**Job Description:** Entitlement Officer

**Position Title:** Entitlement Officer

**Reports to:** Program head, FiT project.

**Location:** New Delhi

**Employment Type:** Full-time

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| **Section 1 | About Udayan Care** |
| Udayan Care, an ISO 9001-certified organiZation, has been working for the quality care of disadvantaged children and women and youth for over 30 years, with the endeavor of providing sustainable rehabilitation. The mission of “A nurturing home for every orphaned child; an opportunity for higher education for every girl and for every adult; the dignity of self-reliance and the desire to give back to society.” is what drives its 140 employees and close to 800 volunteers to action.  Based on the belief that aftercare youth need constant support and guidance beyond 18, upon leaving their childcare settings, Udayan Care has developed an Aftercare Outreach Program (AOP) that directly provides aftercare support through education, skilling, mentorship, accommodation and other areas as identified by the Sphere of Aftercare (TM), till they are fully mainstreamed in society as independent adults.  Udayan Care has been accredited by Give India, Guidestar & Credibility Alliance, for its transparent and credible performance. In 2015, the Honourable President of India awarded Udayan Care the National Award for Child Welfare 2014-India’s highest commendation for a non-profit child welfare organisation constituted by the Govt. of India. We have had Special Consultations Status with United Nations Economic and Social Council (ECOSOC) since 2018 |

**Job Summary**:

The Entitlement Officer is responsible for connecting individuals, families, and communities with relevant government welfare schemes, social programs, scholarships, and other available resources. The role focuses on ensuring that vulnerable populations are aware of and can access essential services and opportunities, as per their eligibility and entitlement. The Entitlement Officer will coordinate with Outreach Workers and directly engage with communities through home visits, field visits, and visits to agencies, and government offices to assess needs and facilitate access to services.

Monthly reporting, maintaining monthly data, training outreach workers, and conducting awareness programs in the community are essential parts of this role. Being in the field takes up 80% of the role holders time.

**Key Responsibilities:**

* Identify and be aware of relevant government welfare schemes, social programs, and scholarships available at the local, state, and national levels.
* Link individuals and families with social welfare schemes, both online and offline, or assist in visiting government agencies.
* Develop and maintain relationships with government offices, social service agencies, and non-governmental organizations (NGOs) to facilitate service linkage.
* Follow up on each case with the help of the outreach worker in terms of linking to schemes and ensure that the family has the proper documentation to meet eligibility
* Ensure that individuals and families in need are informed about available resources and guide them through the application and eligibility processes.
* Work closely with the project team to ensure that the needs of vulnerable families are met
* *Weekend hours shall be required.*

**Field/Home Visits**

* Conduct field/home visits with Case managers, counselors, and outreach workers to identify the needs of families and individuals and conduct in-depth needs assessments within communities to identify gaps in access to welfare schemes and resources.
* Ensure regular follow-up and timely documentation of outreach activities and case progress.
* Analyze data from field reports to plan program strategy and recommend policy interventions where necessary Reporting.

**Documentation:**

* Monitor the progress and impact of service linkage and outreach efforts monthly.
* Prepare weekly and monthly reports on the results of welfare linkage, including the number of people assisted, types of schemes, and challenges faced.
* Maintain data in Excel for easy access by each team member. - Keep comprehensive records of all cases and ensure all data is kept up to date.

**Capacity Building:**

* Organize workshops, training sessions, and informational meetings for community members to raise awareness about government welfare schemes, social programs, and scholarships.
* Collaborate with community leaders, local government officials, and NGOs to advocate for the rights of vulnerable populations to access available schemes and services

**Qualifications:**

* Bachelor’s degree in Social Work, Public administration a related field. A Master’s degree is preferred.
* Minimum of 2-3 years of experience in a social welfare, community development, or entitlement-related role.
* Strong knowledge of government welfare schemes, scholarships, and social welfare policies.
* Excellent communication, networking, and negotiation skills.
* Ability to work with diverse and marginalized populations.

**Key Competencies:**

* People’s person.
* Proficient in report writing and data analysis.
* Empathy, patience, and a strong commitment to social justice.

**Desirable:**

Prior experience working in rural or marginalized urban communities.

Familiarity with government processes and documentation related to welfare schemes.

**Child/Youth Protection and Safeguarding Policy:** Any employee, consultant, contractor, supplier, vendor, or resource person, shall read, be aware and sign to comply strictly with the Child Protection Policy, the Safeguarding Policy, and all accompanying policies of Udayan Care. Udayan Care accords the highest priority to its commitment to creating awareness, ensuring prevention, reporting, and response to all disclosures of abuse, violence, neglect, or exploitation or its threat for all children, young persons, and vulnerable adults that the organization is in contact with. Our CIRCA values, Code of Conduct and HR norms clearly regulate and ensure the implementation of the highest standards towards zero tolerance of any safeguarding concerns.

**How to Apply:** Please download and fill the Application form and send to [recruitment@udayancare.org](mailto:recruitment@udayancare.org) along with your updated c.v.  Do mention the post and location you are applying for in the subject line.