

Center Persona

Sec 19 Pathshala

I visited Sec 19 Pathshala, which currently has 147 students, and met with 6 mentors . The kids were sitting in their specific classes in a disciplined manner. Greeted me very affectionately .Then coordinator ma'am sat with me and we started our conversation in which key issue raised was the absence of primary teachers leading many students to seek tuition elsewhere. Several students have left the Pathshala, with some relocating and others dissatisfied with our teaching methods. The coordinator made persistent efforts to connect with parents but unfortunately, there was no response. Most of the students who left were from the primary classes. One mentor mentioned that she is teaching 6th-grade students from the ground level as many of them lack basic knowledge. She has to start teaching from the basics, which poses a significant challenge. Additionally, another mentor highlighted the difficulty of teaching in a bilingual environment with half the students learning in Hindi and the other half in English. This makes effective teaching challenging, as focusing on one group often causes the others to lose interest and skip classes. Another mentor emphasized the need to focus on English, as the curriculum is primarily taught in English which is challenging for many students whose parents are not educated enough to assist them at home. The Pathshala also requires more mentors, particularly for subjects like Sanskrit and for the primary level, with skilled, energetic mentors possessing strong communication skills. The coordinator showed me the new office space, which needs some items for decoration. The coordinators believe that any information regarding competitions or similar activities should be communicated to them, as they work closely with the students at the ground level. While the involvement of center heads is essential, coordinators should also be empowered to make decisions within their scope of work. I could not interact much with the kids as they were super excited about the party the next day .As a mentor i know how much joy they find in parties, outings, and functions. Maybe during the second visit more details will come up as trust builds and they feel more comfortable, they are likely to share additional concerns and insights.

Operational Challenges

1. Absence of **primary teachers**: Leading to students seeking tuition elsewhere.
2. High student **dropout rate**: Particularly in primary classes.
3. Difficulty in teaching in a **bilingual environment**: With students learning in both Hindi and English.
4. Need for more mentors: Especially for subjects like **Sanskrit and primary level**.



High

Infrastructure and Resources

1. **New office space** needs decoration: To create a welcoming environment.
2. Need for skilled and **energetic mentors**: With strong communication skills.



Mid/ High

Student Engagement

1. Students enjoy parties and outings: These events can help **build trust** and encourage students to share concerns and insights.
2. Need for regular interactions: To build trust and gather more information about **students' needs** and concerns.



Mid/ High

Communication and Empowerment

1. Coordinators need to be empowered: To make decisions within their **scope of work**.
2. Importance of ground-level communication: Coordinators work closely with students and should be informed about competitions and activities.



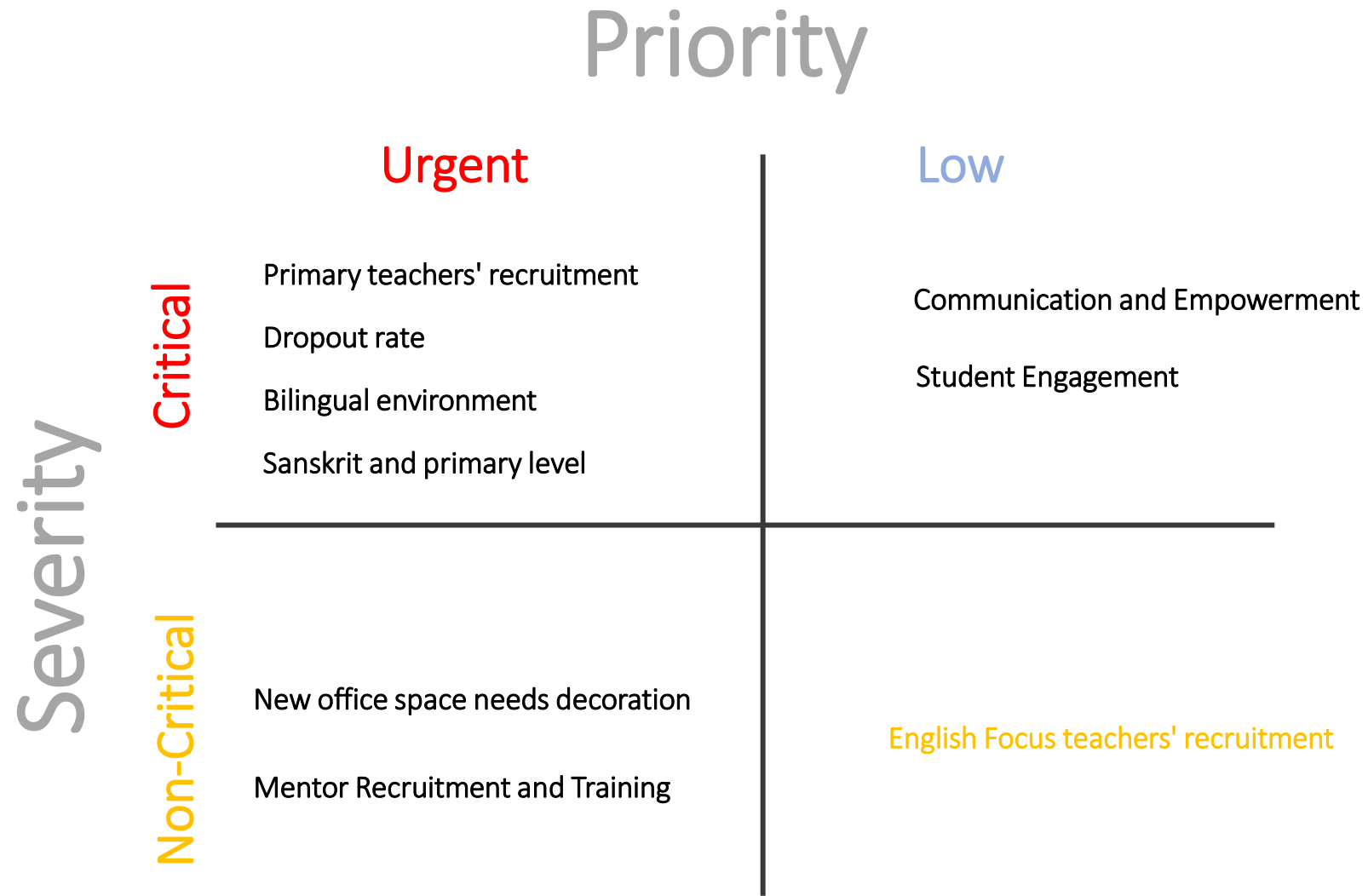
Mid

Teaching and Learning Challenges

1. Students **lack basic knowledge**: Mentors need to start teaching from the basics.
2. Challenges in teaching English: As the curriculum is primarily taught in English.
3. Need to focus on English: To **improve students'** language skills.



Mid



Insight 1: Absence of Primary Teachers

- Insight: Absence of primary teachers leading to students seeking tuition elsewhere.

-**Solution:** Recruit and train primary teachers to fill the gap. Consider partnering with local education institutions or organizations to provide support.

Insight 2: Student Dropout Rate

- Insight: High student dropout rate, particularly in primary classes.

-**Solution:** Identify the reasons behind the dropout rate and address them. This could include improving teaching methods, providing additional support to students, and engaging with parents.

Insight 3: Bilingual Teaching Challenges

- Insight: Difficulty in teaching in a bilingual environment.

-**Solution:** Provide training to mentors on bilingual teaching methods. Consider hiring mentors who are fluent in both Hindi and English.

Insight 4: Need for English Focus

- Insight: Need to focus on English language skills.

-**Solution:** Develop an English language program that provides additional support to students. Consider partnering with organizations that specialize in English language education.

Insight 5: Mentor Recruitment and Training

- Insight: Need for more mentors, particularly for subjects like Sanskrit and primary level.

-**Solution:** Recruit and train mentors who possess strong communication skills and are passionate about teaching. Provide ongoing training and support to ensure mentors are equipped to handle the challenges of teaching.

Insight 6: Communication and Empowerment

- Insight: Coordinators need to be empowered to make decisions within their scope of work.

-**Solution:** Provide clear guidelines and protocols for coordinators to follow. Empower them to make decisions and take ownership of their work.




Insight 7: Student Engagement

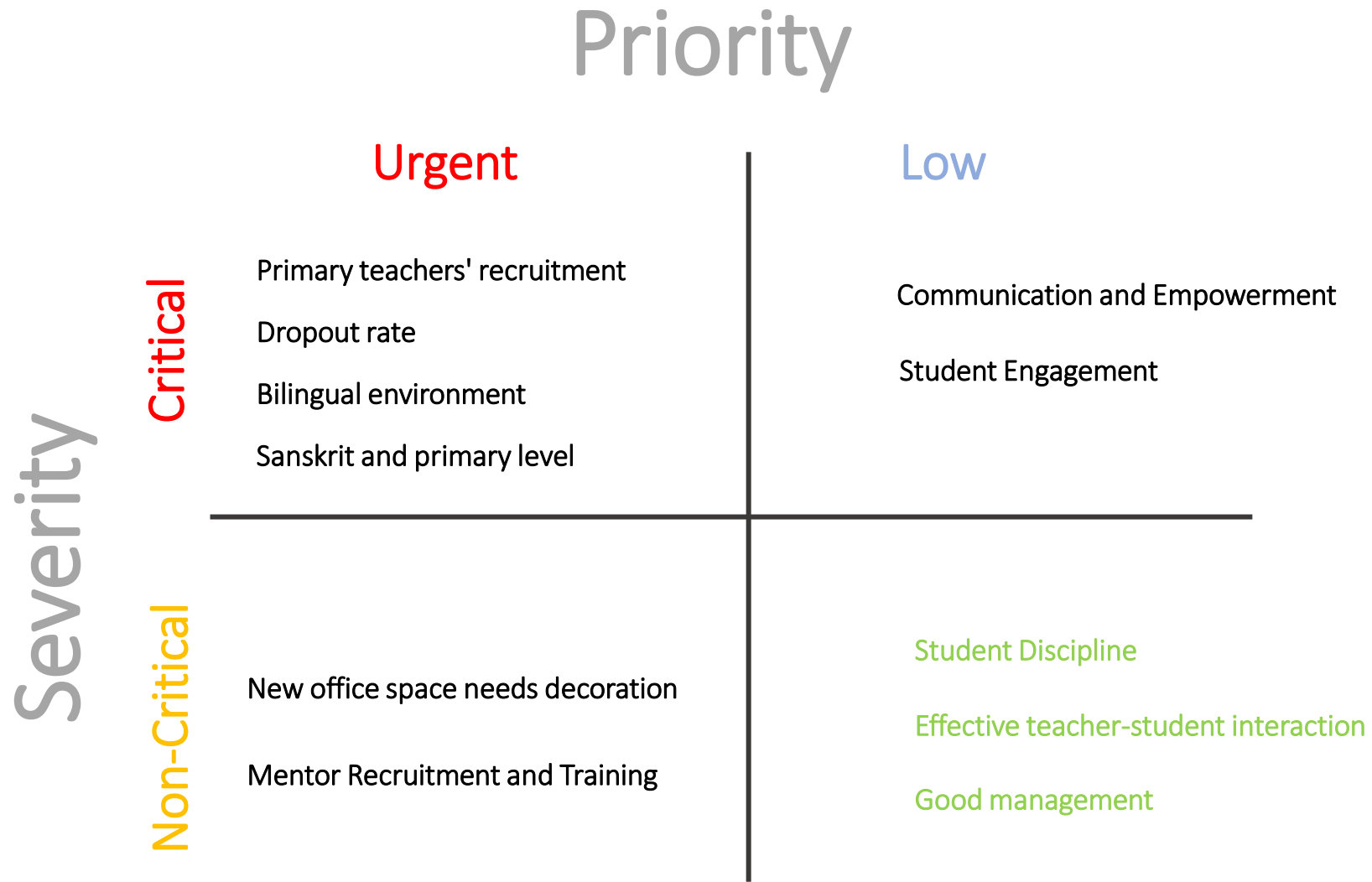
- Insight: Students enjoy parties, outings, and functions.

- **Solution:** Organize regular events and activities that promote student engagement and motivation. Consider partnering with local organizations to provide opportunities for students to participate in extracurricular activities.

Sec 1 Pathshala

During my visit to Sec 1 Pathshala, I found the kids to be very disciplined and was pleasantly surprised by how they performed their prayer. With 44 students, 4 mentors, and the center head, they are managing well. The teacher's interaction with the students was excellent, and there was a positive atmosphere in the classroom. A few students are not regular, and when approached, they often make excuses. This issue could be resolved by having one-on-one conversations with their parents to explain how we are here to help. Additionally, the data update process was taught to Ruby Ma'am by Reetika.

Insights/ Challenges	Team rating	Action Priority
# Operational Strengths <ol style="list-style-type: none"> 1. Disciplined students: The students demonstrated good discipline, particularly during prayer. 2. Effective teacher-student interaction: The teachers interacted well with the students, creating a positive atmosphere. 3. Good management: The center head, 4 mentors, and 44 students are managing well. 		Low
# Areas for Improvement <ol style="list-style-type: none"> 1. Student attendance: A few students are irregular, and excuses are often made. 2. Parental engagement: One-on-one conversations with parents may help resolve attendance issues. 3. Data update process: Ensure that all staff members understand the data update process. 		Mid/ High
# Opportunities for Growth <ol style="list-style-type: none"> 1. Regular parent-teacher meetings: Schedule regular meetings to keep parents informed and engaged. 2. Incentives for good attendance: Consider introducing incentives to encourage regular attendance. 3. Staff training and development: Provide ongoing training and development opportunities for staff members. 		Mid/ High



Here are the insights and potential solutions :

Insight 1: Student Discipline

- Insight: Students demonstrated good discipline, particularly during prayer.

- *Solution:* Continue to encourage and reinforce positive behavior.

Insight 2: Teacher-Student Interaction

- Insight: Excellent interaction between teachers and students, creating a positive atmosphere.

- *Solution:* Provide ongoing training and support to maintain and improve teaching quality.

Insight 3: Irregular Attendance

- Insight: A few students are irregular, making excuses when approached.

- *Solution:*

1. Conduct one-on-one conversations with parents to explain the importance of regular attendance.
2. Identify underlying reasons for irregular attendance and address them.
3. Consider introducing incentives for good attendance.

Insight 4: Data Management




- Insight: Data update process was taught to Ruby Ma'am by Reetika.

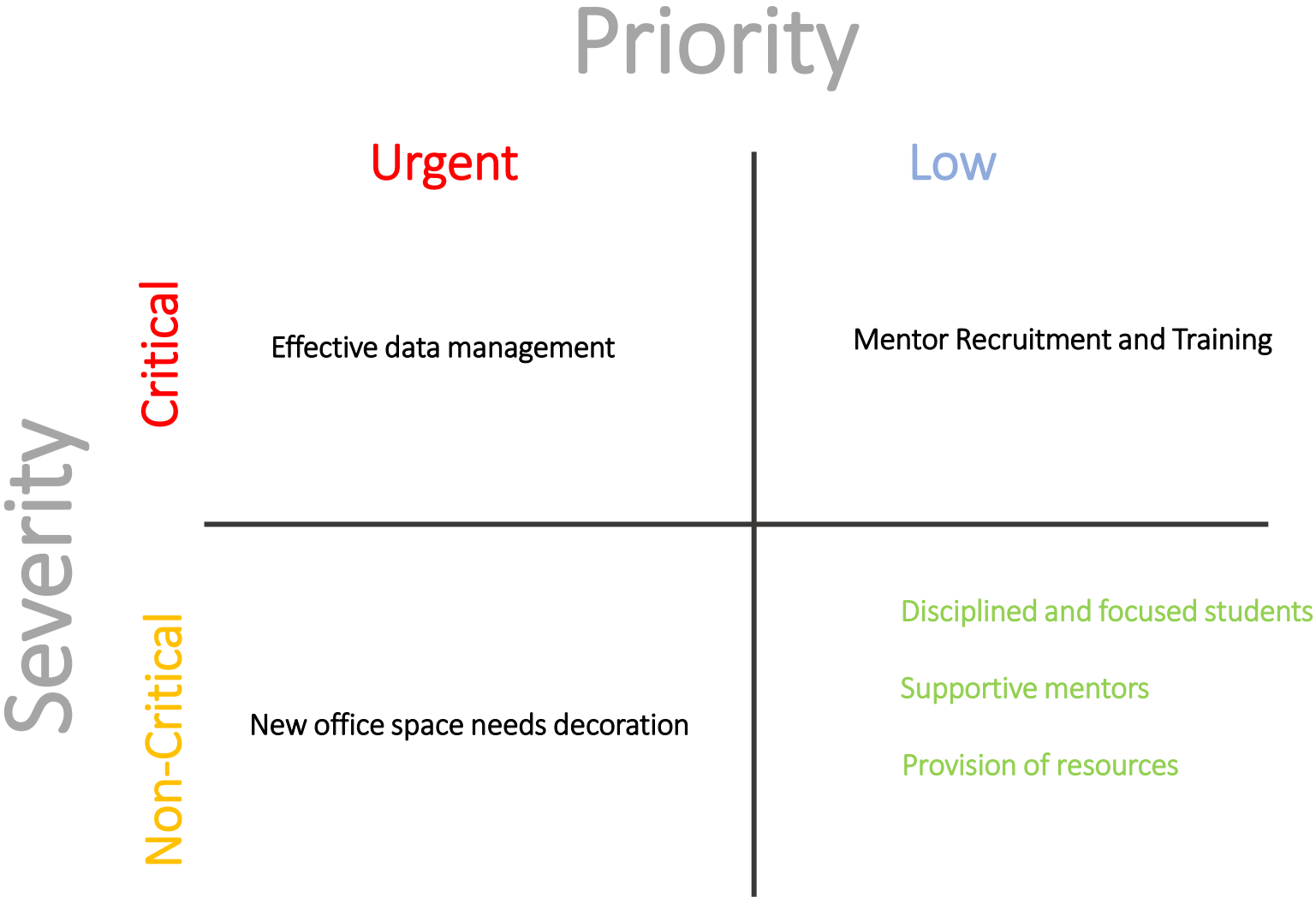
- *Solution:*

1. Ensure all staff members understand the data update process.
2. Provide regular training and support for data management.
3. Consider implementing a more efficient data management system.

Sec 7 Pathshala

During my second visit to Sec 7 Pathshala, I found the kids to be well-mannered, disciplined, and highly focused. supportive mentors-which were focusing on their upcoming competitionThe data update process was explained to the Reema ma'am there by Reetika Mentors were actively distributing bags and uniforms, and the children appeared genuinely happy. The place is new, and they are still in the process of settling in

Insights/ Challenges	Team rating	Action Priority
# Operational Strengths <ol style="list-style-type: none"> 1. Disciplined and focused students: Students demonstrated good discipline and focus. 2. Supportive mentors: Mentors were actively supporting students, focusing on their upcoming competition. 3. Effective data management: Data update process was explained to Reema Ma'am by Reetika. 4. Provision of resources: Mentors were distributing bags and uniforms, and children appeared happy. 		Low
# Areas for Improvement <ol style="list-style-type: none"> 1. Settling into new premises: The center is still settling into its new location. 		Mid
# Opportunities for Growth <ol style="list-style-type: none"> 1. Establishing routines: Develop routines and processes to ensure smooth operations in the new location. 2. Building community relationships: Foster relationships with local community members and organizations to support the center's growth. 3. Mentor training and development: Provide ongoing training and development opportunities for mentors to enhance their skills. 		Mid/ High



Here are the insights and potential solutions :

Insight 1: Positive Student Behavior

- Insight: Students demonstrated good discipline and focus.
- *Solution:* Continue to encourage and reinforce positive behavior through recognition and rewards.

Insight 2: Supportive Mentors

- Insight: Mentors were actively supporting students, focusing on their upcoming competition.
- *Solution:* Provide ongoing training and development opportunities for mentors to enhance their skills.

Insight 3: Effective Data Management

- Insight: Data update process was explained to Reema Ma'am by Reetika.
- *Solution:* Ensure all staff members understand the data update process and provide regular training and support.

Insight 4: Student Well-being

- Insight: Children appeared genuinely happy receiving bags and uniforms.
- *Solution:* Continue to provide resources and support to ensure students' basic needs are met.

Insight 5: New Premises

- Insight: The center is still settling into its new location.
- *Solution:*
 1. Establish routines and processes to ensure smooth operations.
 2. Foster relationships with local community members and organizations to support the center's growth.

Sec 6 Pathshala

Sector 6 is my own place where I take classes. We faced challenges with the primary section, as kids often come and leave—either they go to their hometowns or shift to other places for work. However, our coordinator and one mentor took the initiative to visit homes, explaining the importance of their studies and what we offer. They helped parents understand, and as a result, kids are now returning. We now have enough mentors, and the student-to-mentor ratio is improving. Other aspects are running smoothly.

Insights/ Challenges**Team rating****Action Priority****# Operational Strengths**

1. **Proactive approach**: Coordinator and mentor took initiative to visit homes and engage with parents.
2. **Improved student retention**: Efforts to explain the importance of studies and center's offerings led to students returning.
3. **Adequate mentors**: Sufficient number of mentors, improving student-to-mentor ratio.
4. **Smooth operations**: Other aspects of the center are running smoothly.



Low/Mid

Areas for Improvement

1. Challenges with **primary section**: Students often leave due to relocation or other reasons.
2. **Parental engagement**: While efforts have been made, continued engagement with parents is necessary.



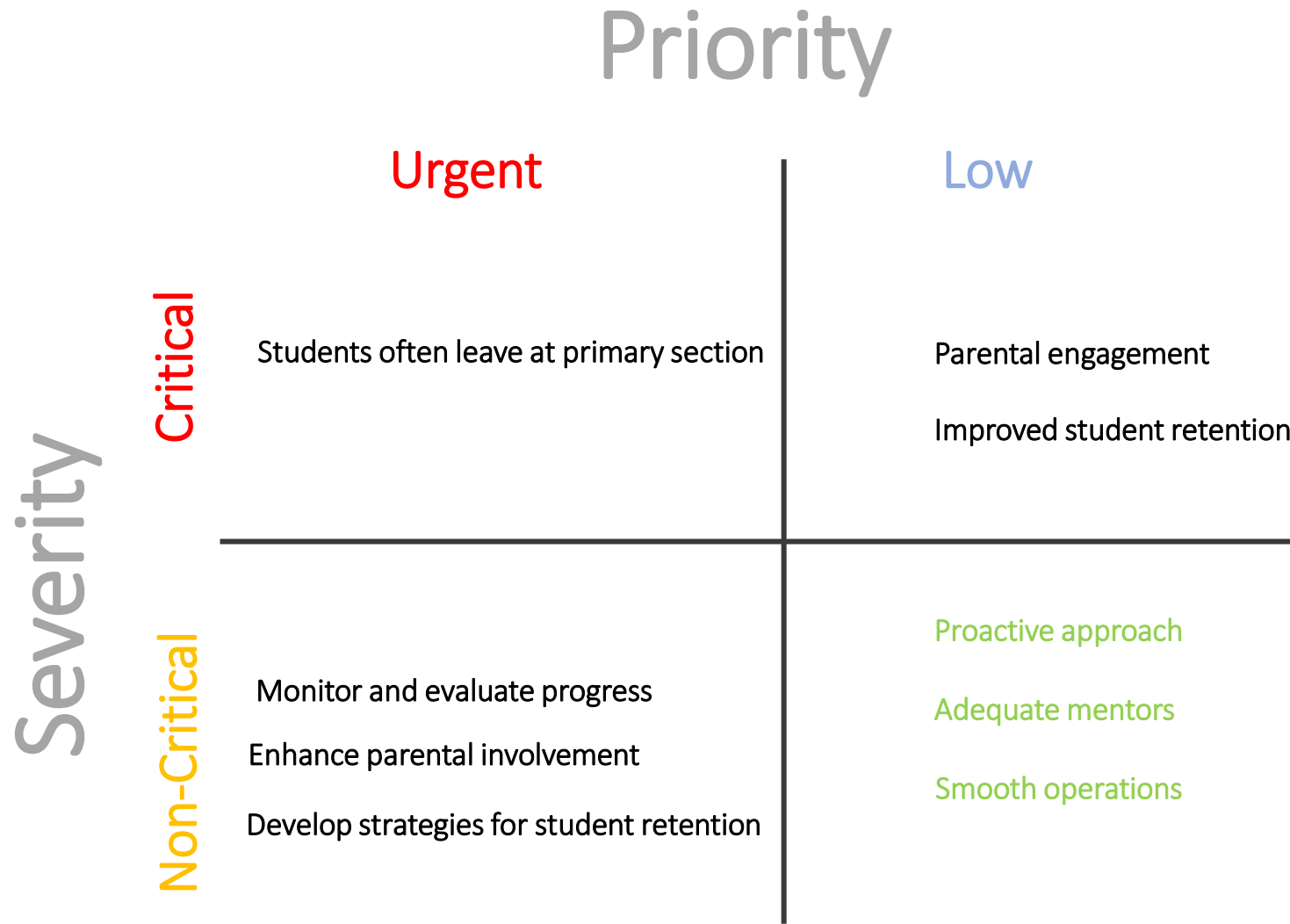
Mid

Opportunities for Growth

1. Develop strategies for **student retention**: Identify ways to minimize student turnover.
2. Enhance **parental involvement**: Regularly schedule parent-teacher meetings and encourage participation.
3. **Monitor and evaluate progress**: Continuously assess the center's performance and make adjustments as needed.



Mid/ High



Here are the insights and potential solutions :

Insight 1: High Student Turnover

- Insight: Students often leave due to relocation or other reasons.

- *Solution:*

1. Develop strategies to minimize student turnover.
2. Identify ways to engage with parents and students before they leave.
3. Offer support and resources to help students continue their education despite relocation.

Insight 2: Effective Parental Engagement

- Insight: Coordinator and mentor's initiative to visit homes and engage with parents led to improved student retention.

- *Solution:*

1. Continue and expand parental engagement efforts.
2. Regularly schedule parent-teacher meetings and encourage participation.
3. Provide parents with resources and support to help them understand the importance of education.

Insight 3: Improved Mentor Availability

- Insight: Having enough mentors has improved the student-to-mentor ratio.

- *Solution:*

1. Continue to recruit and retain qualified mentors.
2. Provide ongoing training and development opportunities for mentors.
3. Monitor and evaluate the effectiveness of mentorship programs.

Insight 4: Smooth Operations

- Insight: Other aspects of the center are running smoothly.

- *Solution:*

1. Continuously monitor and evaluate the center's performance.
2. Identify areas for improvement and implement changes as needed.
3. Maintain open communication with staff, students, and parents to ensure smooth operations.

Sec 2 Pathshala

Sector 2 is a well-formed unit, with mentors and coordinators sharing a strong bond and working collaboratively. With 54 students and 8 mentors, they are short of mentors for the crucial 9th and 10th grades. Additionally, the 6th-grade class has no mentors and is often combined with other classes, leading to distractions for the students involved. I also found the students here to be disciplined. Although there were a few absentees due to the cold weather, the students who were present were quite focused.

Insights/ Challenges

Team rating

Action Priority

Operational Strengths

1. **Strong team bond**: Mentors and coordinators share a strong bond and work collaboratively.
2. **Disciplined students**: Students demonstrated good discipline and focus.
3. **Effective class management**: Despite absentees, present students remained focused.



Low/Mid

Opportunities for Growth

1. **Recruit additional mentors**: Focus on hiring mentors for 9th, 10th, and 6th grades.
2. Develop **attendance strategies**: Implement measures to minimize absenteeism, such as flexible scheduling or makeup classes.
3. **Enhance class management**: Explore ways to minimize distractions when combining classes.



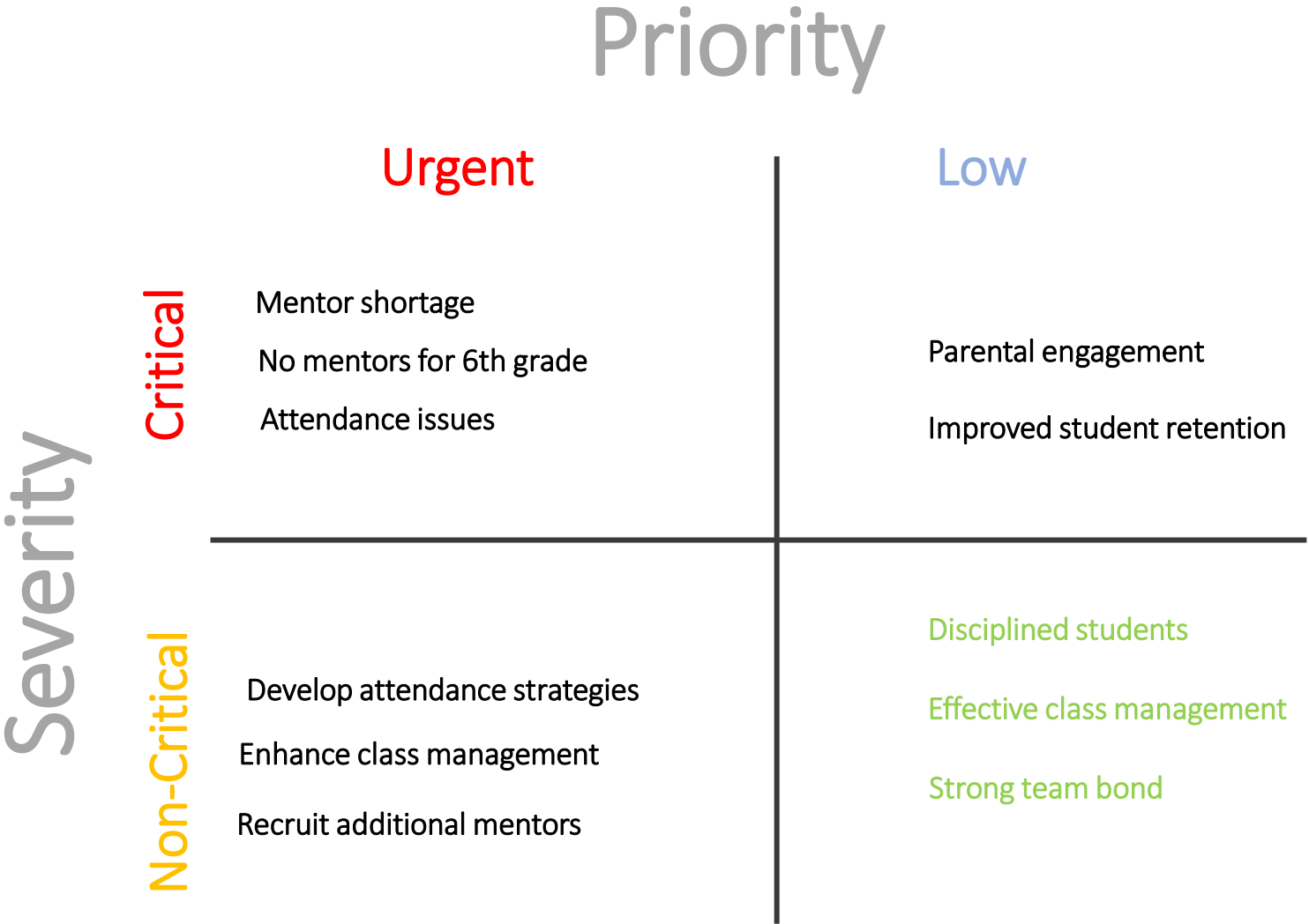
Mid

Areas for Improvement

1. **Mentor shortage**: Insufficient mentors for 9th and 10th grades.
2. **No mentors for 6th grade**: Class often combined with others, causing distractions.
3. **Attendance issues**: Absentees due to weather conditions.



Mid/ High



Here are the insights and potential solutions :

Insight 1: Strong Team Dynamics

- Insight: Mentors and coordinators share a strong bond and work collaboratively.

- *Solution:* Continue to foster a positive team culture through regular team-building activities and open communication.

Insight 2: Mentor Shortage

- Insight: Insufficient mentors for 9th and 10th grades, and no mentors for 6th grade.

- *Solution:*

1. Recruit additional mentors for 9th, 10th, and 6th grades.
2. Consider partnering with local educational institutions or organizations to provide mentorship support.

Insight 3: Class Management Challenges

- Insight: 6th-grade class often combined with other classes, leading to distractions.

- *Solution:*

1. Explore alternative class management strategies to minimize distractions.
2. Consider hiring additional mentors or teaching assistants to support combined classes.

Insight 4: Student Discipline and Focus

- Insight: Students demonstrated good discipline and focus.

- *Solution:* Continue to encourage and reinforce positive behavior through recognition and rewards.

Insight 5: Attendance Issues

- Insight: Absentees due to cold weather.

- *Solution:*

1. Develop strategies to minimize absenteeism, such as flexible scheduling or makeup classes.
2. Encourage students to attend classes regularly by providing incentives or rewards.



Factors that may influence the ideal ratio:

- Age and grade level of the students:** Younger students may require more individual attention than older students.
- Specific needs of the students:** Students with learning disabilities or other special needs may require more individualized support.
- Mentoring program goals:** The specific goals and objectives of the mentoring program may influence the ideal student-to-mentor ratio.
- Availability of mentors:** The number of available mentors will also play a role in determining the student-to-mentor ratio.

Group persona



Families



Children



Mentors

Title: Student Self-Reflection and Feedback Survey (Class Primary 1st to 6th)

Description:

This survey is designed to help you reflect on different areas of your life, including school, hobbies, and aspirations. Please answer each question by selecting the option that best matches your feelings or experiences.

Section 1: Demographics & Background

- 1. How do you feel about the place where you live?
- 2. How would you rate your family life?

Section 2: School Life

- 3. How much do you enjoy your favorite subject in school?
- 4. How do you feel about your least favorite subject in school?
- 5. How much do you enjoy participating in school activities (e.g., recess, library, lunch)?
- 6. How would you rate the support you get from your teachers?
- 7. How comfortable are you when working with other kids in group projects?
- 8. How do you feel about the amount of homework you get?

Section 3: Interests & Hobbies

- 9. How happy are you with the time you spend on hobbies?
- 10. How much do you enjoy reading books or stories?
- 11. How much do you like playing your favorite games (board games, video games, etc.)?
- 12. How would you rate your interest in sports or outdoor activities?
- 13. How much do you enjoy watching your favorite TV shows or movies?

Section 4: Technology & Digital Life

- 14. How do you feel about the time you spend on your tablet or computer?
 - 15. How much do you like using your favorite apps or websites?
 - 16. How would you rate your experience playing video games?
-

Section 5: Personality & Social Life

- 17. How comfortable are you expressing your ideas or thoughts in class?
 - 18. How would you rate your friendships at school?
 - 19. How much do you enjoy spending time with your family?
 - 20. How do you feel about sharing or presenting in front of others?
-

Section 6: Dreams & Aspirations

- 21. How much do you enjoy learning about new things?
 - 22. How do you feel about your future goals or dreams?
 - 23. How much do you like imagining or planning what you want to do when you grow up?
-

Section 7: Self-Reflection

- 24. How do you feel about your strengths or talents?
 - 25. How much do you want to improve on things you find difficult?
-

Rating Scale Options

For each question, provide the following single-choice options:

- 1. Poor (Not good at all)
- 2. Satisfactory (Okay, but could be better)
- 3. Good (Really happy with it)

Title: Student Self-Reflection and Feedback Survey (Class Secondary 7-12th)

Form Description:

This survey is designed to gather insights about your experiences, preferences, and aspirations. Your responses will remain confidential and help improve the school environment and support systems.

Sections and Questions:

Section 1: Demographics & Background

- 1. How would you rate your experience living in an urban, suburban, or rural area?
- 2. How would you rate the support you receive from your family structure (e.g., single-parent, two-parent)?

Section 2: Academic & Learning

- 3. How would you rate your interest in your favorite subjects?
- 4. How would you rate your confidence in the subjects you find most challenging?
- 5. How effective do you find your preferred learning style (e.g., visual, auditory, hands-on)?
- 6. How would you rate your participation in class discussions?
- 7. How would you rate your current study habits for exams?
- 8. How would you rate your progress toward your academic goals for this year?

Section 3: Technology & Digital Life

- 9. How would you rate the amount of time you spend online daily?
- 10. How effective do you find online learning platforms or apps?
- 11. How comfortable are you using technology for schoolwork?
- 12. How would you rate your engagement with your favorite websites or apps?
- 13. How would you rate your use of social media for personal or educational purposes?

Section 4: Social & Emotional

- 14. How would you rate your relationships with your closest friends?
- 15. How would you rate your participation in extracurricular activities?
- 16. How would you rate your overall social life at school?

- 17. How effectively do you handle stress or frustration?
- 18. How would you rate your ability to balance schoolwork, hobbies, and other responsibilities?

Section 5: Future Aspirations

- 19. How would you rate your confidence in your career goals?
- 20. How would you rate your interest in attending a college or university in the future?
- 21. How prepared do you feel for life after high school graduation?

Section 6: Personal Preferences & Hobbies

- 22. How would you rate your enjoyment of hobbies and interests outside of school?
- 23. How satisfied are you with the time you spend on activities with friends or family?

Section 7: Reflection & Values

- 24. How would you rate your motivation to achieve your personal goals?
- 25. How would you rate your ability to adapt to new challenges or situations?

Rating Scale Options

For each question, provide the following single choice options:

- 1. Poor (Not good at all)
- 2. Satisfactory (Okay, but could be better)
- 3. Good (Really happy with it)

Title: Family Support and Well-being Survey

Description:

This survey aims to gather your feedback on various aspects of your life, education, health, and aspirations. Your responses will help us improve the support provided to you. All answers will remain confidential.

Sections and Questions:

Section 1: Personal and Family Background

- 1. How would you rate the financial support your family can provide for your education?
- 2. How would you rate the care and attention you receive from your parents or guardians?
- 3. How would you rate the cleanliness and safety of your home?
- 4. How would you rate the availability of basic amenities like clean water and electricity at home?
- 5. How would you rate the support from your family in balancing school and household chores?

Section 2: Education and Learning

- 6. How would you rate your experience of going to school daily?
- 7. How would you rate the help you receive from the NGO in understanding school subjects?
- 8. How would you rate the availability of school supplies like textbooks, uniforms, and stationery?
- 9. How would you rate the difficulty of the subjects you study at school?
- 10. How would you rate your interest and performance in your favorite subject?

Section 3: Health and Nutrition

- 11. How would you rate the quality and quantity of food you eat daily?
 - 12. How would you rate your access to clean drinking water?
 - 13. How would you rate the overall health support provided to you (like medical check-ups)?
 - 14. How would you rate your physical health and energy for daily activities?
 - 15. How would you rate your access to information about hygiene and sanitation?
-

Section 4: Social and Emotional Support

- 16. How would you rate your relationships with your classmates and friends?
 - 17. How would you rate the encouragement you receive from NGO staff for education?
 - 18. How would you rate your confidence in asking questions or seeking help when needed?
 - 19. How would you rate the opportunities you get to participate in group activities or events?
 - 20. How would you rate your overall happiness and satisfaction with your daily life?
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Section 5: Future Aspirations and Opportunities

- 21. How would you rate your awareness of potential career paths or jobs you can pursue?
 - 22. How would you rate the encouragement you receive to dream big about your future?
 - 23. How would you rate the opportunities the NGO provides for extracurricular or vocational skills?
 - 24. How would you rate your motivation to complete your education?
 - 25. How would you rate your family's and NGO's support in achieving your goals?
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Rating Scale Options

For each question, provide the following single choice options:

- 1. Poor (Not good at all)
- 2. Satisfactory (Okay, but could be better)
- 3. Good (Really happy with it)

Title: **Teacher** Survey

Description:

This survey aims to gather your feedback on various aspects of your life, education, health, and aspirations. Your responses will help us improve the support provided to you. All answers will remain confidential.

Personal Information

1. What is your name?
2. How old are you?
3. What is your educational background?
4. What teaching certifications or qualifications do you have?

Professional Background

5. How many years of teaching experience do you have?
6. What subjects and grades have you taught in the past?
7. Have you previously worked with underprivileged or marginalized children? If yes, please describe your experience.
8. What motivated you to become a teacher?

Teaching Philosophy and Methods

9. How would you describe your teaching philosophy?
10. What teaching methods do you find most effective for engaging students?
11. How do you adapt your teaching strategies for students with different learning needs?
12. How do you handle classroom management and discipline?

Experience with Underprivileged Students

13. What challenges have you faced when teaching underprivileged children?
14. How do you address the emotional and social needs of these students?
15. What strategies do you use to build trust and rapport with students from diverse backgrounds?
16. How do you involve parents or guardians in the education of their children?

Professional Development and Training

17. What areas of professional development are you most interested in?

18. Have you received any specific training related to teaching underprivileged children? If yes, please describe.
19. What resources or support do you need to improve your teaching practice?
20. How do you stay updated on the latest educational trends and best practices?

Personal Interests and Motivation

21. What are your hobbies and interests outside of teaching?
22. What do you enjoy most about working with children?
23. What inspires you to work in an NGO setting?
24. How do you handle stress and maintain a work-life balance?

Goals and Aspirations

25. What are your short-term and long-term career goals?
26. How do you plan to contribute to the NGO's mission and vision?
27. What impact do you hope to make on the lives of your students?
28. How do you measure your success as a teacher?

Challenges and Needs

29. What are the biggest challenges you anticipate in teaching underprivileged children?
30. What support do you need from the NGO to be effective in your role?
31. How do you plan to overcome language or cultural barriers in the classroom?
32. What strategies do you use to motivate and inspire students who face significant challenges outside of school?

Feedback and Improvement

33. What do you think are the most important qualities for a teacher working with underprivileged children?
34. How do you seek feedback from your students and peers to improve your teaching?
35. What improvements would you suggest for the NGO's educational programs?
36. How do you collaborate with other teachers and staff to support student learning?

Fun Questions

37. What is your favorite book or author?
38. If you could travel anywhere in the world, where would you go and why?
39. What is your favorite way to relax after a long day of teaching?
40. If you could have any superpower, what would it be and why?

Reflection and Personal Growth

- 41. What is the most rewarding experience you’ve had as a teacher?
- 42. What is one thing you’ve learned from your students?
- 43. How do you plan to continue growing as an educator?
- 44. What legacy do you hope to leave behind as a teacher?
- 45. How do you want your students to remember you?

Rating Scale Options

For each question, provide the following single choice options:

- 1. Poor (Not good at all)
- 2. Satisfactory (Okay, but could be better)
- 3. Good (Really happy with it)

SNS Roles and responsibilities

NGO Centre Head

Roles and Responsibilities:

1. Leadership and Management:

- Oversee the overall operations of the NGO center.
- Provide strategic direction and leadership to ensure the center meets its goals and objectives.
- Manage the center's staff and volunteers, including hiring, training, and performance evaluations.

2. Program Development and Implementation:

- Develop and implement programs and initiatives that align with the NGO's mission and objectives.
- Ensure that programs are effectively meeting the needs of the community.
- Monitor and evaluate program outcomes to ensure quality and effectiveness.

3. Financial Management:

- Prepare and manage the center's budget.
- Oversee financial operations, including funding allocation and expenditure tracking.
- Ensure compliance with financial regulations and donor requirements.

4. Resource Mobilization:

- Identify and pursue funding opportunities from various sources, including grants, donations, and partnerships.
- Build and maintain relationships with donors, partners, and stakeholders.
- Ensure proper utilization and reporting of funds.

5. Community Engagement:

- Engage with the local community to understand their needs and ensure the center's programs are relevant.
- Represent the NGO in community meetings, forums, and other public events.
- Foster a positive relationship between the center and the community.

6. Reporting and Accountability:

- Prepare and submit regular reports to the NGO's board of directors and donors.
- Ensure transparency and accountability in all center operations.
- Address any issues or challenges that arise in the center's operations.

NGO Coordinator

Roles and Responsibilities:

1. Program Coordination:

- Coordinate specific programs or projects within the NGO.
- Ensure that program activities are carried out according to the plan and timeline.
- Liaise with program participants, stakeholders, and other relevant parties.

2. Support and Supervision:

- Provide support to program staff and volunteers.
- Assist in the training and development of program personnel.
- Monitor and provide feedback on the performance of program staff.

3. Communication and Reporting:

- Communicate regularly with the center head and other senior staff about program progress.
- Prepare and submit program reports, including progress updates and outcome evaluations.
- Maintain accurate records and documentation of program activities.

4. Resource Management:

- Manage resources and materials needed for program activities.
- Ensure efficient use of resources and prevent wastage.
- Assist in the procurement of materials and supplies for programs.

5. Community Outreach:

- Engage with community members and stakeholders to promote the program.
- Collect feedback from the community to improve program effectiveness.
- Organize and participate in community meetings and events related to the program.

6. Administrative Support:

- Handle administrative tasks related to program implementation, such as scheduling, record-keeping, and communication.
- Ensure compliance with organizational policies and procedures.
- Provide logistical support for program activities and events.

Key Differences:

• Scope of Responsibility:

- The center head has a broader scope of responsibility, overseeing all operations and programs of the center.
- The coordinator focuses on specific programs or projects, ensuring their successful implementation.

• Leadership vs. Coordination:

- The center head provides overall leadership and strategic direction for the center.
 - The coordinator ensures the effective execution and coordination of specific programs.
- **Financial Oversight:**
 - The center head is responsible for the overall financial management of the center, including budgeting and funding.
 - The coordinator manages resources and materials specific to their programs but typically does not handle overall financial management.
- **Community Engagement:**
 - Both roles involve community engagement, but the center head represents the NGO at a higher level and builds broader relationships.
 - The coordinator focuses on engaging the community specifically related to their program.