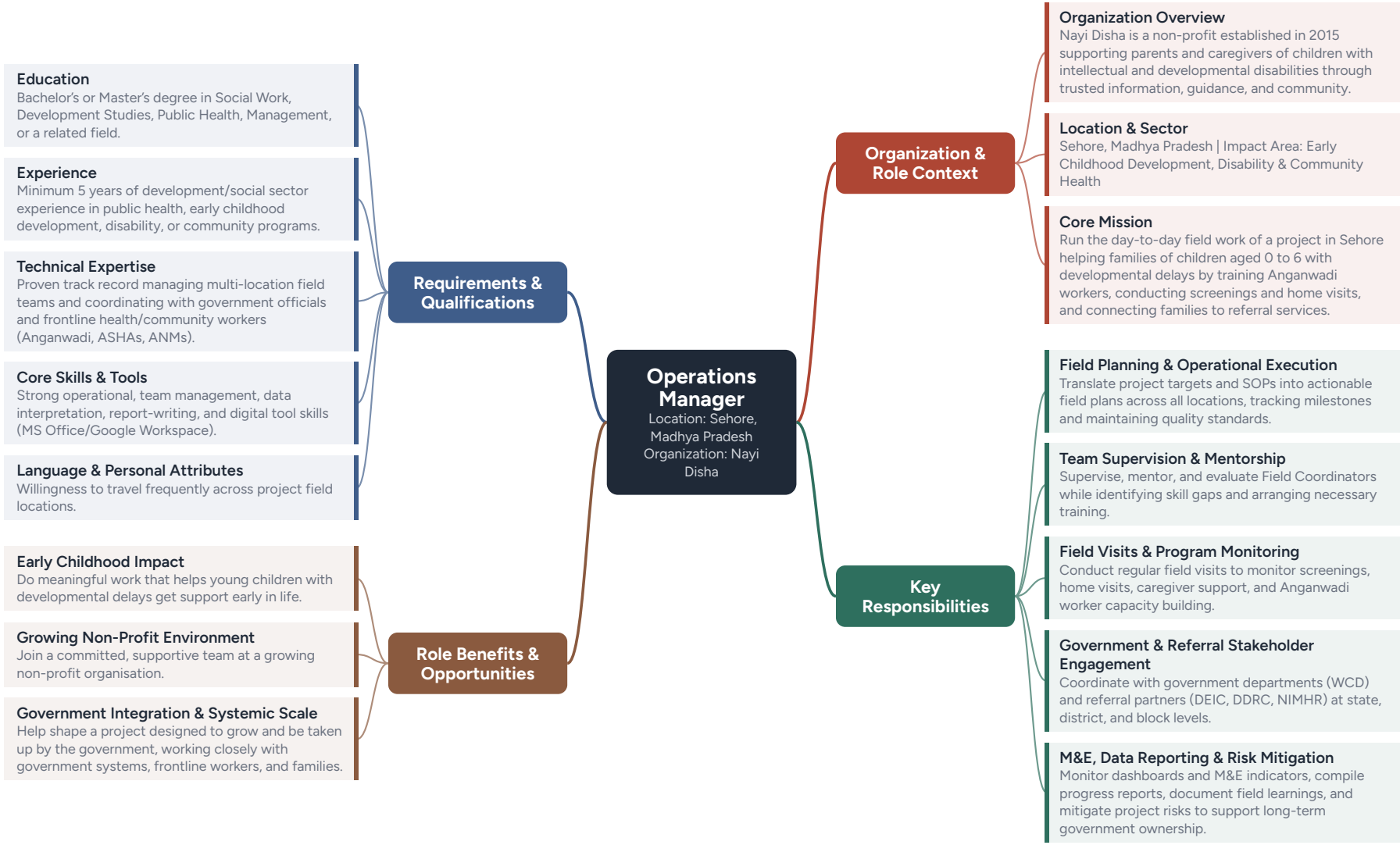
Nayi Disha

Operations Manager in Madhya Pradesh | Nayi Disha

Sehore, Madhya Pradesh · full-time · senior level · Competitive

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Skills this role needs

Field operations management	Team leadership and mentoring	Government stakeholder coordination	Data review and reporting	MS Office / Google Workspace

Job description

Nayi Disha

Nayi Disha began in 2015 with one belief: parents and caregivers are the real changemakers in the lives of children with intellectual and developmental disabilities, such as autism and Down syndrome. It works as a lifelong partner for these families, giving them trusted information, guidance and a community so they do not feel alone. Through its mobile-first, multilingual platform, Nayi Disha has reached more than 6,00,000 people across India and built a community of over 48,000 families. It also brings together doctors, teachers, NGOs and other families to make the wider system more inclusive. This role sits within Nayi Disha's Outreach team, which takes this support into communities through early identification and home-based care for young children.

Role

The Operations Manager will run the day-to-day field work of a project in Sehore that helps families of children aged 0 to 6 who have, or may develop, developmental delays. The project trains Anganwadi workers to screen young children, visit families at home and connect them to referral services such as DEIC, DDRC and NIMHR. You will lead the field team, keep the work on track and of good quality, and work closely with the Project Manager, Field Coordinators, government officials, frontline workers and partners.

Responsibilities

- Translate project targets and SOPs into actionable field plans across all locations, tracking milestones and maintaining quality standards.
- Supervise, mentor, and evaluate Field Coordinators while identifying skill gaps and arranging necessary training.
- Conduct regular field visits to monitor screenings, home visits, caregiver support, and Anganwadi worker capacity building.
- Coordinate with government departments (WCD) and referral partners (DEIC, DDRC, NIMHR) at state, district, and block levels.
- Monitor dashboards and M&E indicators, compile progress reports, document field learnings, and mitigate project risks to support long-term government ownership.

Requirements

- Bachelor’s or Master’s degree in Social Work, Development Studies, Public Health, Management, or a related field.
- Minimum 5 years of development/social sector experience (public health, early childhood development, disability, or community programs).
- Proven track record managing multi-location field teams and coordinating with government officials and frontline health/community workers (Anganwadi, ASHAs, ANMs).
- Strong operational, team management, data interpretation, report-writing, and digital tool skills (MS Office/Google Workspace).
- Willingness to travel frequently across project field locations.

Benefits

- Do meaningful work that helps young children with developmental delays get support early in life.
- Join a committed, supportive team at a growing non-profit.
- Help shape a project designed to grow and be taken up by the government.
- Gain experience working closely with government systems, frontline workers and families.

Apply

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About the organisation

Nayi Disha

Disability Support & Caregiver Resources

nayi-disha.org ↗ More on aikyamjobs.org

Profile

Founded in 2015, Nayi Disha is a non-profit organization committed to being a lifelong partner for families who are the primary caregivers of children affected with intellectual and developmental disabilities such as Down Syndrome and Autism. In India, 31 million families of children with intellectual disabilities need information and support, yet only 1-5% have access to any kind of intervention.

Youtube Videos

Nayi Disha is a digital knowledge hub and community that draws families in need into an ecosystem bridging that gap providing holistic, lifelong support and a safe haven to cope and learn. The organisation is guided by the belief that families, especially parents, can be the most effective change-agents in a child's development, with the right structured information, timely knowledge, and a supportive ecosystem of other families and practitioners.

> *Head Quarters: Hyderabad, Telangana*

Major Areas of Work

- Digital Knowledge Hub: Providing comprehensive, credible information and a compiled directory of support services, curated across life stages.
- Helpline & Counselling (Sakhi): An accessible WhatsApp and phone helpline offering guidance and counselling to caregivers in need of timely support.
- Support Groups: Running 38 active support groups that connect families with others navigating similar journeys.
- Parent Training (Saksham): Structured training programmes empowering parents with tools and knowledge to support their child's development.
- Community Outreach (Samarth Parivaar): Grassroots outreach connecting families across India to Nayi Disha's ecosystem of support.
- Monitoring & Evaluation: Tracking program impact and outcomes to continuously strengthen the organisation's ecosystem approach.

Major Initiatives & Programmes

- Sakhi Helpline: A free WhatsApp/phone helpline (844-844-8996) offering real-time guidance to caregivers of children with developmental disabilities.
- Saarthi: A dedicated support programme within Nayi Disha's ecosystem for caregiver guidance.
- Government & Institutional Partnerships: MoUs with government bodies including CRC Bhopal, CRC Chhatarpur, CRC Gorakhpur, CRC Jaipur, CRC Lucknow, CRC Ranchi, NIEPMD Chennai, and NIMHR Sehore.
- 10-Year Impact Report (2015-2025): A milestone report reflecting a decade of work supporting families across India.

Impact

Nayi Disha has reached 942,220 people in total, with 19,940 monthly visitors, 18,383 helpline users, and a 60% repeat visitor rate. The organisation runs 38 active support groups with 8,315 WhatsApp community members, maintains a service directory of 7,480 listings, and has built a social media following of 36,575 with an event reach of 16,339. Nayi Disha's leadership has been recognised through prestigious fellowships including the Zero Project Scaling Fellow, Salzburg Global Fellow, WomenLift Health Fellow, and Ashoka

India Fellow, alongside awards like the eNGO Challenge Award (2019), Zero Project Award, DSFI Excellence Award, India Inclusion Fellow (2018), and The Orange Flower for Social Impact.

Nayi Disha is an excellent fit for professionals passionate about disability inclusion, caregiver support, digital community building, and grassroots outreach who want to help build India's most trusted ecosystem for families of children with developmental disabilities.

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