

RIGHTS Project: Inclusion, Accessibility & Opportunities for the Differently Abled in Tamil Nadu

TERMS OF REFERENCE FOR ENGAGEMENT OF

One Stop Social Care Service Centre – Case Manager cum Rehabilitation Manager

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| 1. | BASIC DETAILS | |
| | Duty Station | : TENKASI –I) KADAYANALLUR II) M.N. NALLUR CHENNAI- I) SHOLINGANALLUR II) TEYNAMPET |
| | No of Engagements | : TENKASI –2 (Two) CHENNAI- 2 (Two) |
| | Language Required/preferred | : English & Tamil |
| | Duration of Contract | : 24 months (Renewable subject to performance) |
| | Reporting Officer | : Centre Manager-OSC |
| 2. | BACKGROUND | |
| | i. | As per the Census (2011), Tamil Nadu is the sixth most populous state in India with a population of 72 million, which includes the proportion (1.63 percent) of Differently Abled Persons (DAP) compared to the national average of 2.21 percent. A study that used pooled data from the District Level Household Survey-4 (2012-13) and Annual Health Survey 2 nd updating round (2012-13) reveals that there are 4550 differently abled persons amongst every 100,000 population in Tamil Nadu, thereby indicating a much higher prevalence of disability in comparison to the census data. Therefore, if one goes by the estimates of this recent study, about 3.2 million people in Tamil Nadu would live with some form of disability. Moreover, even these estimations appear on the lower side, significantly since the definition and type of disabilities have changed to include a larger population group since the promulgation of the Rights of Persons with Disabilities Act of 2016. |

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| <p>ii.</p> | <p>Differently Abled Persons (DAPs) face multiple socio-economic constraints, including poorer health outcomes, lower education levels, limited economic participation, and higher poverty rates than persons without disabilities. They often experience exclusion and barriers in accessing health services, education, employment, transportation, information, care, and rehabilitation services. Furthermore, households with disabled members are more likely to experience material hardships—food insecurity, poor housing, lack of access to safe water and sanitation, and inadequate access to healthcare. Thus, these limitations and barriers hinder their full and effective participation in society and affect the country’s productive potential, the human capital. To increase human capital and reduce the achievement gap among people with disabilities, a coordinated and comprehensive package of interventions appears warranted for addressing the individual and community contexts at multiple and systemic levels.</p> |
| <p>iii.</p> | <p>Tamil Nadu has always been a pioneer in the implementation of welfare schemes for all sections of socially disadvantaged groups. Through its various initiatives and schemes, the Department for the Welfare of the Differently Abled (DWDAP) has extended full support to the differently abled people in their pursuit of full and equal involvement in every aspect of society. The DWDAP is mainly responsible for all administrative, statutory, and service delivery functions, which are implemented through its well-experienced workforce at the state, district, and local levels. The thrust areas of the DWDAP are prevention and early interventions, special education, employment & vocational training, social security (maintenance allowance, travel concession, assistance to NGOs), aids & appliances, and barrier-free structure. Recently, DWDAP conducted a pilot project in a few blocks of the state and has identified a need for a multi-sectoral, whole-government, and capacity-building approach to care and rehabilitation of the differently abled.</p> |
| <p>iv.</p> | <p>The RIGHTS Project focuses on three pillars: first, promote <u>inclusion</u> of all by ensuring that persons with disabilities participate equally with others in any activity and service intended for the general public, such as education, health, employment, and social services; second, improve the <u>access</u> of specialized</p> |

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| | | <p>programs by investing in specific measures for quality care, rehabilitation, and support services; and third, provide opportunities for persons with disabilities for completion of education, skills training, and market-linked employment opportunities. However, to manage the project at the proposed scale, substantial efforts would be required to build the current institutional capacity of the DWDAP at all levels in terms of field units for administration, service delivery, supervision, and monitoring, along with the autonomous capacity.</p> |
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| | <p>v.</p> | <p>The project would be managed through the Commissioner-ate for Welfare of the Differently Abled (CWDA), led by the Project Director (PD) RIGHTS project cum Commissioner CWDA, from now on, also referred to as PD, and would have a team of consultants.</p> <p>District Project Implementation Unit in each district will oversee the activities at the district level, headed by District Differently Abled Welfare Officer (DDAWO) and will have a team of District Project Officers.</p> <p>One Stop Care Service Centres (OSC) will be established at each Revenue Sub Division level. This will cater to all social care services in one place, including providing and routing all social protection schemes and individual rehabilitation for all age groups across 21 types of disabilities.</p> |
| | <p>vi.</p> | <p>To provide the overall process coordination of successful delivery of the RIGHTS project, the CWDA for its RIGHTS PROJECT is seeking an interested and qualified person to be engaged as a Case Manager cum Rehabilitation Manager in the One Stop Social care Service centre in each subdivision during the project implementation.</p> |

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| 3 | i | <p>OBJECTIVES AND SCOPE</p> <ul style="list-style-type: none"> • Under the supervision of the Centre Manger- OSC the incumbent will be responsible for the case management of all DAPs visiting the Sub Divisional OSC. • Case manager cum Rehabilitation manger will serve as patient advocates to support, guide and coordinate care for Differently abled person, families and caregivers as they navigate their rehabilitation and wellness journeys |
| | ii | <p>The Case Manager cum Rehabilitation manager will be responsible for the following.</p> <ul style="list-style-type: none"> • Reach out to each DAP reaching the Centre to assess their needs, appraise the situation, and listen to their concerns. • Develop a detailed individual plan of action to meet these needs, set goals, and find necessary resources to meet the goals. • Provide information to DAP/caretakers on beneficiary-oriented schemes and programs. • Assist DAPs/caretakers to access program and scheme welfare benefits by consolidating department-wise beneficiary-oriented schemes and programs, and follow up with concerned departments through DDAWO and district convergence committee. • Offer initial counselling for Differently abled Person in either individual or group settings else if found critical refer the case to Psychologist. • After identifying each case, refer to the appropriate rehabilitation specialists available at the Centre depending on the case assessment. • Consider personal and environmental factors while deciding for the proper treatment. • Ensure DAPs/caretakers easily lobby with all the other thematic specialists for their detailed assessment with follow-up visit dates, referral support services, etc., documented in the case sheet of every individual DAP. |

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| | | <ul style="list-style-type: none"> • Coordinate with service provider NGOs at the Block OSC with follow-up visit dates, referral support services, etc., documented in the case sheet of every individual DAP. • Consult with the Subdivision Officer for Differently Abled regarding any resource requirement if not available at the Centre. • Keep comprehensive records of DAP's progress throughout the process, including every call, and referral. • Maintain confidentiality, respect privacy, and preserve the DAP's routine and independence as much as possible. • Stay in touch with DAPs post their case assessment to monitor the progress made as per the recommendation/s and record them for future reference. • Facilitate periodic (once every three months- on a fixed date) caretaker training with the thematic specialists, to explain to them on prognosis against the goal set, GRM, understanding developmental need perspective of caretakers, etc., • Support DAPs/caretakers in their Grievance Redressal process, capacity building, nurturing peer support groups, supporting with teleconference support, etc., • The rehabilitation cum Case manager may be the Grievance Redressal Officer (GRO) for the Subdivision level activities and works on resolving the issues raised from various levels. • Any other relevant task/ activity as assigned by Subdivision Officer for Differently Abled. |
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| 4 | REPORTING AND REVIEW |
| | The Case Manager cum Rehabilitation manager will report to Centre Manager - OSC |
| 5 | EDUCATIONAL QUALIFICATION AND EXPERIENCE |
| | The Case Manager cum Rehabilitation manager requires dynamic, experienced, and analytical professionals with demonstrated experience in programs related to disability. |

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| i) | Case Manager cum Rehabilitation Manger should possess a valid Master's degree in any rehabilitation science/master's degree in Physiotherapy/Occupational Therapy/ Speech Therapy/ Special education/ psychology. |
| ii) | Preferably 3 years post-qualification experience in areas relating to service delivery for persons with disabilities, particularly in care, support, and rehabilitation services is preferred. |
| iii) | Demonstrated understanding of case management and data collection with data analytics as an additional qualification |

* Preference will be given to Differently Abled Person

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| 6. | Skills Required |
| i) | <ul style="list-style-type: none"> • Knowledge of community resources and counseling/ social work practices with DAPs • Must possess strong communication and persuading skills and problem management strategies. • Capability to collect, record and analyze data. • Computer proficiency and good knowledge of MS-office, or equivalent computer applications are required. • Ability to work in a variety of settings with culturally diverse families and communities. • Possess good documentation and listening skills. • Ability to work independently with strong sense of focus, task-oriented, fair, open personal qualities, clear sense of boundaries. • Good written, verbal communication, and report writing skills in English and Tamil. • Ability to work in teams and liaise well with others. • Should have an outstanding social rapport skill • Willing to travel to remote locations/ blocks/ areas within Sub Division as and when required. |

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| 7. | Remuneration | |
| | i) | The remuneration for the Case Manager cum Rehabilitation Manager- OSC would be Rs. 35,000 per month. Only travel expenses will be paid additionally as per actuals. The Case Manager cum Rehabilitation Manager will be at Subdivision level OSC during the contract period. The Case Manager cum Rehabilitation Manager may require travel as per Project requirements. |
| | ii) | The Case Manager cum Rehabilitation Manager will have to attend OSC on all working days unless on an official tour as approved by Centre Manager. The Case Manager cum Rehabilitation Manager may also be required to attend office on holidays as and when desired by PD/DPIU/SPIU/ other higher officials to dispose of urgent matters. However, no extra remuneration will be paid for attending the office on holidays. |