

Medical Director

JOB TYPE: Full-time

LOCATION: Bangalore, India

TEAM: Medical

WHO WE ARE

Noora Health's mission is to improve outcomes and strengthen health systems by equipping family caregivers with the skills they need to care for their loved ones. Founded in 2014, Noora Health turns hospital hallways and waiting rooms into classrooms by tapping into the most compassionate resources available for the patient's care: their own family.

With the support of six state governments in India, the Government of Bangladesh, and large private hospital systems, Noora Health has trained more than two million caregivers across 329 facilities. In a cohort of patients, the program reduced post-surgical cardiac complications by 71%, maternal complications by 12%, newborn complications by 16%, and newborn readmissions by 56%.

Noora Health was honored as a [TED 2022 Audacious Project Grantee](#) and recipient of the [2022 Skoll Foundation Award for Social Innovation](#). Featuring Edith Elliott and Shahed Alam, our Co-Founders and Co-CEOs, Noora Health's mission took the spotlight at [TED 2022](#) and was also featured in a [2022 Skoll video](#).

WHAT YOU WILL DO

The Medical Director should be committed towards, and passionate about public and community health and ready to join our dynamic team. The Medical Director will own and lead the process of ensuring all clinical messaging across Noora's content areas/product lines is evidence-based, up to date, clinically accurate and relevant, and aligns with Noora's theory of change and the behavioral outcomes we're trying to achieve.

The Medical Director will play a key role in building and leading Noora's Medical team to achieve these goals. This content may be used over mobile phone platforms, in-facility training, and many other formats that reach thousands of people daily. The Medical Director will also work closely with the Remote Engagement Service team (Noora's WhatsApp, IVRS, teletraining platforms) to ensure that we

are developing clinically effective protocols to reinforce behaviors and drive engagement that is consistent with the larger program goals and in line with the country-specific digital health policies.

The Medical Director will play a key role at Noora to identify upcoming areas of clinical need for Noora's programs organizationally, leading the charge to identify when new evidence/research merit being incorporated into existing clinical content. They will also be a key player in conversations with external partners (governments, other organizations etc) to demonstrate the clinical need and alignment of our program to stakeholder priorities and Noora's unique approach to curriculum development.

- Collaborative and an innovative mindset with a deep focus on patient safety, best outcomes and improving the quality of Noora's services.
- To grow a team of clinicians, researchers and writers and advise on high-level strategy and make decisions in a way that is beneficial to patients and doesn't cause any harm.
- Stay consistently updated on global best practices and developments pertaining to clinical treatment protocols and guidelines at national and global levels.
- Own the clinical strategy and health messaging development process for all condition areas through leadership of Noora's medical team (we currently have programs in Maternal and Child Health, General Medical & Surgical, Tuberculosis, Oncology, Cardiology):
 - Ensure the team is up-to-date with and utilizes the latest guidelines, government priorities and research around local health behaviors and practices.
 - Visit hospitals to understand community perspective and challenges at the health systems level and how they can be addressed via the health education curriculum.
 - Provide leadership of the medical team to transform medical content and advice on creating effective health communication material, leading to increased uptake of crucial skills and practices at the hospital and home.
 - Provide leadership of the medical team to work collaboratively with other Noora teams (design, research, training) to support visual design and training activities.
- Alongside Noora leadership team members, serve as a liaison to Government clinical leadership and clinical nodal officers and ensure alignment with clinical policies.
- Training: Support clinical components of the training team, help support the training team in ensuring high quality and rigorous clinical education.
- Ongoing content testing and revisions: Ensures ongoing updating, and incorporation of newly available research, evidence, guidelines, and clinical protocols as relevant and appropriate.

WHAT WE ARE LOOKING FOR

- This role is aimed at a medical professional (MBBS) with 12-15 years of experience who is strongly motivated to solve important public health challenges, is dedicated to the social and development sector, and to health equity.
- A postgraduate medical degree in any of the following areas: General Medicine, Pediatrics, OBGYN; or an MBA or similar advanced degree is preferred
- Clinical medical experience of at least 4 years or more, preferably inclusive of experience at a

- government run health facility
- Experience in medical research and writing, preparing training materials, scientific research papers
 - Experience working in the development sector and/or similar organizations in the healthcare sector
 - Experience in building and leading a team of medical and non-medical professionals
 - Excellent document/report writing skills in English
 - Being multilingual. Proficiency in Hindi and/or any other South Asian language is required.
 - Willing to live and work in Bangalore and travel to project sites as required
 - Experience in government engagement especially in the health sector
 - Self-driven and able to launch projects and work collaboratively with a wide range of stakeholders to influence change, inspire teamwork, and efficiently achieve results.
 - Experience in clinical operations/leadership or knowledge of clinical workflows is preferred
 - Experience working in digital health interventions/ awareness of digital health policies and standards is an added bonus

HOW TO APPLY

Email the following materials with the subject line **Medical Director** to **people@noorahealth.org**:

- A one-page cover letter describing your interest in the position and background.
- An updated resume, including languages spoken and relevant experiences.