

Program Manager_Rangpur Division

JOB TYPE: Full-time

LOCATION: Rangpur Division, Bangladesh

TEAM: Program

SALARY: Competitive Salary will be offered

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

Role Overview: The Care Companion Program (CCP) has been launched at 300+ public healthcare centers in India and Bangladesh. The objective of the CCP is to develop a constructive, interactive, continuous and adaptable knowledge building system for people accessing healthcare. As a Program Manager, you will play a critical role in managing the engagement of the Care Companion Program with our partners, which are primarily public healthcare systems.

JOB DESCRIPTION

1. Manage end-to-end operations of CCP Program at identified hospital partners of a division (60%)
 - Support our partners (namely DGHS, DGFP, DGMN under the MoH&FW, in particular) in the implementation and maintenance of the Care Companion 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 and be required to manage resources in your team to ensure quality implementation of CCP mainly in the public healthcare facilities.
 - Manage client/partner communications and public relationships with our diverse stakeholders like senior government officials and hospital level staff/ administrators
 - Support your team in hospital level interactions at various levels and directly be involved where needed. This will require client management, people management, analytical and problem-solving skills.
 - The ability to find innovative ways to resolve problems with strong management and leadership skills

2. Monitoring of the Care Companion Program in partner hospitals (20%)
 - Quantitative Monitoring: Analyze 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. Also provide feedback to the rest of the Ops team as well as other Noora functions (design, tech etc.) based on data observations in order to improve uptake of the program.

- Qualitative Monitoring: Be in charge of conducting and supervising class quality audits for a randomly selected set of hospitals every month
3. Support Training of the Trainers (ToT) activities (10%):
- Support the Master Trainers/Lead Trainers in delivering the ToT modules to nurses and other hospital level trainers in the local language.
 - Management of state and district level ToT workshops whenever needed.
4. Program Iterations/Product Testing (10%):
- 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 other central teams to guide the planning and implementation of experimental designs.
 - 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 hospitals in the given districts under one or more divisions. Travel may be for an extended duration and sometimes require relocation to another district or the division.
- Language criteria: Bangla and English.
- Healthcare or management background (MPH, MHA, MBBS/BDS along with masters in a relevant discipline).
- Proficiency in MS Office, common computer applications.
- Professionals with field level experience of public health management are encouraged to apply.
- 5-7 years of relevant work experience.
- Must be willing to be posted at Rangpur divisional HQ
- 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.
- Ability to be a team player with excellent communication.
- Prioritizing tasks based on situational analysis.
- Be able to work at the ground level and at leadership levels based on situational demands.
- Lead the team empathetically and ensure meeting goals through harmonious teamwork.
- Diplomatic government handling.
- Ability to give timely and relevant feedback both up and down the chain.
- Partnership management.
- Maturity to work with colleagues across 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** to **hr.bangladesh@noorahealth.org** to apply

A one-page cover letter describing your interest in the position and background.

Please include your current and expected salary in the cover letter.

An updated resume, which includes languages spoken and relevant experiences.

The deadline of submission of application is 25 September 2022.