

PROGRAM MANAGER

JOB TYPE: Full-time

LOCATION: Raipur, Chattisgarh

TEAM: Implementation

SALARY: Competitive Salary will be offered based on industry standards

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 WILL YOU DO

1. Manage end-to-end operations of the program at identified hospital partners of a state
 - a. Support our partners in the implementation and maintenance of the program. The operations of our program are divided into different phases that include both on-site implementation (requiring travel) and off-site support. You will be closely involved in each of these phases.

- b. Manage partner communications and public relationships with our diverse stakeholders like senior government officials and hospital level staff/ administrators and even NGO partners
 - c. The ability to find innovative ways to resolve problems with strong management and leadership skills
 - d. Build a team of people as required and manage them in terms of performance and motivation
 - e. Ensure budgeting and resource planning as and when required
2. Monitoring of the Care Companion Program in partner hospitals
 - a. Quantitative Monitoring: Actively monitor the output data for the assigned hospitals and work along with the monitoring and evaluation team to address the operational challenges identified during the monitoring process
 - b. Qualitative Monitoring: Conduct and supervise class quality audits for a randomly selected set of hospitals every month
 3. Support training of the trainer activities
 - a. Support the Master Trainers/Lead Trainers in delivering the ToT modules for the different content areas in the local language
 - b. Management of state and district level ToT workshops whenever conducted
 4. Program Iterations/Product Testing
 - a. Work with our in-house team of designers and content creators to implement our experimental design activities in the hospital partners. Share ground level insights with our design team to guide the planning and implementation of experimental designs.
 - b. Gather feedback on the experiments conducted by the team, supporting them in making various operations/content decisions

WHAT WE ARE LOOKING FOR

- The position requires considerable project based travel to various district (and other) hospitals in the given state. Travel may be for an extended duration and sometimes require relocation to another region of the state.
- Language criteria: English, Hindi, preferably Chhattisgarhi
- Mandatory prior work experience in public health sector with preferable management background (MPH, MHA, MBA etc.)
- 3-8 years of relevant work experience
- Proficiency in common computer and web applications like google suites
- Ability to own the outcomes of the program and provide feedback at all levels in order to continuously improve the program outcomes.

- Creative and empathetic problem solving with both internal teams and external stakeholders.
- Manage a team of people to achieve desired outcomes of the program.
- Be a team player with excellent communication
- Prioritize tasks based on situational analysis
- Work at the ground level and at leadership levels based on situational demands
- Lead the team empathetically and ensure meeting goals through harmonious teamwork
- Handle government relations diplomatically
- Provide timely and relevant feedback both to your reports and supervisors
- Manage partnerships effectively
- Work effectively with colleagues across state and national borders and share and learn

WHAT WE VALUE

At Noora Health, we value diversity, equity, and inclusion, and we understand the value of developing a team with different perspectives, educational backgrounds, and life experiences. We prioritize diversity within our team, and we welcome candidates from all gender identities, castes, religious practices, sexual orientations, and abilities – among many others. We encourage people from all backgrounds to apply for positions at Noora Health.

HOW TO APPLY

Email the following materials with the subject line **Program Manager_Chattisgarh** 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.