

Program Associate

JOB TYPE Full Time

NO. OF VACANCIES 3

LOCATION Indore, Gwalior, Rewa division (base location may not be at the headquarter and may vary as per requirement)

SALARY 30000 to 40000 per month(based on experience)

WHO WE ARE

Noora Health's mission is to improve health outcomes and save lives by empowering family caregivers with the skills they need to care for their loved ones, making them an integral part of healthcare delivery.

Noora turns hospital hallways and waiting rooms into classrooms by tapping into the most compassionate resources available for the patient's care - the patient's own family. By turning these worried family members into skilled caregivers, we make family members an important pathway to healthcare delivery and reduce preventable patient complications. With the support of six state governments in India, the Government of Bangladesh, and large private hospital systems, we have trained over 1.7 million patients and family members across 327 health facilities. In a cohort of patients, our program reduced post-surgical cardiac complications by 71%, maternal complications by 12%, newborn complications by 16%, and newborn readmissions by 54% - 56% . We were honored to have our work recently [highlighted](#) on Stanford Social Impact Review's Uncharted Ground podcast on 'The Healing Force of Family.' Additionally,

Noora Health was [selected](#) by the World Economic Forum (WEF) as one of India's 'Top 50 COVID-19 Last Mile Responders' (2021), was a [winner](#) of WEF's UpLink platform's 'COVID Social Justice Challenge' (2020), was [selected](#) as a 'Best Practice' by India's Ministry of Health at the National Summit on Innovations in Public Health (2019), and was [featured](#) in Fast Company's list of top 50 Most Innovative Companies in the World (2016).

Noora has been supported by many large philanthropic foundations including Mulago, Draper Richards Kaplan, Echoing Green, and Jasmine Social Investments, among others.

For more information:

- 1) [2020 Annual Report](#)
- 2) [Noora Health Website](#)
- 3) [COVID-19 Resources](#)

At Noora Health, we value diversity. Diversity includes but is not limited to gender identity, caste, religious practice, sexual orientation, ability, among many others. We encourage people from all backgrounds to apply for positions at Noora Health

JOB DESCRIPTION

The Program associate role is one of the most important positions in Noora Health as they are responsible to ensure that the design and model is implemented properly in the hospitals. They also work closest with our key stakeholder - frontline workers . You should be passionate about public health and understand the working of the public health system well. You are expected to be on the field and always ready to help and support program activities.

You will have to travel a lot to district and sub district level hospitals including HWC's to coordinate and act as a liaison between the state and district authorities, other implementing partners, and Noora Health's MP team, and head office as well. You will remain constantly in touch with the district field level staff and follow up regularly on

how the program is functioning and motivate the staff to excel in the program.

You should be ready to take up challenges and new roles as and when required, plan for new activities, take up new tasks, innovate and find new and effective ways of getting things done.

EXPECTATIONS

1. Manage end-to-end operations of Care Companion program at identified Health and wellness centers :

- Support Program Managers in the implementation and maintenance of the Care Companion Program. including both on-site implementation (requiring travel) and off-site support. You will be closely involved in each of these phases.
- Be the primary coordinator for a set of partners, which can include both public and private hospitals. This will require client management, people management, analytical and problem-solving skills.
- Manage partner communications and public relationships with diverse stakeholders like doctors, nurses, Community Health officers (CHO's), other staff of hospitals and other relevant government officials
- Liaise with the central team in implementation programs design as well as providing feedback from the field on what is working and what is not
- Document field activities including facility visits, programmatic feedback, new initiatives , case studies etc.
- Manage logistics of implementation which shall involve working with district hospitals, sub-district hospitals and HWC, vendors, agencies etc.

2. Monitoring of the CCP in partner hospitals:

- Quantitative Monitoring: Actively monitor the output data for the assigned district hospitals, sub district hospitals, HWC's etc. and work with the internal state team to address operational challenges identified during the monitoring process
- Qualitative Monitoring: Conduct class quality audits for a randomly selected set of hospitals every month

3. Support training of the trainer activities at identified hospital partners:

- Support the Master Trainers/Lead Trainers in delivering the Training of Trainers

(ToTs) modules for the different content areas in the local language. Identify the need for booster training sessions and coordinate its logistics.

- Management of state and district level ToT workshops whenever conducted.

4. Program Iterations/Product Testing:

- Work with our in-house team of designers and content creators to implement our experimental design activities in facilities we work with.
- Gather feedback on the experiments conducted by the team, supporting them in making various operations/content decisions.

5. Support in new projects:

- Work and support the team in any new projects/initiatives added in the program-expansion to new facilities etc.

6. Others:

- You need to take up any task assigned to you in any geographical area of the state.

MUST-HAVES

- Ability to work with the tough government system relentlessly yet sensitively in influencing them to support the program
- Comfort and ability to work closely with other implementation partners and organizations in a collaborative way to ensure projects are delivered effectively
- Excellent communication and interpersonal skills including sensitivity for building relationships and alliances across a diverse group of stakeholders.
- Comfortable planning and running meetings, creating agendas, taking notes, directing conversations and discussing timelines and tasks.
- Strong problem solving abilities.
- Upbeat, enthusiastic, and energetic, reliable, innovative and creative.
- Healthcare or management background (MPH, MHA, MBA, MBBS, BDS, BPT, Bachelors in nursing, BAMS, BUMS, MSW with management background)
- 1-3 years of relevant grass root level work experience in health.
- Passionate and motivated freshers with experience of Govt. internship during their academic course are also encourage to apply
- Open to EXTENSIVE travel to various hospitals (district, sub-district level and HWC's in the assigned district. Travel may be for an extended duration and sometimes require relocation to another region of the state.

- You will be located in Guna district headquarters
- Language criteria: Fluency in written and spoken English and Hindi

EXPECTATIONS | NICE TO HAVE

- Relevant work experience in Maternal Health, Child Health, Quality projects and TB projects is desirable.
 - Added advantage of having experience in RMNCH program , Laqshya, Kayakalp or any other quality improvement program. Should have a detailed knowledge of NHM and its working.
 - Proficiency in MS Office, common computer applications and online survey tools.
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HOW TO APPLY

Email the following materials with the subject line **Program associate -MP** to people@noorahealth.org to apply

- A one-page cover letter describing your interest in the position and background
 - An updated resume, which includes languages spoken and relevant experiences
 - Some samples of your work [2+ would be nice] and portfolio
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