of emergency numbers shall be displayed in the watchman/watchwoman's designated space for reference during emergencies.

Other Requirements:

- ♦ Proficiency in the operation of various safety and security devices.
- ♦ Awareness of the overall functioning of the institution is essential.
- ♦ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department



Duties and Responsibilities

1. Patrol the premises regularly to monitor for any suspicious activities or security breaches.
2. Monitor surveillance cameras and security systems to detect and respond to potential threats.
3. Control access points, ensuring only authorized personnel or visitors enter the premises.
4. Control and manage access points by verifying identification and permissions for personnel, visitors and vehicles.
5. Respond quickly and appropriately during emergencies, following established protocols and assist in evacuations.
6. Safeguard valuable assets, equipments and sensitive information to prevent theft, vandalism or unauthorized use.
7. Conduct regular inspections to ensure safety compliance with fire safety and security regulations.
8. Ensure that the safety and security equipments are in proper working condition.
9. Monitor, record and report irregularities, such as surveillance equipments malfunctions or potential security breaches.
10. Respond promptly to emergencies, including fire outbreaks, medical incidents or security breaches.
11. Immediately report incidents, suspicious activities, accidents or security concerns to the superior officers.
12. Monitor alarm systems diligently and take swift action when alarms are triggered.
13. Inspect the boundary walls frequently and report any breaches or damages promptly to the superior officers.
14. Timely switch on and off lights in and around the office.
15. Ensure the security of buildings by conducting thorough inspections.
16. Submit safety-related reports to the superior officers.
17. Provide necessary information and assistance to visitors.
18. Ensure the security and safety of all the staff, residents and premises.
19. Diligently operate and maintain generators and water pumps at the institution.
20. Monitor drinking water pipes and taps, report any leakages promptly to superior officers.
21. Support in the hospitalization of residents during medical emergencies.
22. Monitor and restrict the usage of substances in and around the institution and timely report any such incidents to the superintendent.

23. Actively participate in institutional meetings.
24. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Security and Surveillance
- ◆ Emergency Response and Crisis Management
- ◆ Safety Equipment Maintenance and Inspection
- ◆ Adaptive Security Solutions and Situational Awareness
- ◆ Safety Regulations and Compliance
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Important to effectively monitor surveillance cameras, detect irregularities and ensure the security of the premises.
- ◆ Decision Making: The ability to make quick and informed decisions during emergencies or security breaches.
- ◆ Problem-Solving: Vital for addressing security-related challenges, identifying potential threats and finding appropriate solutions.
- ◆ Communication Skills: Clear and effective communication is necessary to report incidents, emergencies and other security concerns accurately and to provide assistance to visitors and staff.



Key Contacts

- ◆ Hospital: Contact the hospital for medical emergencies.
- ◆ Fire Force: Reach out to the fire force in case of fire emergencies or safety threats requiring immediate intervention.

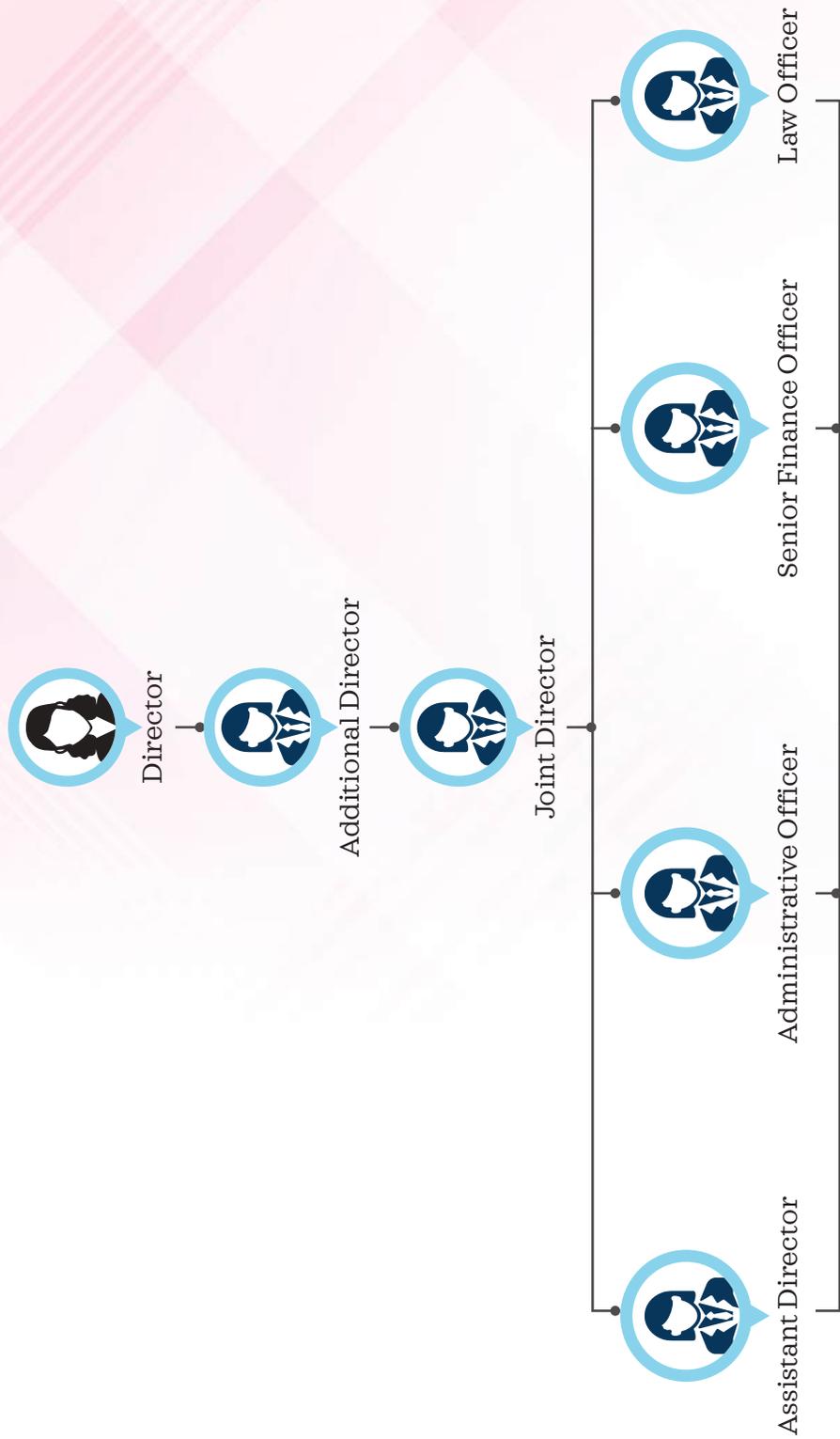


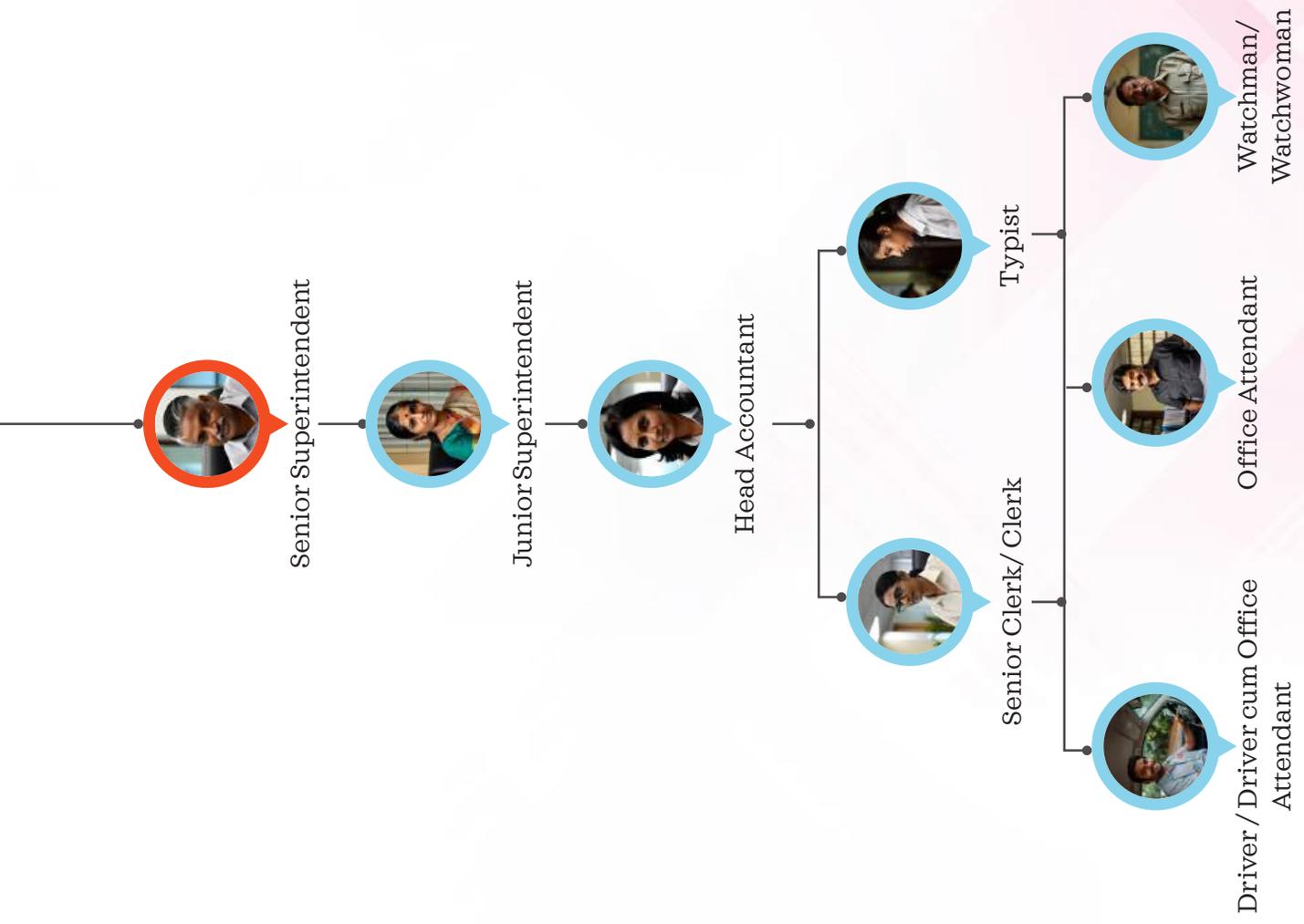


Directorate

Senior Superintendent	353
Junior Superintendent	359
Head Accountant	365
Senior Clerk / Clerk	371
Typist	377
Office Attendant	383
Driver/ Driver cum Office Attendant	387
Watchman/Watchwoman	393

Reporting and Supervisory Relationship







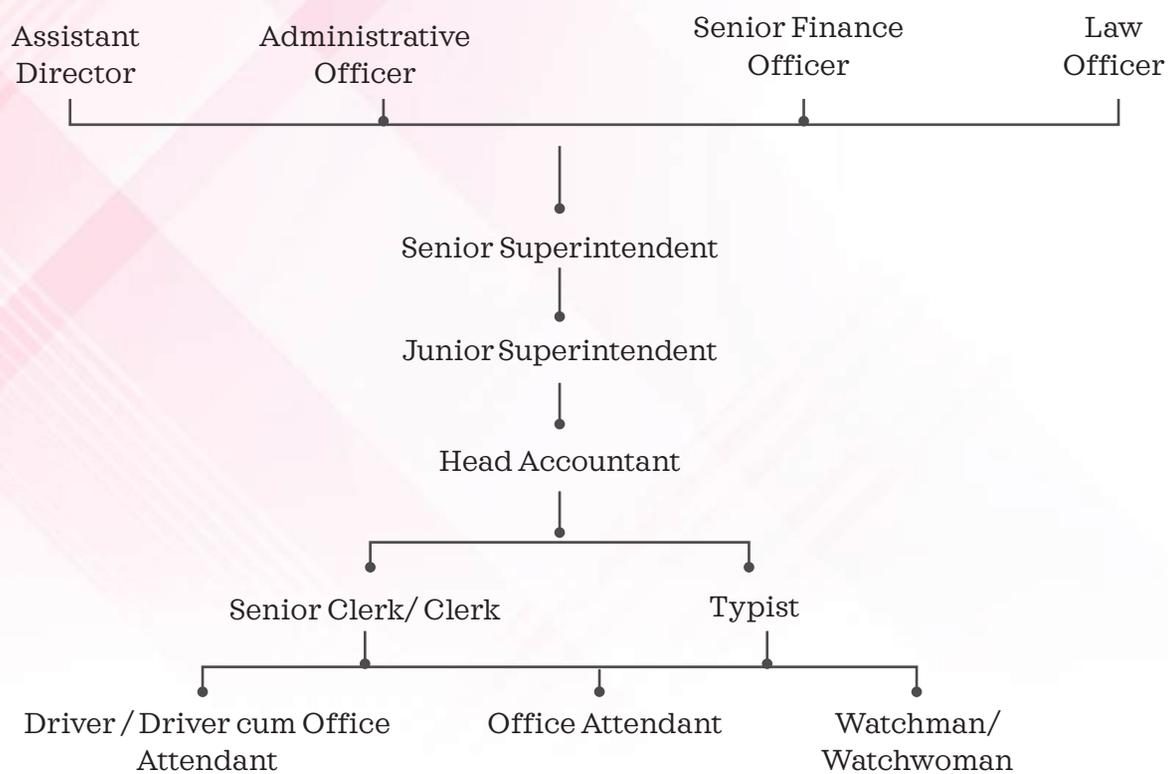
Senior Superintendent



Job Summary:

Senior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for management and coordination of various administrative tasks, ensuring compliance with relevant regulations and rules. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment.

Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Promotion from the post of Junior Superintendent.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ◆ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ◆ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance.
- ◆ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ◆ Attention to Detail: Ability to notice discrepancies and ensure accuracy in records and documentation.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Proficient in verbal and written communication, facilitating clear information exchange.
- ◆ Problem-Solving Skills: Ability to identify issues and propose practical solutions.
- ◆ Basic Financial Acumen: Understanding of budgeting, accounting principles and financial documentation.
- ◆ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ◆ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Manage and coordinate various administrative tasks.
2. Scrutinize establishment pay bills, contingent bills and other bills of establishment concerned, duly observing the relevant rules and guidelines in the matter.
3. Verify the casual leave application of the Non-gazetted staff.
4. Ensure that the employees reach the office on time and engaged in office related activities.
5. Ensure attendance is recorded as soon as employees reach the office and necessary entries are made in the Personal Cash Declaration Register.
6. Daily attendance closing of ministerial staff shall be carried out.
7. Ensure that employees leave the office for official purposes only after recording in the movement register during office hours.
8. Monitor the movement of files to and from the superior officers.
9. Ensure that the clerks maintain personal registers properly and in strict accordance with provisions of Manual of Office Procedure, Inspect the personal register as per schedule.
10. Ensure that the currents are attended promptly by the clerks.
11. Evaluate the pendency position and get the monthly abstracts and detailed arrears list of each section in the prescribed proforma.
12. Ensure the prompt collection and remittance of TDS / GST and assure that periodical returns of the same have been submitted and registers in this regard are updated.
13. Supervise the maintenance of all records pertaining to Service matters, accounts, stocks, cash book, etc.,
14. Monitor the reconciliation of the accounts from the treasury and the AG.
15. Ensure the timely disbursement of salary, allowances, wages and honorarium of employees.
16. Ensure the prompt remittance of various recoveries from salary.
17. Verify the issuance of salary certificates are in line with the relevant orders and guidelines.
18. Act as reporting officer for the submission of confidential reports of Junior Superintendents and Head Clerks through the SCORE portal.
19. Verification and approval of online challans.
20. Ensure timely preparation of various contingent bills such as telephone charges, water charges, purchase bills, electricity bill etc.,
21. Collection and remittance of Government revenue and auction money.
22. Collection of EMD and disbursal of the same on completion of procedures.
23. Ensure timely payment of cost of stores procured through GeM
24. Ensure that the details of all items purchased for office use (including electronic items and computer peripherals) are entered in the stock register and kept up to date.
25. Ensure the machinery and equipments used in office are maintained in good working

conditions.

26. Enrollment of newly appointed employees in SPARK after verifying the documents.
27. Ensure admission of newly appointed employees in GPF, GIS, SLI, NPS, GPAIS, MEDISEP, etc.,
28. Sanctioning of increments of employees in SPARK as and when it is due.
29. Ensure the time bound processing of pensionary benefits to employees.
30. Regular verification of Cash book, subsidiary registers, bills and other records
31. Physical verification of daily cash balance and stamp account
32. Collection and remittance of fee in connection with RTI.
33. Oversee the GPF temporary advance to employees in accordance with the delegation of financial powers in force and applicable rules.
34. Supervision of transfer of charges between clerical staff
35. Ensure that the service books of employees are periodically updated, duly signed and maintained and verify e-service books in SPARK properly.
36. Ensure the submission of annual property statement of employees.
37. Ensure the periodical verification of office stock register, furniture register, stationery register and printed forms register.
38. Ensure verification of log books of vehicles and generators, if any, before drawal of fuel charges.
39. Ensure the safe custody of cheque books and pass books
40. Ensure the receipt, distribution, utilization of Stationery / Printed forms and their safe custody.
41. Ensure that the e-office system is functioning efficiently in all sections. Ensure that receipts are distributed properly and labelled appropriately.
42. Supervise the work assigned to the staff directly under his/her charge and ensure processing of files in the concerned section being done promptly and efficiently.
43. Submit the files to higher officers commenting with correct and latest rule positions on the subject.
44. Ensure the proper maintenance and recording of registers like cash book, e-TR5 register, etc.,
45. Monitor progress of schemes regularly implemented under the charged section.
46. Liaise with other line departments/sub offices.
47. Conduct internal audit/surprise visit within the department.
48. Ensure updating plan expenditure in the Planspace portal.
49. Act as State Public Information Officer under the RTI Act 2005.
50. Prepare notes for DPC (Higher) and DPC (Lower) and ensure that the seniority list is prepared with the existing rules and regulations.

51. Ensure that the budget is prepared according to the prescribed rules and regulations.
52. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Record Management
- ◆ Communication and Interpersonal Skills
- ◆ Project Management Fundamentals
- ◆ Legal Awareness and Compliance
- ◆ Team Collaboration and Leadership
- ◆ Problem-Solving and Decision-Making
- ◆ Ethics and Integrity in Public Service
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Essential for ensuring accuracy in record management, compliance with regulations and the proper management of files.
- ◆ Integrity: Essential for maintaining ethical standards when dealing with confidential information and financial matters.
- ◆ Planning and Coordination: Critical for effectively managing tasks, overseeing projects and ensuring the smooth operation of office activities.
- ◆ Decision Making: Necessary for making informed choices regarding employee matters, financial processes and project management.
- ◆ Communication Skills: Vital for effectively conveying information, preparing reports and interacting with colleagues and stakeholders.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.

Junior Superintendent

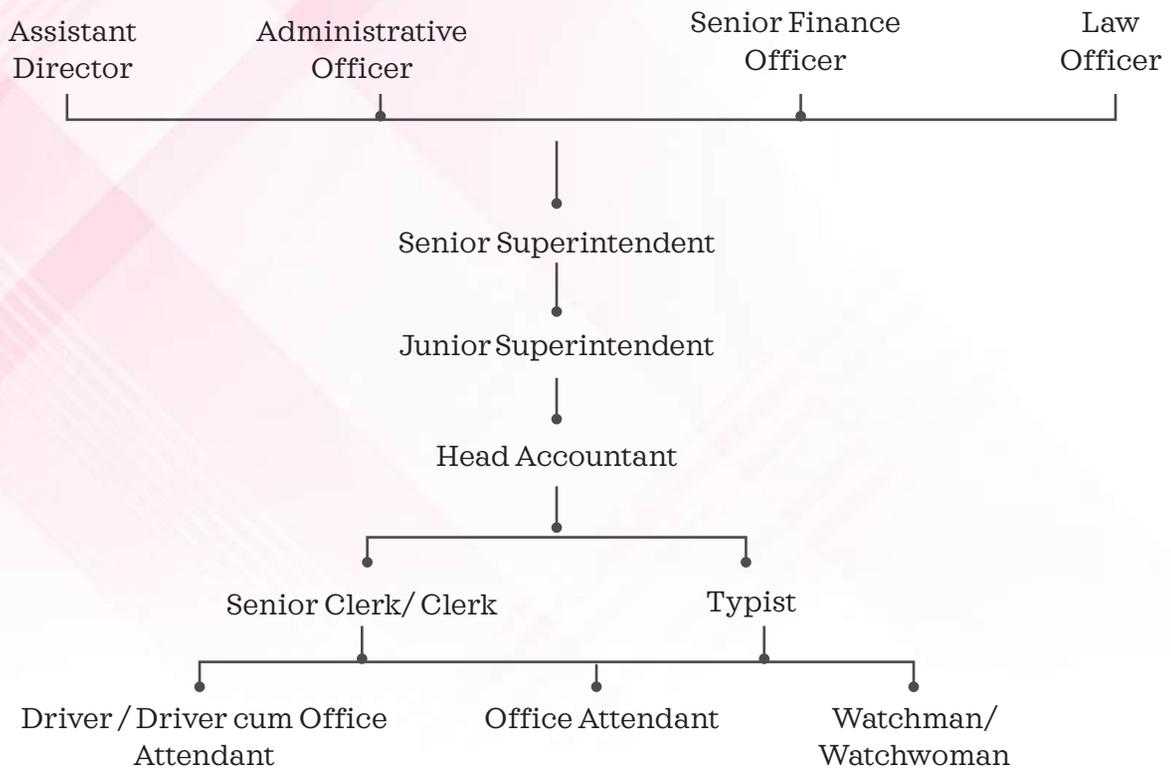


Job Summary:

Junior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment. S/he guides subordinates in smooth file processing and proper maintenance of records.



Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ♦ Promotion from Senior Clerk/Head Accountant.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ♦ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ♦ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance to ensure smooth file processing and record maintenance.
- ♦ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ♦ File Management: Proficient in overseeing file processing, maintaining records and ensuring compliance with established procedures.
- ♦ Communication: Excellent verbal and written communication skills to provide clear directions, feedback and support to staff members.

Skills and Abilities (To be assimilated progressively):

- ♦ Problem-Solving: Adept at identifying and resolving challenges that may hinder efficient office functioning, devising effective solutions to improve workflow.
- ♦ Adaptability: Demonstrates the ability to adapt to changing circumstances, handle multiple tasks and thrive in a dynamic office environment.
- ♦ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ♦ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ♦ A computer with seamless internet connectivity.

Other Requirements:

- ♦ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Supervise the work of subordinates under direct charge to ensure prompt and efficient processing of files in the concerned section.

2. Provide assistance, mentorship & guidance to staff members.
3. Manage and coordinate various departmental activities effectively.
4. Ensure maintenance of personal registers by clerks, inspect it periodically.
5. Ensure and verify the maintenance of important records and registers, such as cash book, attendance register etc.,
6. Verify establishment and contingent bills are prepared in compliance with existing rules and regulations.
7. Monitor the progress and implementation status of various schemes.
8. Liaise with various offices/ institutions of the department.
9. Ensure that the files, records, registers and documents requested through requisition notes are provided on time and promptly respond to enquiry notes.
10. Ensure that reports demanded by the higher authorities are submitted within the designated time frame.
11. Respond to audit queries within specified time limits.
12. Periodically verify the Audit Objection Register, take prompt corrective actions and follow up to address audit objections.
13. Ensure that liabilities fixed are demanded and collected in a time-bound manner.
14. Monitor the reconciliation of accounts from the treasury and the AG.
15. Monitor the updating of the office stock record on all items bought for use in the administrative office, including electronics and computer accessories.
16. Ensure the enrollment of newly appointed employees in SPARK after verifying their documents.
17. Ensure the proper admission of newly appointed employees in GPF, GIS, SLI, NPS, GPAIS, MEDSEP, etc.,
18. Periodically verify the office stock register, furniture register, stationery register, etc.
19. Regularly update and maintain employee service books, duly signed and verify the e-service book.
20. Verify log books of vehicles and generators, if any, prior to fuel charges being drawn.
21. Oversee the proper functioning of the e-Office system in all sections.
22. Monitor the movement of files and ensure their timely disposal.
23. Verify files submitted from sections, provide opinions, clarify and address queries from superior officers, citing relevant statutes/guidelines, etc.
24. Ensure the maintenance of applicable registers, records and files at the concerned sections.
25. Supervise the transfer of charges between clerical staff, ensuring strict adherence to office orders and updating all documents and registers before handing over charges.
26. Respond to enquiries and provide information to various stakeholders.
27. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Supervision
- ◆ Mastering File Processing and Record Keeping
- ◆ Teamwork and Collaboration in the Workplace
- ◆ Essential Life Skills



Competencies

- ◆ Organisational Awareness: Understanding the internal dynamics and structure of the department, as well as its objectives and functions.
- ◆ Decision Making: Making well-informed and timely decisions and managing office operations to ensure efficient workflow.
- ◆ Teamwork: Fostering a collaborative and cohesive work environment, encouraging effective teamwork and cooperation among staff members.
- ◆ Attention to Detail: Demonstrating meticulousness in file processing, record maintenance and adherence to timelines to ensure smooth office functioning.
- ◆ Communication Skills: Possessing excellent verbal and written communication abilities to provide clear directions, feedback and support to subordinates and effectively liaise with stakeholders.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.



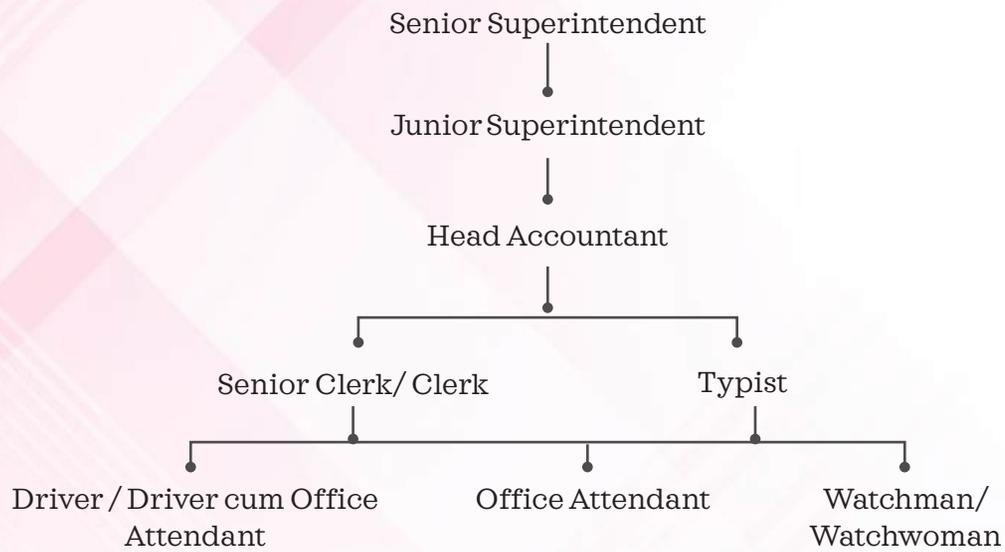
Head Accountant



Job Summary:

Head Accountant discharges a pivotal role in financial management and office administration. S/he is responsible for preparation of various bills ensuring compliance with rules and regulations and enhancing accounting practices & procedures. S/he is responsible for various aspects of accounting including budget preparation, account maintenance and reconciliation.

Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ As per the existing Special Rules

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ **Financial Expertise:** A deep understanding of financial principles, accounting standards and relevant laws are essential for effective budget preparation, account reconciliation and resolving audit findings.
- ◆ **Analytical Acumen:** The ability to analyze financial data, identify discrepancies and make informed decisions is crucial for maintaining accurate accounts and to ensure compliance with regulations.
- ◆ **Attention to detail:** Keenness to handle files, registers, bills and other financial documents with precision, minimizing errors and maximizing efficiency.
- ◆ **Problem-Solving Skills:** S/he should adept at investigating and resolving account-related issues and non-compliance, demonstrating strong problem-solving capabilities.

Skills and Abilities (To be assimilated progressively):

- ◆ **Communication Proficiency:** Excellent written and verbal communication skills are essential for preparing timely replies to queries, interacting with superiors and maintaining clear documentation.
- ◆ **Time Management:** Being able to adhere to timelines and deadlines is crucial for maintaining an organized and efficient workflow.
- ◆ **Continuous Learning:** Keeping up-to-date with changing financial regulations, Acts, and guidelines is vital for maintaining compliance and ensuring efficient financial management.
- ◆ **Integrity:** Upholding high ethical standards and integrity in financial matters is crucial for maintaining trust and credibility within the department and among stakeholders.
- ◆ **Time Management:** Being able to prioritize tasks, meet deadlines and efficiently allocate resources is vital for managing a range of financial responsibilities effectively.
- ◆ **Interpersonal Skills:** Strong interpersonal abilities are essential for working proactively with team members, superiors and stakeholders, fostering a positive and productive work environment.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.,
2. Maintenance of various registers.
3. Assist in the preparation of budget.
4. Maintenance and reconciliation of the department's accounts.
5. Investigate and resolve audit findings, account discrepancies and non-compliance issues.
6. Contribute to the development of emerging accounting practices, programs and procedures.
7. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
8. Manage correspondences of various official communications in a timely and accurate manner.
9. Assist in the strategic planning and monitoring of various schemes.
10. Prepare budgets for different projects and initiatives.
11. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
12. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
13. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
14. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
15. Ensure compliance with relevant Acts, rules, laws, regulations etc. and stay updated on guidelines and procedures relevant to the job.
16. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
17. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
18. Process files related to court cases and suits on a priority basis.
19. Arrange facilities for the smooth conduct of audits.
20. Provide replies to enquiry notes and initiate follow-up actions.
21. Record audit observations in the audit objection register.
22. Create PEN in SPARK for newly recruited employees.
23. Create TEN in SPARK for temporary employees.
24. Update entries on SPARK and obtain approval from superior officers.
25. Initiate action for the ratification of the appointment of a temporary employee.
26. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.

27. Initiate actions for the declaration of probation for newly recruited/promoted employees.
28. Initiate action to process annual increments for eligible employees.
29. Initiate action to sanction Higher Grades for eligible employees.
30. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
31. Initiate action to fix the pay when an employee is reverted.
32. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
33. Maintain the service book of employees with proper approval.
34. Handle relieving and joining processes for employees (SPARK and Manual).
35. File TDS and GST returns on time.
36. Organize and maintain G.O.s, circulars, and other reference documents in the Stock File.
37. Prepare and submit timely replies to queries/Interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
38. Ensure an efficient and organized work environment.
39. Proper maintenance of computers, printers, and other office equipment falls under the responsibility of the official.
40. Respond to inquiries and provide information to various stakeholders.
41. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Financial Management and Budgeting
- ◆ Advanced Accounting Practices and Procedures
- ◆ Mastering Financial Analysis and Reporting
- ◆ File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Given the responsibility of handling financial records, reconciliations and audits, attention to detail is essential to ensure accuracy and compliance.
- ◆ Strategic Thinking: Assisting in the development of updated accounting practices and contributing to the planning and monitoring of schemes requires strategic thinking to align financial processes with organizational goals.
- ◆ Decision Making: Investigating and resolving account discrepancies, non-compliance issues, audit findings for effective decision-making

- ♦ Integrity: Maintaining high ethical standards and integrity is critical for handling financial matters.
- ♦ Communication Skills: Excellent communication skills are necessary to prepare timely replies to queries, interact with superiors, and maintain clear documentation.

Key Contacts

- ♦ Heads/Officials of Sub Offices: For general administrative coordination.

Senior Clerk / Clerk

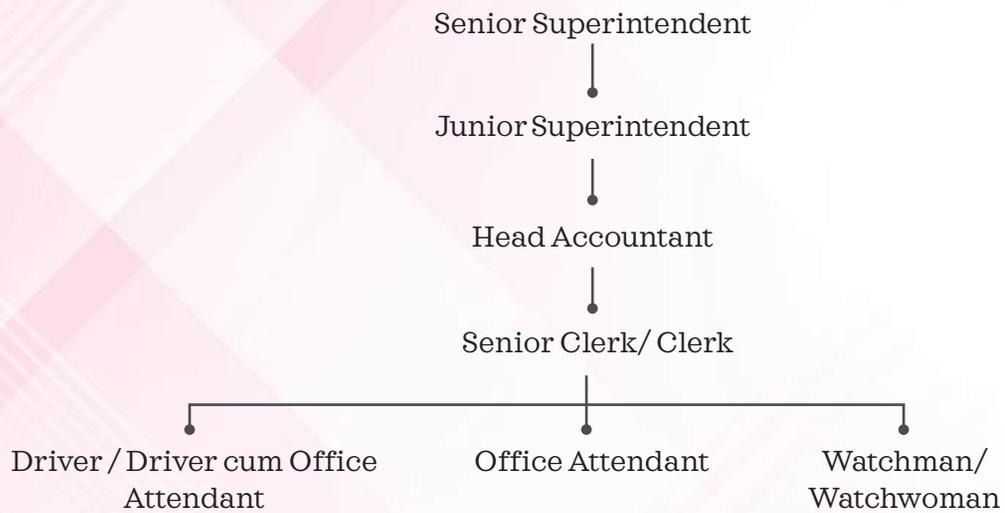


Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the office. S/he is responsible for efficient file management and maintenance of an organized work environment.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ **Clerk :** Pass in SSLC Examination or any other equivalent qualification.
- ◆ **Senior Clerk :** Promotion from the post of clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses to queries, interpellations and official correspondences.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills, and budgets.
- ◆ Problem-Solving: The ability to identify and resolve issues in file management, communication or record-keeping contributes to the clerk's effectiveness in their role.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Proficiency in computer applications is essential
- ◆ Awareness on various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.
2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
7. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
8. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
9. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
10. Ensure compliance with relevant Acts, rules, laws, regulations etc., and stay updated on guidelines and procedures relevant to the job.
11. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
12. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
13. Process files related to court cases and suits on a priority basis.
14. Arrange facilities for the smooth conduct of audits.
15. Provide replies to enquiry notes and initiate follow-up actions.
16. Record audit observations in the audit objection register.
17. Create PEN in SPARK for newly recruited employees.
18. Create TEN in SPARK for temporary employees.
19. Update entries on SPARK and obtain approval from superior officers.
20. Initiate action for the ratification of the appointment of a temporary employee.
21. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
22. Initiate actions for the declaration of probation for newly recruited/promoted employees.
23. Initiate action to process annual increments for eligible employees.
24. Initiate action to sanction Higher Grades for eligible employees.
25. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
26. Initiate action to fix the pay when an employee is reverted.

27. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM portal.
28. Maintain the service book with proper approval.
29. Handle relieving and joining processes for employees (SPARK and Manual).
30. File TDS and GST returns on time.
31. Organize and maintain G.O.s, circulars and other reference documents in the Stock File.
32. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
33. Ensure an efficient and organized work environment.
34. Proper maintenance of computers, printers and other office equipments that falls under the responsibility of the official.
35. Respond to enquiries and provide information to various stakeholders.
36. Preparation of new scheme proposals/ projects upon the direction of superior officers.
37. Maintain and timely update various registers with relevant entries.
38. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Computer Applications
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle correspondence, legislative requirements and consultations with colleagues and superiors.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.



Typist

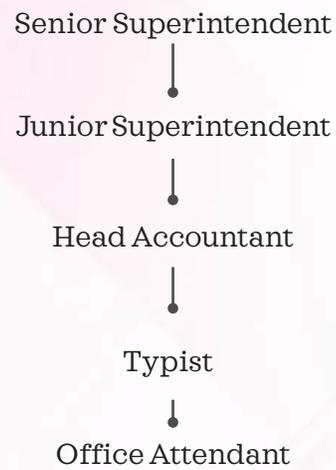


Job Summary:

The typist is responsible for providing assistance in correspondence, accurately transcribing and formatting documents, performing data entry tasks and providing administrative support. His/her adept typing skills and attention to detail contribute to the smooth functioning of the office.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ General education qualification of SSLC or its equivalent.
- ◆ Lower Grade Certificate in Typewriting Malayalam (KGTE) or its equivalent.
- ◆ Lower Grade Certificate in Typewriting English (KGTE) and Computer Word Processing or its equivalent

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Proficient Typing and Data Entry: Demonstrate expertise in accurate and efficient typing and data entry.
- ◆ Document Formatting Proficiency: Skilled in preparing and formatting diverse document types, including spreadsheets, tables, charts and presentations etc.,
- ◆ Attention to Detail: Detail-oriented in delivering error-free work through meticulous proofreading and data verification.
- ◆ Data Management Acumen: Ability to manage and update databases, meticulously entering, verifying and organizing data to maintain a reliable information system.
- ◆ Confidentiality and Discretion: Maintaining strict confidentiality in handling sensitive files, letters and correspondences.
- ◆ Administrative Support: Versatile in providing reliable general administrative support, promptly addressing enquiries and assisting in diverse tasks to facilitate seamless operations.

Skills and Abilities (To be assimilated progressively):

- ◆ Advanced Computer Literacy: Extensive knowledge and proficiency in various word processing, spreadsheet and presentation software.
- ◆ Time Management Mastery: Exceptional time management skills, enabling efficient task handling, meeting deadlines and prioritizing responsibilities effectively.
- ◆ Effective Communication: Excellent written and verbal communication skills, facilitating clear and concise interactions with stakeholders and providing prompt and accurate information.
- ◆ Adaptability and Flexibility: Highly adaptable, readily embracing new technologies and to evolving office requirements.
- ◆ Multitasking Capability: Proficiently handling multiple responsibilities, seamlessly transitioning between typing, data entry, printing, scanning and other clerical tasks.
- ◆ Teamwork: A team player, collaborating effectively with colleagues and following directives from superior officers with professionalism.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment,
- ♦ A computer with seamless internet connectivity.

Other Requirements:

- ♦ Proficiency in advanced computer applications.
- ♦ Proficiency in English and Malayalam Language.
- ♦ Should be able to transcribe and prepare letters and documents based on dictation.
- ♦ Awareness of various Acts, schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Perform typing and data entry tasks accurately and efficiently. This includes typing letters, reports, memos, notices, statements, minutes of meetings and other documents etc., using appropriate formatting and layout.
2. Prepare and format various types of documents such as spreadsheets, tables, charts, presentations etc., as and when required.
3. Review and proofread the typed documents to ensure accuracy, proper grammar, spelling, punctuation and formatting.
4. Assist in managing and updating databases or information systems by entering, verifying and organizing data accurately.
5. Maintain fair-copy register and workload register as per the provisions laid down in Manual of Office Procedure.
6. Execute printing and scanning tasks promptly as and when required.
7. Maintain confidentiality in files, letters or any other relevant correspondences.
8. Provide general administrative support as and when required.
9. Proper maintenance of computers, printers and other office equipment falls under the responsibility of the official.
10. Proper filing and retrieving of electronic documents, updating records and ensuring the proper organization and security of documents.
11. Respond to enquiries and provide information to various stakeholders.
12. Comply with all other duties specified through various office orders.
13. Maintenance of Despatch cum stamp account register
14. Perform various clerical tasks such as diarizing and distribution of receipts, keeping record of the movement of papers etc., related to e-office, if assigned.
15. Perform any other duties specified through various orders or assigned by superior officers.



Capacity Development Themes

- ♦ Advanced Skill in Typing and Data Entry
- ♦ Advanced Document Formatting Techniques

- ◆ Data Management and Database Skill Development
- ◆ Administrative Support Excellence
- ◆ Organizational Skills and File Management
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is crucial for accurate typing, proofreading and formatting of official documents.
- ◆ Organizational Awareness: Understanding the structure and functioning of the department is essential for managing databases and handling administrative tasks.
- ◆ Communication Skills: Effective written and verbal communication skills are essential.
- ◆ Team Work: Being a team player is essential for providing general administrative support and working effectively with other staff members.



Key Contacts

- ◆ Heads/Officials of Sub Offices: For general administrative coordination.



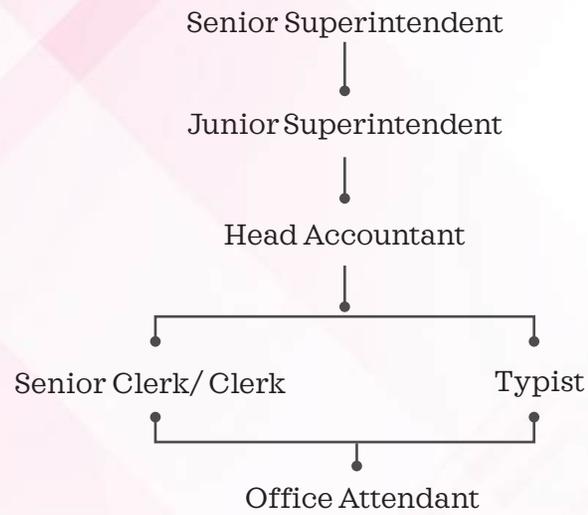
Office Attendant



Job Summary:

Office attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office environment. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office.

Reporting and Supervisory Relationship



Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant section, displaying a keen sense of urgency and attentiveness.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning and other duties assigned.
- ◆ Punctuality: Ensure timely opening and closing of the office, promptly arranging meeting venues and fulfilling other time-sensitive responsibilities.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and recipients of mail packages.
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.
- ◆ Technical Skills: Handle basic administrative tasks involving photocopying, printing, scanning and operating electronic equipments.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the office is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Efficiently manage and organize the office space.

2. Create a comfortable work environment by opening doors, windows and switching on electronic equipments before the start of working hours.
3. Close all windows and doors ensure lights, fans and electronic equipments are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout the meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc.,as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Organization
- ◆ Mastering Office Etiquette and Customer Service
- ◆ Effective Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure seamless distribution to designated recipients requires strong attention to detail.
- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and recipients of mail packages.
- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.



Key Contacts

Nil

Driver / Driver Cum Office Attendant

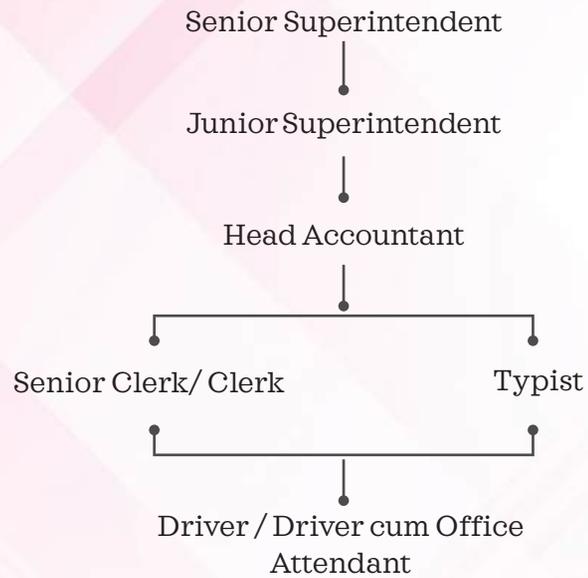


Job Summary:

Driver/Driver cum Office Attendant provide transportation services to officials and staff, ensuring their safe and timely travel to various destinations. S/he assists with office tasks, such as running errands, handling documents, etc., as and when required. The Driver cum Office Attendant plays a crucial role in facilitating the smooth functioning of the office and supporting its daily operations.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ♦ Educational qualification of Standard VII or its equivalent.
- ♦ Must possess a Motor Driving License of at least three years..

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job. S/he shall be able to sit for extended periods and handle the loading/unloading of items as and when required.
- ♦ Ear: Hearing should be perfect.
- ♦ Eye: (Both the Eyes)
 - Distant Vision - 6/6 Snellen
 - Near Vision - 0.5 Snellen
 - Colour Vision - Normal
 - Night Blindness - Nil
- ♦ Muscles and Joints: No Paralysis and all Joints with free movements.
- ♦ Nervous System: Perfectly normal and free from any infectious diseases
- ♦ .

Entry Level Attributes:

- ♦ Punctuality: Being consistently on time and reliable in fulfilling transportation duties.
- ♦ Adaptability: Ability to adjust to changing schedules, routes and unforeseen circumstances.
- ♦ Professionalism: Maintaining a courteous and respectful demeanour while interacting with passengers and officials.
- ♦ Confidentiality: Handling sensitive information with utmost discretion and maintaining strict confidentiality.
- ♦ Safety-Conscious: Prioritizing the safety of passengers and following all traffic rules and safety guidelines.
- ♦ Problem-Solving: Capable of quickly identifying and resolving minor vehicle issues during travel.

Skills and Abilities (To be assimilated progressively):

- ♦ Navigation: Familiarity with GPS and map reading to plan and execute optimal travel routes.
- ♦ Communication: Effective verbal and written communication skills to coordinate with passengers and department staff.
- ♦ Basic Maintenance: Ability to perform minor vehicle maintenance and checks, such as oil level, tyre pressure, etc.,
- ♦ Time Management: Efficiently managing travel schedules and ensuring timely arrivals at destinations.
- ♦ Organizational Skills: Keeping track of documents, schedules and maintaining a tidy vehicle and workspace.

- ♦ Multi-tasking: Capable of handling both driving responsibilities and office attendant duties seamlessly.
- ♦ Service Orientation: Providing excellent service to passengers and officials during travel.
- ♦ Alertness: Staying attentive and alert during long drives and being prepared for any unexpected situations.
- ♦ Detail-Oriented: Paying close attention to instructions, route details and passenger preferences.

Working Conditions:

- ♦ The driver shall be provided with a designated vehicle for official duties.
- ♦ This role requires extensive travel over long distances and willingness to work beyond working hours.

Other Requirements:

- ♦ Should have good physical health and mental alertness while operating the vehicle.
- ♦ Knowledge in First Aid Medical Care.
- ♦ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.



Duties and Responsibilities

1. Drive officials and staff to designated locations safely and efficiently.
2. Maintain the vehicle in a clean and well-functioning condition.
3. Adhere to traffic rules and regulations while operating the vehicle.
4. Plan and follow appropriate routes to reach destinations on time.
5. Stay updated on traffic conditions and any changes in the travel itineraries of officials.
6. Provide courteous and professional assistance to passengers during the journey.
7. Assist passengers in embarking and disembarking from the vehicle, as and when required.
8. Perform routine vehicle inspections and report any maintenance issues.
9. Troubleshoot minor issues and perform basic maintenance tasks.
10. Ensure the vehicle is fueled and ready for daily use.
11. Maintain accurate records of mileage, trips and fuel consumption.
12. Maintain the log book of the vehicle properly.
13. Monitor and report any unusual incidents or emergencies during travel.
14. Coordinate with staff to schedule appointments and pickups.
15. Deliver and collect documents, packages and other items as and when required.
16. Assist in loading and unloading equipment or supplies as needed.
17. Handle basic administrative tasks, such as photocopying, answering to phone calls etc., as and when required.
18. Perform the duties of an office attendant as and when required.
19. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Professional Driving Etiquette and Conduct Program
- ◆ Defensive Driving Training
- ◆ Basic First Aid and Emergency Response Training
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Ensuring meticulousness in vehicle maintenance, following traffic rules and executing travel plans accurately and efficiently.
- ◆ Result Orientation: Demonstrating a focus on timely and safe transportation, adhering to schedules and efficiently handling various duties.
- ◆ Problem-Solving: Identifying and resolving minor vehicle issues during travel and addressing any unexpected challenges that may arise on the road.
- ◆ Communication Skills: Effectively communicating with passengers, officials and department staff, ensuring clear instructions and maintaining a professional demeanour.
- ◆ Self-Awareness and Self-Control: Understanding one's emotions, behaviour and reactions and maintaining composure during long drives or stressful situations.



Key Contacts

Nil



Watchman / Watchwoman

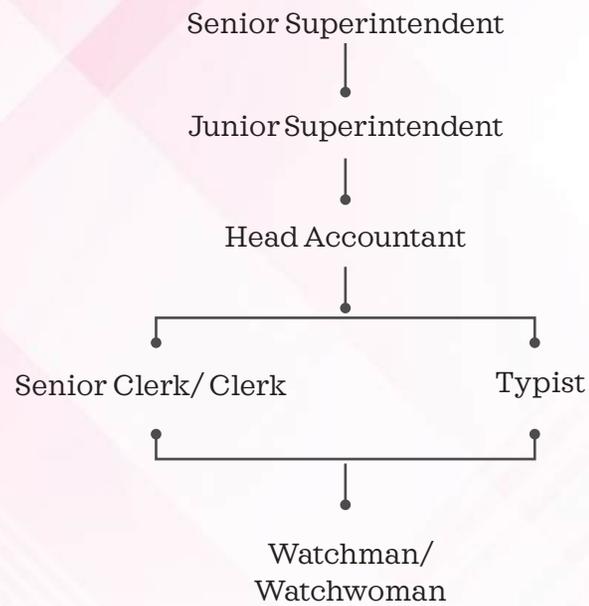


Job Summary:

Watchman/Watchwoman is responsible for ensuring the security and safety of the institution's premises, personnel and assets. S/he plays a crucial role in maintaining a secure and orderly environment, preventing unauthorized access and mitigating potential risks.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Alertness and Vigilance: Maintains a high level of attentiveness to identify suspicious activities or potential threats.
- ◆ Responsiveness: Capable of responding swiftly and effectively in emergency situations.
- ◆ Strong Communication Skills: Effective communication is crucial for promptly reporting incidents, concerns or accidents to the superior officers.
- ◆ Attention to Detail: Maintain accurate records of inward and outward requires meticulous attention to detail.
- ◆ Physical Stamina: The job often involves regular patrols and the ability to be on one's feet for extended periods.
- ◆ Observational Skills: The watchman/watchwoman should possess keen observational skills to identify irregularities, potential security risks or safety hazards.

Skills and Abilities (To be assimilated progressively):

- ◆ Security Systems Knowledge: Familiarity with surveillance cameras, alarm systems and other security equipment are essential for efficient monitoring and response.
- ◆ Emergency Response Procedures: Being well-versed in emergency response protocols ensures quick and effective actions during crises.
- ◆ Reporting and Documentation: Proper documentation of incidents, irregularities and safety reports is vital for record-keeping and reference.
- ◆ Service Orientation: Courteous and helpful assistance to visitors and staff fosters a positive environment.
- ◆ Technical Skills: Technical knowledge on how to ensure safety equipment is in working order and perform minor maintenance tasks is beneficial.
- ◆ Multitasking: Undertaking various responsibilities simultaneously, such as monitoring surveillance, patrolling and assisting visitors.
- ◆ Compliance Awareness: Staying updated with fire safety and security regulations.
- ◆ Team Player: Collaborating with other staff to coordinate security measures.
- ◆ Adaptability: Being flexible and adaptable to different situations and shifts.

Working Conditions:

- ◆ The watchman/watchwoman works in diverse conditions and should be equipped with a designated cabin for monitoring, a torch, a stick and various safety-related equipment.

- ♦ The watchman/watchwoman shall be provided with a phone with connectivity to enable him to promptly report emergencies.
- ♦ A list of emergency numbers shall be displayed in the watchman/watchwomans designated space for reference during emergencies.

Other Requirements:

- ♦ Proficiency in the operation of various safety and security devices.
- ♦ Awareness of the overall functioning of the institution is essential.
- ♦ Awareness of various Acts, Schemes and Rules related to Women and Child Development Department.

Duties and Responsibilities

1. Patrol the premises regularly to monitor for any suspicious activities or security breaches.
2. Monitor surveillance cameras and security systems to detect and respond to potential threats.
3. Control access points, ensuring only authorized personnel or visitors enter the premises.
4. Control and manage access points by verifying identification and permissions for personnel, visitors and vehicles.
5. Respond quickly and appropriately during emergencies, following established protocols and assist in evacuations.
6. Safeguard valuable assets, equipment and sensitive information to prevent theft, vandalism or unauthorized use.
7. Conduct regular inspections to ensure safety compliance with fire safety and security regulations.
8. Ensure that the safety and security equipments are in proper working condition.
9. Monitor, record and report irregularities, such as surveillance equipment malfunctions or potential security breaches.
10. Respond promptly to emergencies, including fire outbreaks, medical incidents or security breaches.
11. Immediately report incidents, suspicious activities, accidents or security concerns to the superior officers.
12. Monitor alarm systems diligently and take swift action when alarms are triggered.
13. Inspect the boundary walls frequently and report any breaches or damages promptly to the superior officers.
14. Timely switch on and off lights in and around the office.
15. Ensure the security of buildings by conducting thorough inspections.
16. Submit safety-related reports to the superior officers.
17. Provide necessary information and assistance to visitors.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Security and Surveillance
- ◆ Emergency Response and Crisis Management
- ◆ Safety Equipment Maintenance and Inspection
- ◆ Adaptive Security Solutions and Situational Awareness
- ◆ Safety Regulations and Compliance
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is important to effectively monitor surveillance cameras, detect irregularities and ensure the security of the premises.
- ◆ Decision Making: The ability to make quick and informed decisions during emergencies or security breaches.
- ◆ Problem-Solving: This competency is vital for addressing security-related challenges, identifying potential threats and finding appropriate solutions.
- ◆ Communication Skills: Clear and effective communication is necessary to report incidents, emergencies and other security concerns accurately and to provide assistance to visitors and staff.



Key Contacts

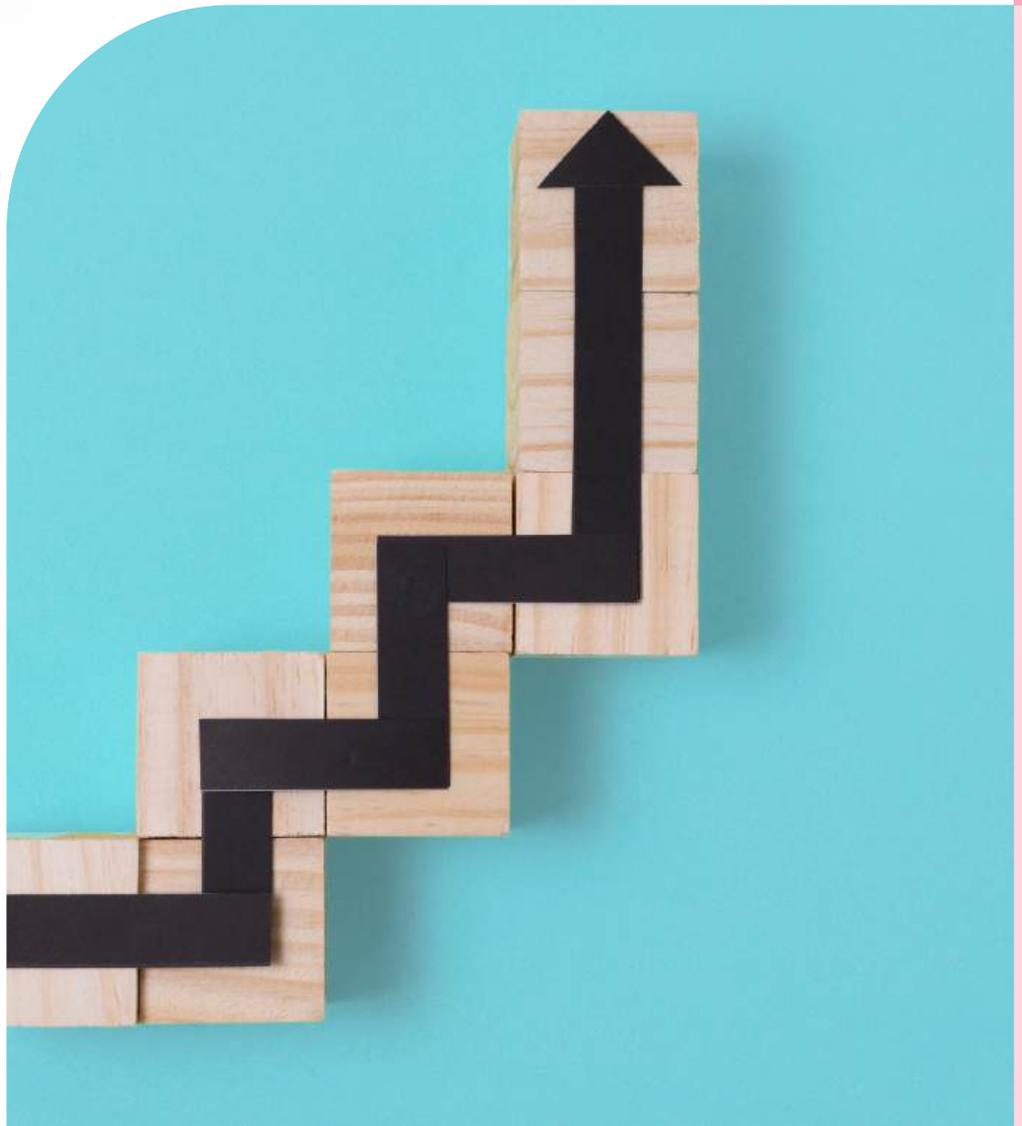
- ◆ Hospital: Contact the hospital for medical emergencies.
- ◆ Fire Force: Reach out to the fire force in case of fire emergencies or safety threats requiring immediate intervention.

“
My creed is that public service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation with full recognition that every human being is entitled to courtesy and consideration, that constructive criticism is not only to be expected but sought, that smears are not only to be expected but fought, that honor is to be earned, not bought.

- Margaret Chase Smith

”

Chapter 5



Way Forward



The development of Comprehensive Job Charts for cutting-edge personnel of the Women and Child Development Department marks a significant stride towards achieving good governance. This initiative assumes significance not only for demystifying the roles and responsibilities of public functionaries but also for addressing critical issues in public service delivery and human resource management. By enhancing shared understanding of tasks, responsibilities and obligations, this initiative seeks to build greater trust in public authorities and promotes an active and informed citizenry.

The Comprehensive Job Charts provides a blueprint for excellence and efficiency in public service. It is not merely a guide for the employees; it is a commitment towards transparency, responsiveness and professional service to the citizens. By ensuring that the stakeholders understand their roles, obligations and entitlements, this initiative helps in the optimal utilization of resources and efficient public service delivery.

The manner in which this initiative impacts various facets of governance are listed below:

				
Dimension	Public	Employees	Supervisors	Department/ Government
Accountability	Provides transparency and insights into governmental operations	Provides clear articulation of duties and responsibilities	Facilitates tracking of employee performance	Promotes consistent and transparent decision-making.
Clarity	Clarifies duties of public functionaries and expectations	Reduces role ambiguity, leading to focused work	Provides direction and guidance for team members	Improves the alignment of departmental goals with individual roles
Efficiency	Reduces confusion and delays in accessing services	Optimizes workflow and aids task prioritization	Improves task allocation and completion	Optimizes operational effectiveness and productivity
Effectiveness	Ensures that services are delivered promptly and achieved desired outcomes	Facilitates goal attainment and performance monitoring	Professionalize decision-making and resource allocation	Enhances departmental effectiveness and impact
Communication	Enables informed interactions with government agencies	Enhances communication within and across departments	Facilitates feedback and dialogue with employees	Fosters collaboration and coordination with stakeholders

				
Dimension	Public	Employees	Supervisors	Department/ Government
Professionalism	Enhances trust and predictability of services	Demonstrates commitment to professionalism	Sets a standard for professionalism in the workplace	Imbibes a culture of professionalism and excellence
Training & Development	Identifies skill gaps and suggest training needs of employees	Guides professional development and career advancement	Supports tailored training initiatives	Promotes continuous professional development
Performance Evaluation	Allows citizens to evaluate performance of officials	Provides a basis for performance appraisal	Enables objective assessment of employee performance	Supports merit-based recognition and incentivisation
Public Satisfaction	Ensures consistency and quality in service delivery	Enhances responsiveness and customer service	Aids in addressing public grievances and queries	Increases public trust and satisfaction with government services
Resource Optimization	Audit wastage and inefficiencies in resource allocation	Ensures optimal utilization of resources	Helps in identifying resource gaps and redundancies	Improves cost-effectiveness and helps budget management
Adaptability	Reflect changing needs and demands of the public	Provides for customizing in response to evolving circumstances	Facilitates agility in task assignment and execution	Drives organizational flexibility and resilience

In the way ahead, the Comprehensive Job Charts could be utilized as a dynamic tool to reflect changing priorities, regulations and organizational requirements. Purposive capacity building initiatives will embed a culture of responsibility

and excellence within the department. In essence, this compendium serves as a purposive and powerful tool for facilitating change, improvement and innovation in the pursuit of Good Governance.

Chapter



Annexures

A. Operational Bottlenecks Impacting Service Delivery	405
B. List of Task Force Members & Primary Resource Persons	407



Annexure A

Operational Bottlenecks Impacting Service Delivery

1. Human Resource Optimization

Role of Office Attendants in Mahila Mandirams:

Currently, each Mahila Mandiram employs an Office Attendant with a limited role. Since both Office Attendants and Watchwoman are recruited from the same selection list, it is recommended that Office Attendants may be assigned Watchwoman duties as well.

Institutional Attachment for Welfare Institution Superintendents upon promotion from other categories/by transfer:

It should be made mandatory for Junior Superintendents, upon promotion or transfer to Welfare Institution Superintendent, to undergo at least a three-month attachment at a welfare institution for their job preparedness.

Staffing of ICDS Supervisors:

The Department may ensure that each panchayat has a dedicated ICDS Supervisor. Assigning additional panchayat charges significantly dilutes their core responsibilities and reduces overall efficiency.

Renaming of Programme Officer:

The designation of Programme Officer may be revised to District Program Officer in alignment with the ICDS Manual.

Women Protection Officer (WPO) Recruitment

The department has currently appointed WPOs in some district on a work arrangement basis, with recruitment for the position temporarily on hold. The department may consider expediting the recruitment of WPOs.

Promotion Ratio for Child Welfare Inspector/ Welfare Institution Superintendent-III:

The department may consider reinstating the promotion ratio for Child Welfare Inspector/ Welfare Institution Superintendent-III, ensuring adequate representation of the feeder categories.

2. Institutional Management

Absence of Cooks in Mahila Mandirams

The lack of qualified Cooks in Mahila Mandirams raises concerns about food quality, standards and safety.

Recreational Activities in Mahila Mandirams

Recreational activities in Mahila Mandirams are observed to be subpar compared to other institutions under the Women and Child Development Department. To address this, capacity-building programs need to be organized for staff members, residents and stakeholders.

Family Counsellor at Women Protection Offices

A Family Counsellor should be stationed at the Women Protection Office, with their services extended to Mahila Mandirams, as these institutions dispense service as Service Providing Centres under the Protection of Women from Domestic Violence (PWDV) Act.

3. Monitoring and Evaluation

Humanist Audit Approach:

Welfare institutions essentially function as homes for their residents and often face emergencies and contingencies. Audit officers should adopt a humanistic approach when auditing these institutions, as the fear of audit objections currently hinders officers from performing optimally and efficiently.

Impact Assessment of Departmental Schemes:

The Department should actively assess the impact of its various schemes and initiatives to ensure their effectiveness and to make necessary customisations and adjustments.

4. Operational Efficiency in ICDS Projects

Focus on ICDS Project Implementation:

Anganwadis are critical for basic human resource development. ICDS field officers need to refocus on project-related activities instead of being overly engaged in panchayat implementation tasks.

Practicality of Anganwadi Visits by Programme Officers

The current mandate for Programme Officers to visit certain number of Anganwadis is unrealistic. A more pragmatic approach may be developed by the department.

ICDS Supervisors' Visit Requirements

The expectation placed on ICDS Supervisors to visit two Anganwadis per day may be reviewed considering their workload and operational realities.

Programme Officer as Drawing and Disbursing Officer:

The role of Drawing and Disbursing Officer (DDO) of District Level ICDS Cell may be vested with the Programme Officer, who heads the District Level ICDS Cell.

5. Strengthening District-Level Administration

Senior Superintendent Roles in District Women and Child Development Offices

Some District Women and Child Development Offices currently lack the services of a Senior Superintendent, a position essential for supporting the District Women and Child Development Officer. Posting a Senior Superintendent at the DWCDO, especially from the District Level ICDS Cell, will enhance the district level coordination.

Annexure B

List of Departmental Task Force Members

Sl. No.	Name	Designation
1	Shri. Sankar B.	Department Level Nodal Officer & Senior Superintendent
2	Smt. Geetha Kumari S.	District Women and Child Development Officer
3	Smt. Nisha Rajan	Senior Superintendent
4	Shri. Bahulayan Nair K.	Senior Superintendent (Rtd.)
5	Smt. Kavitha Rani Renjith	Programme Officer, District Level ICDS Cell
6	Smt. Nisha Nair R.	Programme Officer, District Level ICDS Cell
7	Smt. J. Maya Lakshmy	Programme Officer, District Level ICDS Cell
8	Smt. Neetha Das	Programme Officer, District Level ICDS Cell
9	Smt. Jeeja S.	Women Protection Officer
10	Smt. Sheeja A. V.	Women Protection Officer
11	Smt. Sreeletha R. S.	Women Protection Officer (Rtd.)
12	Smt. Nisha Mol V. A.	Welfare Institution Superintendent - I
13	Smt. Jeshitha E.	Child Development Project Officer
14	Smt. Sajitha N. Nair	Child Development Project Officer
15	Smt. Saraswathi K.	Child Development Project Officer (Rtd.)
16	Smt. Jibi Das	Welfare Institution Superintendent - III
17	Smt. Manju R. Nair	Welfare Institution Superintendent - III

18	Smt. Usha Rani K.	Welfare Institution Superintendent - III
19	Smt. Seema S.	Welfare Institution Superintendent - III
20	Shri. Hameed Parambath	Child Welfare Inspector
21	Shri. Akshaya Kumar K. S.	Child Welfare Inspector
22	Smt. Raji S. S.	Junior Superintendent
23	Smt. SuriaKumari S.	Junior Superintendent
24	Smt. Anuja A.	Senior Clerk
25	Smt. Vijayalekshmi V. A.	ICDS Supervisor
26	Smt. Rajan B.	Caretaker (Rtd.)
27	Smt. Siji N. C.	Matron - I
28	Smt. Jisha P.	Matron - I

Primary Resource Persons

Sl. No.	Name	Designation
1	Shri. Krishnamoorthy K.	Program Manager, SCPS
2	Shri. Rajagopalan Nair	Accounts Officer (Rtd.)
3	Shri. Abdul Rasheed	District Women and Child Development Officer (Rtd.)
4	Smt. Tiju Rachel George	District Women and Child Development Officer
5	Smt. Bindu C.A.	Programme Officer, District Level ICDS Cell
6	Shri. Nishad K.M.	Programme Officer, SCPS

Bibliography

- ♦ Armstrong, M. (2020). *Armstrong's handbook of human resource management practice* (15th ed.). Kogan Page.
- ♦ Boyatzis, R. E. (2008). Competencies in the 21st century. *Journal of Management Development*, 27(1), 5–12. <https://doi.org/10.1108/02621710810840730>
- ♦ Brannick, M. T., Levine, E. L., & Morgeson, F. P. (2007). *Job and work analysis: Methods, research, and applications for human resource management* (2nd ed.). SAGE Publications.
- ♦ Brown, K. (2004). Human resource management in the public sector. *Public Management Review*, 6(3), 303–309. <https://doi.org/10.1080/1471903042000256522>
- ♦ Campion, M. A., Fink, A. A., Ruggeberg, B. J., Carr, L., Phillips, G. M., & Odman, R. B. (2011). Doing competencies well: Best practices in competency modeling. *Personnel Psychology*, 64(1), 225–262. <https://doi.org/10.1111/j.1744-6570.2010.01207.x>
- ♦ Cascio, W. F. (2016). *Managing human resources: Productivity, quality of work life, profits* (10th ed.). McGraw-Hill Education.
- ♦ Christensen, T., & Laegreid, P. (2011). Complexity and hybrid public administration—Theoretical and empirical challenges. *Public Organization Review*, 11(4), 407–423. <https://doi.org/10.1007/s11115-010-0141-4>
- ♦ Cohen, S. G., & Bailey, D. E. (1997). What makes teams work: Group effectiveness research from the shop floor to the executive suite. *Journal of Management*, 23(3), 239–290. <https://doi.org/10.1177/014920639702300303>
- ♦ Denhardt, J. V., & Denhardt, R. B. (2015). *The new public service: Serving, not steering* (4th ed.). Routledge.
- ♦ Dessler, G. (2020). *Human resource management* (16th ed.). Pearson.
- ♦ Griffin, M. A., Neal, A., & Parker, S. K. (2007). A new model of work role performance: Positive behavior in uncertain and interdependent contexts. *Academy of Management Journal*, 50(2), 327–347. <https://doi.org/10.5465/amj.2007.24634438>
- ♦ Green, F. (2013). *Skills and skilled work: An economic and social analysis*. Oxford University Press.

- ♦ Hackman, J. R., & Oldham, G. R. (1976). Motivation through the design of work: Test of a theory. *Organizational Behavior and Human Performance*, 16(2), 250–279. [https://doi.org/10.1016/0030-5073\(76\)90016-7](https://doi.org/10.1016/0030-5073(76)90016-7)
- ♦ Hays, S. W., & Kearney, R. C. (1997). Public sector performance appraisal: A strategic perspective. *International Journal of Public Administration*, 20(12), 2265–2291. <https://doi.org/10.1080/01900699708525307>
- ♦ Heneman, H. G., & Judge, T. A. (2019). *Staffing organizations* (9th ed.). McGraw-Hill Education.
- ♦ Heneman, H. G., Judge, T. A., & Kammeyer-Mueller, J. D. (2014). *Staffing organizations* (8th ed.). McGraw-Hill Education.
- ♦ Kearney, R. C. (2003). *Public sector performance: Management, motivation, and measurement*. Routledge.
- ♦ Kettl, D. F. (2015). *The transformation of governance: Public administration for the twenty-first century* (2nd ed.). Johns Hopkins University Press.
- ♦ Kirkpatrick, D. L., & Kirkpatrick, J. D. (2006). *Evaluating training programs: The four levels* (3rd ed.). Berrett-Koehler Publishers.
- ♦ Levinson, H. (2002). *Organizational assessment: A step-by-step guide to effective consulting* (2nd ed.). American Psychological Association. <https://doi.org/10.1037/10479-000>
- ♦ Mathis, R. L., & Jackson, J. H. (2019). *Human resource management* (15th ed.). Cengage Learning.
- ♦ Nadler, D. A., & Tushman, M. L. (1997). *Competing by design: The power of organizational architecture*. Oxford University Press.
- ♦ Nigro, L. G., Nigro, F. A., & Kellough, J. E. (2014). *The new public personnel administration* (7th ed.). Cengage Learning.
- ♦ Pearn, M., Roderick, C., & Mulrooney, C. (1995). *Job analysis: An effective management tool*. McGraw-Hill.
- ♦ Perry, J. L., & Wise, L. R. (1990). The motivational bases of public service. *Public Administration Review*, 50(3), 367–373. <https://doi.org/10.2307/976618>
- ♦ Public Service Commission of Canada. (2016). *Job description guidelines*. Government of Canada. <https://www.canada.ca/en/public-service-commission/services/staffing/job-description-guidelines.html>
- ♦ Rothwell, W. J., & Kazanas, H. C. (2011). *Mastering the instructional design process: A systematic approach* (4th ed.). Wiley.
- ♦ Schneider, B., & Konz, A. M. (1989). Strategic job analysis. *Human Resource Management*, 28(1), 51–63. <https://doi.org/10.1002/hrm.3930280105>
- ♦ Toner, R. (2013). Job descriptions in the public sector: Their critical role in policy and practice. *Public Personnel Management*, 42(3), 341–355. <https://doi.org/10.1177/0091026013495775>
- ♦ Torrington, D., Hall, L., & Taylor, S. (2017). *Human resource management* (10th ed.). Pearson.
- ♦ Werner, J. M., & DeSimone, R. L. (2011). *Human resource development* (6th ed.). South-Western Cengage Learning.



- ◆ Wilson, M. A., & Bennett, W. (2005). Job analysis: Why good enough isn't good enough. *Human Resource Management Review*, 15(2), 85-103. <https://doi.org/10.1016/j.hrmr.2005.01.001>
- ◆ The Protection of Women from Domestic Violence Act, 2005
- ◆ The Protection of Women from Domestic Violence Rules, 2006
- ◆ Integrated Child Development Scheme, Manual for District Level Functionaries
- ◆ Management Manual for Welfare Institutions, Social Justice Department
- ◆ The Juvenile Justice (Care and Protection of Children) Act, 2015
- ◆ The Juvenile Justice (Care and Protection of Children) Model Rules, 2016
- ◆ Manual of Office Procedure
- ◆ Circular No. 96450/23 dated 19.05.2023
- ◆ G.O. (P) No. 13/2021/SJD dated 28.07.2021
- ◆ G.O. (Rt) No. 701/2018/SJD dated 13.03.2018
- ◆ G.O. (Rt) No. 317/2018/SJD dated 25.05.2018
- ◆ G.O. (Rt) No. 397/2015 dated 17.01.2015
- ◆ G.O. (Rt) No. 335/2015/SJD dated 05.06.2015
- ◆ G.O. (Rt) No. 213/2015/SJD dated 31.03.2015
- ◆ G.O. (P) No. 15/2013/SJD dated 18.02.2013
- ◆ Circular No. WCD 3/7231/21
- ◆ SOP for Dowry Prohibition Act, 1961
- ◆ Mission Shakti Guidelines by the Ministry of Women and Child Development, Government of India
- ◆ Implementation Guidelines for the One Stop Centre Scheme by the Women and Child Development Department, Government of India
- ◆ G.O. (P) No. 13/2021/SJD dated 13.07.2021 (Dowry Prohibition Rules)
- ◆ G.O. No. 63/2022/WCD dated 03.02.2022 (Marriage of inmates of Women and Children Home and After Care Home)
- ◆ Letter No. 111/2018 dated 12.07.2021 from the Director (Women and Children Home Inmates)
- ◆ Circular No. WEC 3/7241/2020 dated 04.02.2021 from the Director (Rakshadooth)
- ◆ Circular No. WEC2/4551/2020 from the Director (Sahayahastham)
- ◆ G.O. (Rt) No. 102/2021/WCDD dated 09.11.2021
- ◆ G.O. (P) No. 20/2017/SWD dated 30.04.2017
- ◆ G.O. (P) No. 86/2007/SWD dated 30.11.2007
- ◆ Circular No. WCD-E3(1)-23353/19 dated 09.08.2019 from the Director
- ◆ G.O. (Rt) No. 335/2015/SJD dated 05.06.2015 (Protection of Women from Domestic Violence Act - Appointment of Messenger)

- ◆ ICPS 3/2014/21(1), dated 03.06.2022
- ◆ G.O. (Rt) No. 169/2019/SJD, dated 25.03.2019
- ◆ No. 289119/2023/ICPS DWCD
- ◆ G.O. No. 546/2022/WCDD, dated 16.12.2022
- ◆ G.O. No. 51/2021, dated 20.01.2021
- ◆ G.O. No. 570/2019/SJD, dated 06.09.2019
- ◆ No. DWCD/5611/2022-NCP 02, dated 24.12.2022
- ◆ G.O. No. 102/2022/WCD, dated 02.03.2022
- ◆ ICDS-A6-6320/20, dated 15.09.2020
- ◆ G.O. No. 701/2018/SJD, dated 10.12.2018
- ◆ No. 192/2022/WCDD, dated 10.05.2023
- ◆ G.O. No. 546/2020-22/WCDD, dated 15.12.2022, and SOP for KAVAL PLUS
- ◆ No. DWCD/5611/2022-NCPO 2, dated 24.12.2022
- ◆ G.O. No. 51/2021/SJD, dated 20.01.2021
- ◆ G.O. (Rt) No. 222/2015/SJD, dated 06.04.2015
- ◆ ICPS 6(A)/28015/17, dated 16.08.2017
- ◆ G.O. (Rt) No. 222/2015/SJD, dated 06.04.2015
- ◆ ICPS 6(A)/28015/17, dated 16.08.2017
- ◆ G.O. No. 09/2016, dated 05.01.2016 – Social Audit Manual
- ◆ G.O. (P) No. 189/95/LAD, dated 18.09.1995
- ◆ G.O. (P) No. 188/2000/LSGD, dated 04.07.2000
- ◆ G.O. No. 189/2000/LSGD, dated 04.07.2000
- ◆ Control Over Officers Rule, 1997, S.R.O. No. 534/97
- ◆ Administration Manual for Transferred Functions: Anganwadis, prepared by KILA under KLGSDP (2017)
- ◆ DO No. WW-23/1/2021-WW, dated 14.07.2022
- ◆ No. ICDS/A4/7448/2022
- ◆ District Manual – Integrated Child Development Scheme (ICDS), 2017
- ◆ G.O. No. E7-17000/2016/SJD, dated 29.04.2016
- ◆ Circular No. DWCD/66/2023-PMMVY2, dated 24.03.2023
- ◆ Order No. ICDS.A3-37727/09
- ◆ No. ICDS.B2-15725/15/SJD, dated 23.09.2015
- ◆ Order No. ICDS/A6/6256/20, dated 21.05.2020
- ◆ Duties and Responsibilities of CDPO, State I.C.D.S. Cell, SJD-TVPM

- ◆ Circular No. ICDS/A3-18197/18, dated 03.09.2018
- ◆ G.O. No. E7-27258/12, dated 15.10.2012
- ◆ Circular No. ICDS/A3-18244/18, dated 03.09.2018
- ◆ Order No. ICDS-A6-17450/18, dated 26.09.2018
- ◆ G.O. No. A-476/2021, dated 01.04.2023





Institute of Management in Government

Institute of Management in Government (IMG) is the Administrative Training Institute of the Government of Kerala. It was established as an autonomous institution under the auspices of the Government of Kerala in 1981 with the objective of developing managerial skills, organisational abilities, leadership qualities and decision making skills among different categories of employees of Government, Private and Public sector. IMG, headquartered at Trivandrum, has two regional centres at Kochi and Kozhikode.

The Mission Statement of IMG “To become a Centre of Excellence for Capacity Building for providing an efficient, transparent, equitable and citizen centric public service delivery system in a knowledge society” proclaims that the decision-makers envisioned IMG as an organisation not merely catering to the training needs of administrative staff or civil servants, but also to make it a premier Institution that carries out research, evolve ideas and concepts which are appropriate to the nation and for the state. This also includes formulation of policy alternatives in support of the State’s economic and social aspects.

DARPG supported project on Comprehensive Job Charts for Cutting-Edge Personnel

The project on the Comprehensive Job Charts for Cutting Edge Level Personnel was supported under the State Collaboration Initiative (SCI) Scheme of the DARPG. The objective of the State Collaboration Initiative is to promote and improve public service delivery through a programmatic approach.

The cardinal objective of the project is to develop Comprehensive Job Charts for various frontline officials of the Women and Child Development Department.

Executive Team



Dr. Ram Mohan R.
(Professor & Nodal Officer)



Aswin T.K.
(Project Associate)



Sheeja Beevi H.
(Project Assistant)



Printed and Published on behalf of IMG by:

Dr. Ram Mohan R.

Professor & Nodal Officer, CJC Project
Institute of Management in Government
Thiruvananthapuram - 33

Orange Printers Private Limited, TVPM-01
www.orangexpress.com