



JD: Strategy and Operations Lead

Organization Background:

Mann Talks is an early stage non-profit initiative of the Shantilal Shanghvi Foundation, the family foundation of Mr. Dilip Shanghvi, Founder and MD of Sun Pharmaceuticals.

The initiative is founded on the belief that mental health is an integral and essential component of health. By democratizing access to information, strengthening support systems and providing quality services, Mann Talks hopes to transform lives. The initiative is focused on empowering individuals, from underserved sections of the society, to take charge of their mental health by offering free and holistic tech-enabled mental health solutions. Mann Talks has a three-pronged approach, a helpline, a digital portal and on-ground activations.

The Mann Talks Helpline and Digital Portal were launched on 10th October '20. For more information you can visit www.manntalks.org

Role Description:

We are looking for an individual who is inspired and excited by the prospect of designing, piloting and scaling holistic on-ground and tech-based interventions, aimed at significantly improving the quality of life for 10 million+ individuals, by providing them with access to mental health services and information. The individual should be confident in leading an organization that will resemble an early stage start-up. We hope to on-board someone who is a quick learner, self-starter, empathetic towards the sensitivities of this sector, and driven by the impact potential of this project. Any prior experience of working with communities on the ground, start-ups, tech-driven organizations, or in the mental healthcare space will always be valuable.

Location: Mumbai

Reporting Lines:

Reporting to: Ms. Vidhi Shanghvi and the Advisory Board

Direct Reports:

- Project leads of vendors and partners
- Program officer(s) of the helpline
- 3-4 individuals across senior, mid-level and entry positions (over time)

Primary Responsibilities:

- Lead the strategy and end-to-end implementation of existing and new interventions
- Monitor and evaluate the performance of existing interventions and develop scaling plans
- Build and manage relationships with strategic partners and capability vendors
- Mentor and lead the helpline team, and assume accountability for the helpline operations

- Set up and manage administrative processes and cadence, aided by the support functions team, across HR, Finance, and IT.
- Manage and grow outreach partnerships with diverse stakeholders to scale impact
- Build visibility and credibility for Mann Talks and be a spokesperson for the initiative

Requirements:

- 10-15 years of professional experience across business and social domains
- Start-up mindset, having the ability to drive a project from design to pilot phase to rapid scale
- Understanding of general finance, budgeting and legal contracts
- Experience in management, operations, and leadership
- Ability to build partnerships
- Stakeholder management skills and ability to build consensus and relationships amongst the stakeholders
- Strong and effective communication skills
- Humility, willingness to listen and an active and quick learner
- Displays empathy in thought and conduct

Applications for this role can be sent across to contact@mantalks.org