

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

**TERMS OF REFERENCE FOR ENGAGEMENT OF
*One Stop Social Care Service Centre – Centre Manager***

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	: District Differently Abled Welfare Officer
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 (DAPs) compared to 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 (201213) 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, there would be about 3.2 million people in Tamil Nadu living with some form of disabilities. Moreover, even these estimations appear on the lower side especially since the definition and type of disabilities has undergone a change to include a larger population group since the promulgation of Rights of Persons with Disabilities Act, 2016

	<p>ii. Differently Abled Persons face multiple socio economic constraints including poorer health outcomes, lower education levels, limited economic participation, and higher rates of poverty compared to persons without disabilities. They often experience exclusion and barriers in accessing health services, education, employment, transportation, information as well as care and rehabilitation services. Furthermore, households with a disabled member are more likely to experience material hardships– including food insecurity, poor housing, lack of access to safe water and sanitation, and inadequate access to healthcare. Thus, these limitations and barriers not only hinder their full and effective participation in the society, but also affect the country’s productive potential, the human capital. In order to increase the 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 both, multiple and systemic levels.</p>
	<p>iii. Tamil Nadu has always been a pioneer in the implementation of welfare schemes for all sections of socially disadvantaged groups. The Directorate for Welfare of the Differently Abled Persons (DWDA) through its various initiatives and schemes have extended full support to the differently abled people in their pursuit of full and equal involvement in every aspect of society. The DWDA is largely responsible for all administrative, statutory and service delivery functions, which is implemented through its well-experienced workforce at the state, district and local levels. The thrust areas of the DWDA 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, DWDA 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>

	iv.	<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 programs by investing in specific measures for quality care, rehabilitation and support services; and third, provide <u>opportunities</u> 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 DWDA at all levels in terms of field units for administration, service delivery, supervision and monitoring, along with self-sustaining capacity</p>
	v.	<p>The Project would be managed through the DWDA, led by the Project Director (PD) RIGHTS project cum Director DWDA, hereinafter also referred as PD, and would have a team of consultants. District Project Implementation Unit in each district will oversee the activities in the district level headed by the District Differently Abled Welfare Officer (DDAWO) and will have a team of District Project Officers</p>
	vi.	<p>In order to provide the overall process coordination of successful delivery of the RIGHTS project, the DWDA for its RIGHTS PROJECT is seeking an interested and qualified person to be engaged as a Centre Manager to lead the One Stop Social Care Service centre in each subdivision during the project implementation</p>

<p>3</p>	<p>i</p>	<p>OBJECTIVES AND SCOPE</p> <ul style="list-style-type: none"> • Under the supervision of the DDAWO, the incumbent will be responsible for the centre-based activities of the OSC. • The Centre Manager will be responsible for managing centre operations and providing leadership in strategic and operational planning and will oversee the operations of the one-stop social care Service centre and rehabilitation activities of the subdivision. The Centre Manager will also ensure the proper implementation of the rehabilitation activities in the Subdivision. • The Centre Manger will be the head of the Sub Divisional OSC centre and will oversee all the activities of the centre and ensure the regular smooth activities of the centre. • The Centre Manger shall preferably belongs to the same subdivision.
	<p>ii</p>	<p>The roles and responsible of the Centre Manager are as follows,</p> <ul style="list-style-type: none"> • Carrying out all relevant tasks necessary for managing operations of the Centre with respect to implementation, management, and supervision • Coordinate with internal staff at subdivision level for effective and efficient delivery of services. • Coordinate and liaise with stakeholders, NGOs/ CBOs/ local agencies, and Government line departments for establishing linkages for expanding outreach, enhancing easy and quality delivery of services. • Reviewing reporting formats (operational & financial) for improved data management at all levels • Review and update the Centre records including beneficiary enrolment, progress, and achievements. • Keep a regular track of government/ non-government schemes/ facilities for DAPs and disseminate the information to beneficiaries. • Conduct mapping of beneficiaries in the respective area/ zone to identify the target group of beneficiaries and validate the details with government/ other authentic sources to prepare a master database of all such beneficiaries at sub-division level.

	<ul style="list-style-type: none"> • Prepare schedule for activities of the centre. • Ensure provision of various need-based services and resources for all differently abled (including all age groups) who need assistance for rehabilitation in one location. • Monitor evaluation/ assessment and compliance issues and coordinate with rehabilitation specialists to do the needful. • Monitoring the progression of the DAPs in all aspects. • Coordinate and supervise the distribution of assistive devices for the welfare of DAPs. • Facilitate integrated rehabilitation support, assistance in early detection, prevention, education, and guidance in employment, social security, and Grievance redressal under one roof. • Coordinate and facilitate the training of internal staff of the Centre on relevant thematic areas pertaining to targeted beneficiaries. • Any other relevant task/ activity assigned by DPIU and DDAWO
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4	REPORTING AND REVIEW
	The Centre Manager will report to DDAWO of the District or any other official as assigned by DDAWO and work under his/her direct supervision on a day-to-day basis
5	EDUCATIONAL QUALIFICATION AND EXPERIENCE
	This Centre Manager requires dynamic, experienced, and analytical professionals with demonstrated experience in programs related to disability.
	i) Should possess a valid full time master's degree in Social Work from UGC recognized University.
	ii) 3 years of post-qualification experience in areas relating to service delivery for persons with disabilities, particularly in care, support, and rehabilitation services will be preferred.
	iii) Demonstrated understanding of managing centre-based rehabilitation activities

* Preference will be given to Differently Abled Person

6.	Skills Required	
		<ul style="list-style-type: none"> • Creative, strategic, and analytical thinker with the ability to manage multiple tasks at one time. • Experienced in developing and managing budgets, hiring, and training, supervising, and assessing personnel/ objectives. • Must have strong interpersonal, written and oral communication skills in English and Tamil • Ability to work in teams and liaise well with others. • Knowledge of government acts/ principles and practices related to DAPs. • Computer proficiency with MS-Office applications, internet is a must. • Willing to travel to remote locations/ blocks/ areas within the Subdivision as and when required.
7.	Remuneration	
	i)	<p>The remuneration for the Centre Manager - OSC would be Rs. 40,000 per month. Only travel expenses will be paid additionally as per actuals. The Case Manager - OSC will be located at Subdivision level OSC during the contract period. The Case Manager may require travel as per Project requirements.</p>
	ii)	<p>The Centre Manager will have to attend OSC on all working days unless on an official tour as approved by DDAWO. The Centre Manager may also be required to attend office on holidays as and when so desired by PD/SPIU/DPIU for disposal of urgent matters. However, no extra remuneration will be paid for attending the office on holidays</p>