

**Center Manager**  
**for**  
**Bembala Foundation**  
**Support Center for Women and Child Survivors of Violence**

Bembala Foundation, a Whitefield Rising initiative, supports women and child survivors of domestic violence and abuse, by offering free and confidential befriending and referral services.

**Center Manager: *Job Description***

**Overall responsibility:** Oversee the daily operations of the Bembala center that will be staffed by 2 befrienders (volunteers) at all shifts. This will include supervision of center operations, timings, upkeep of office premises, adherence to policies and procedures, staff engagement and development, liaison with stakeholders, documentation and compliance matters.

**Key Areas of Responsibility:**

Manage the Bembala center operations in the following ways:

- Ensure that the center services are available at committed timings and to the capacity envisioned
- Ensure that the survivors that are received are attended to as per agreed process and the volunteers adhere to the processes and systems laid down
- Be available for consultation when volunteers look for guidance, and for any discussion on survivor cases they are dealing with
- Manage the roster of volunteers to ensure that the center is staffed adequately
- Facilitate collaboration between the various teams of volunteers, referral agencies and hospital management and ensure that services are offered in a seamless, uninterrupted manner
- Ensure all records are accurate, up-to-date and held in accordance with Bembala policy including keeping confidentiality, and protecting data
- Oversee the upkeep of the center including maintenance schedules of infrastructure, cleanliness, procurement, discipline, safety processes
- Manage the finances of the center (procurement and maintenance payouts in coordination with the responsible person at Bembala Foundation)
- Maintain and make available regular reports of the Center's operations to the relevant stakeholders
- Engage with referral agencies where required and further/ strengthen partnerships with them
- Represent Bembala when required in relevant forums and build credibility, invite support and collaboration with other individuals and agencies who have synergy with the organization

**Qualifications and criteria:**

- Graduate in any stream of study, preferably in related areas of social work, counseling, psychology
- Minimum 2 years of work experience that includes some or all of the below:

- Professional social worker/ Support person with counseling or therapy background, preferably with qualification in MSW/ professional courses in counseling
- Knowledge of how to run the operations of a small center with a small (<5) number of volunteers/ staff
- Experience of working effectively within a team – as a senior team member or in the capacity of a lead
- Have firm belief and passion in Bembala’s approach and be willing to be trained on Bembala services, processes and systems.
- Preferably conversant in Kannada and Hindi
- Willing to commit to the role for a minimum of one year

**Competencies required:**

- Befriender/ counseling skills - empathy and compassion, listening, responding, inclusive and non- judgmental
- Team management skills – ability to motivate, reassure, mentor/ coach and manage, conflict resolution, provide constructive feedback
- Problem solving ability – analytical and creative thinking, decision making
- Assertive communication skills
- Crisis management skills
- Working under pressure and ambiguous situations
- Stakeholder management skills
- Networking skills
- Basic skills on the computer – use of Microsoft Office and other products

**About Bembala Foundation**

Bembala is a non- profit effort with voluntary services by a range of diverse volunteers, who are committed to offering vital emotional support to women and children who have suffered from violence and abuse of any form.

The Bembala center is located in Vydehi Hospital at Whitefield, Bangalore, and will be open from 11 am – 3 pm Monday- Saturday.

Bembala is managed by a group of professional experts with over-all guidance by an Advisory Board of eminent professionals.

This job description is for the center manager, which is a paid position, who will have primary oversight of the center functioning and coordination under the guidance of the designated technical leaders.

**Contract:** This position is for a one-year period, and will be extended upon mutual agreement between the center manager and trustees of Bembala Foundation. The selected candidate will be under a three-month probation.

**Work timings:** Monday to Saturday: 9.30 am to 4.30pm

Please send us your resume along with any references to [bembalainfo@whitefieldrising.org](mailto:bembalainfo@whitefieldrising.org)