

Program Associate -Karnataka (North)

JOB TYPE Full Time

NO. OF VACANCIES 01

LOCATION Belgaum/Raichur/Tier I/II city in North of Karnataka

SALARY 25,000 - 55,000 INR

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. Turning these worried family members into skilled caregivers, we make family members a vital pathway to healthcare delivery and reduce preventable patient complications. With the support of six state governments in India, the Government of Bangladesh, and sizeable 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

Our Care Companion Program needs a compassionate and highly organized Program Associate to join our team. The successful candidate will be in charge of assisting hospitals with the CCP. The Program Associate will support the Senior Program Associate/State Program Manager/Implementation Lead to advance core strategic initiatives, achieve impact, and network and collaborate with key stakeholders (nurses, patients, and families), including policymakers, doctors, hospital administrators (medical superintendent, district surgeon, district health officers) and experts in the field. The Program Associate will perform duties that include implementation of CCP, research and analysis, demonstrating measurable impact, and communications support. This is a highly-collaborative role requiring focus and flexibility. It will be an opportunity to learn about the public health sector, and experience growth at a mission-driven organization focused on the health and well-being of patients, families, and caregivers.

EXPECTATIONS

1. **Manage end-to-end operations of Care Companion program at identified hospital partners of a state**
 - a. Support Program Manager and partners in the implementation and maintenance of the Care Companion Program, including both on-site implementation (requiring travel) and off-site support
 - b. Manage partner communications and public relationships with diverse stakeholders like government officials and hospital-level staff/administrators
 - c. Liaise with the central team in implementing programs designed as well as providing feedback from the field on what is working and what is not
 - d. Document field activities, including hospital launches, programmatic feedback, concept notes for new initiatives, case studies, etc.
 - e. Manage logistics of implementation, which shall involve working with hospitals, vendors, agencies, etc.

2. Monitoring of the Care Companion Program in partner hospitals

- a. Quantitative Monitoring: Actively monitor the outputs data for the assigned hospitals and work 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 Training of Trainers (ToTs) modules for the different content areas in the local language.
- b. Management of state and district level ToT workshops whenever conducted.

4. Program Iterations/ProductTesting

- a. Work with an in-house team of designers and content creators to implement experimental design activities in the hospital partners.
- b. Gather feedback on the experiments conducted by the design team, supporting them in making various operations/content decisions.

MUST-HAVES

1. Healthcare or management background (MPH, MHA, MBA, MBBS, BDS, BPT, Bachelors in nursing, BAMS, BUMS, Pharmacy, MSW, with a management background.)
2. Open for **EXTENSIVE** travel to various district hospitals in the given state. Travel may be for an extended duration and sometimes require relocation to another state region.
3. Work experience of 0-2 years in the RMNCH program, Laqshya, Kayakalp, or any other quality improvement program is mandatory. Sound knowledge of NHM is highly preferred.
4. Proficiency in standard computer applications (MS Office, Google application suite)
5. Language criteria: Kannada, English (Proficiency in reading, writing, and speaking)

EXPECTATIONS | NICE TO HAVE

1. Ability to work with the tough government system in influencing them to support the program. Innovation and creative problem solving will go a long way in performing your role well.
2. Excellent communication and interpersonal skills, including sensitivity for building relationships and alliances across a diverse group of stakeholders.
3. Comfortable planning and running meetings, taking notes, directing conversations, discussing timelines and tasks.
4. Experience in data analysis and management, stakeholder management, documentation and reporting, managing risks and issues, and taking corrective measurements at the level of hospitals.
5. Innovator and creativity in resolving problems and conflicts, accountability, and working with minimal supervision.

HOW TO APPLY

Email the following materials with the subject line **Program Associate (North), Karnataka** to people@noorahealth.org to apply

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