

Loy Maria Nelson

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PROFILE SUMMARY

Loy has more than 18 years of experience in program development and implementation in the social sector, working with children, women, and the marginalised community. She has a strong commitment and a deep passion for development and creating social impact. Her highly adaptive work skills and strong professional ethics are an asset. She has demonstrated capabilities in driving strategy, intervention and program design and implementation, organization development, and team management. She has a strong ability to manage large-scale, distributed teams by mobilizing and engaging them.

She is committed to achieving social impact through data-driven social delivery, shaping perspectives, building high-performing cultures, and results-focused leadership.

PROFESSIONAL EXPERIENCE

Lead Consultant, Global Good xAmani, Hybrid, India

Jan '21 – Ongoing

A social organization headquartered in the USA with hubs across US, Kenya, and India. Global Good x Amani is passionate about driving innovative solutions for social impact worldwide.

- **Trained** across 600 + mid to senior-level managers to build their leadership, innovation, and communication skills along with supporting them in creating their own business/social innovation plan.
- **Led Fellowships** across multiple countries with multi stakeholders that brought together individuals who are passionate towards changemaking.
- **Led, Facilitated, and Designed** programs ranging from one-time workshops to multi year programs across private organizations to social enterprises.
- **Coached** individuals across multiple nationalities to achieve their personal and professional outcomes through multiple programs run by the organization.
- **Created** back-end processes for program implementation and delivery that aided in better efficiencies.

Consultant, Women and Child Department, ICPS, State Government of Kerala, India

Jan '23 – June '23

To extend capacity building, research, and policy advocacy support to government and civil society stakeholders in effectively implementing child protection.

- **Re-drafted** the Alternative Child Care and Deinstitutionalization strategic plan for the Government of Kerala in the wake of the challenges posed by COVID-19 with the **UNICEF** Chennai Office.
- **Created** the detailed Literature Review, Strategic programme design, and Logical Framework and assessed the Pilot study findings.
- The **Plan has been approved** by the State Government.

Consultant, Women and Child Department, ICPS, State Government of Kerala, India

Oct '20 – Nov'20

To extend capacity building, research, and policy advocacy support to government and civil society stakeholders in effectively implementing child protection.

- **Created** the Aftercare Policy Strategic design for **Five Year State Plan of Action with UNICEF** to Develop and Strengthen Alternative Care specifically Foster care, Aftercare, Adoption, and Deinstitutionalization for the Government of Tamil Nadu and the Government of Kerala.
- **Created** the detailed Literature Review, Strategic programme design, Logical Framework, Five years detailed Budget, Accountability framework, Implementation, and Follow-up mechanism
- The policy is **under implementation**.

Lead Consultant, Loyola Knowledge Hub for Excellence in Child Protection, Loyola College, Chennai, India

Nov '19 – Mar'20

Loyola KHEChP is an extension unit of the Dept of Social Work, Loyola College, Chennai, started in April 2017 to extend the capacity building, research, and policy advocacy support to government and civil society stakeholders in effectively implementing child protection.

- **Strategized and Created** the Strategic design for the **Five Year State Plan of Action with UNICEF** to Develop and Strengthen Alternative Care specifically Foster care, Aftercare, Adoption, and Deinstitutionalization for the Government of Tamil Nadu and the Government of Kerala.
- **Created** the detailed Literature Review, Strategic programme design, Logical Framework, Five years detailed Budget, Accountability framework, Implementation, and Follow-up mechanism.

Programme Director, Make A Difference (MAD), Bangalore, India

Aug '10 - Aug '19

Make A Difference is an award-winning non-profit that mobilizes young leaders towards ensuring equitable outcomes for 4000 children and youth in need of care and protection across 23 cities in India.

- **Established** and set up the unit in the organization that oversaw the operations and stakeholders across the footprint by providing direction, support, and training to the ground team.
- **Led** scaling and expansion of the organization footprint in 14 states in 80 childcare institutions by building strategy, process flow, implementation, and monitoring tools which resulted in 80% CCIs continuing over the years.
- Headed **critical stakeholder relationship management** in MAD ensuring **less than 2% annual** churn rate of 113 CCI partnerships each year.
- **Designed and Developed** program framework for:
 - Stakeholder partnership set up and relationship management for the organization with CCIs, Institutions, Parents, and others for Children and Aftercare Youth.
 - **Child Protection Policy**, procedural investigation, implementation strategy, and case management.
 - First ever **beneficiary-centered** feedback process: **Voice of the Child** that enabled students to gather feedback while preparing and improving the ecosystem around the child.
 - Child Care **modules** for CCI staff training in select CCIs.
 - **Children** camp modules, safety techniques, implementation mechanism, volunteer training modules, monitoring and evaluation tools of over 60 camps for 150 children each with 98% of children appreciating and testifying positive learning experience.
 - **Session modules** for Aftercare Training for Volunteers and Youth
- **Managed** crisis support care for Aftercare Youth across the CCIs
- **Implemented** Agile planning frameworks and operational mechanisms to support long-term adaptive planning including strategy, vision, outcomes, metrics, cost estimations, and budgeting.
- **Led HR initiatives** for the program and the organization by strategizing, sourcing, recruiting, and training a highly motivated and passionate team of thousands of volunteers across 14 cities every year.
- **Recruited**, trained, managed, and **coached** large distributed teams of 14 Directors, 50 Regional Managers, 600 City Managers, and over 1000 volunteers across 14 states(23 cities) in India.
- **Developed fellowship curriculum** and delivered fellow/volunteer engagement modules across geographically distributed teams across 14 states. Organized and **conducted** impact and capacity-building sessions for over 24 Leadership conferences for 2700 fellows under MAD's fellowship programme.
- **Piloted and scaled** multiple programs from 10 cities to 23 cities by **creating** program operation mechanisms, team support, and on-ground program delivery from scratch on which the current program efficiencies are built.
- Contributed to MAD being ranked as the best NGO to work for in India for 2018-19, and improved from 88th to 6th across all sectors in the Great Place to Work annual trust survey, with a final score of 96/100 in 2018/19.
- **Represented** MAD in multiple thought leadership programmes and forums in the social sector.

Research Assistant, National Commission for Minorities | New Delhi, India

July '09 - June '10

Wing under the Ministry of Minority Affairs handles grievances and supports minority communities in India.

- Managed grievances related to minority issues from various states
- Lead person for data collection initiative for 2 research studies - i) assess the level of employment awareness among minority students, and ii) assess the nutritional status of minority women and children.

Program Coordinator, CB Conference of India (Commission For Women) | New Delhi, India

July '07 - June '09

Governing body for religious, civil, and social activities undertaken by the Catholic Church in India.

- Coordinated the National-level Survey conducted on "Empowerment of Women in the Church and Society" with a sample size of 1200 respondents nationwide. Documented the data, tabulated, analyzed, and interpreted the data. The study led to the Gender Policy for the Church in India.
- Co-created the Gender Policy for the Catholic Church in India, which was promulgated and came into action in 2009.

Investigator, Prayas (Institute of Juvenile Justice) | New Delhi, India

Dec '06 - July '07

Prayas led the first-ever investigation on child abuse in the country, the "National Level Study on Child Abuse," in collaboration with the Government of India and UNICEF.

- I interviewed 127 respondents for various forms of child abuse in and around the state of New Delhi and under different circumstances. The findings of the study led to the creation of the POCSO Act.

EDUCATION

Master of Arts - Sociology, Jamia Millia Islamia,(New Delhi)

July '05 to July '07

Bachelor of Arts - Sociology, Jesus and Mary College (Delhi University), New Delhi

June '02 to May '05

TALKS, ACHIEVEMENTS AND PUBLICATIONS

- ICF ACC Coach
- **Speaker - Project Formulation Workshop** on 'Sharing Ideas on Mitigating Current Challenges that Children and Youth face in Kerala' for Kerala State Child Protection Team held on 28-29 January 2020, Trivandrum.
- **Speaker - India Volunteering Conclave** 'Innovative Practices on Volunteering' conducted by UN Volunteers and Ministry of Youth Affairs and Sports held on 8- 9 August 2019, New Delhi.
- **Member** - Board of Directors. Make A Difference. January 2018 to August 2019.
- **Child Protection Officer.** Make A Difference. September 2017 to March 2019.
- '*Empowerment of Women in the Church and Society*'. CBCI Commission For Women. 2008
- '*Empowerment of Women and Church in India*'. CBCI Commission For Women. 2009