

ICDS System Strengthening & Nutrition Improvement Project (ISSNIP)

Terms of Reference (ToR): Block Coordinator

At Block Project Management Unit (BPMU)

Position	Consolidated Remuneration	Essential		Desirable	Scope of Work
		Qualification	Experience		
Block Coordinator	Up to Rs. 12,000/- per month	Graduate	Application maintenance & support – minimum 1 year	<ul style="list-style-type: none"> • Formal training on IT/ computer • Worked with front line workers in any Social Development Program of Government • Experience of working with technology and software application support • Proven ability to successfully handle multiple tasks within a team environment • Attention to detail and problem solving skills 	<ol style="list-style-type: none"> 1. Supporting training of AWWs and Supervisors in Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS. 2. Monitoring usage of ICT-RTM by AWWs by using CAS Reports and follow-up on low usage. 3. Providing in-person and over-phone troubleshooting support to users facing hardware or software problems with mobiles, tablets and basic issues with CAS application. 4. Logging issues in the Issue Tracker application, which is part of CAS. 5. Training reinforcement to AWWs identified as low performers using CAS Reports. 6. Providing performance feedback to AWWs. 7. Submitting phones to Original Equipment Manufacturer (OEM) for hardware replacement and repair. 8. Escalation of issues to Block/District Coordinator via the Issue Tracker application. Criteria for escalation will be defined in CAS Guidelines. 9. Supporting Block level ICDS officials on usage of CAS system. 10. Any other task as indicated by CDPO.