Medical Support Executive

**JOB TYPE**  Full Time

**NO. OF VACANCIES**  02

**LOCATION**  India, Bangalore

**Salary**  25,000 to 30,000 CTC Per Month

**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
You will be working on our Whatsapp service, which is a followup to our intervention Care Companion Program (CCP). This service provides families a platform to ask medical and nonmedical questions in their regional language. As and when needed, you will be calling these patients and families who are engaging with us on Whatsapp, on the phone number given by them, both pre and post-discharge.
You will do the following:

- Managing all tech platforms related to our Post Discharge service (like Whatsapp, Turn, Exotel, text-it etc.)
- Responding to queries asked by patients as per training given by our team.
- Translating the questions from regional languages (Punjabi / Marathi) to English, and back for our medical team to understand.
- Documenting the conversations as per protocols Recording all the conversation in the format given.
- Reporting the follow-up service activities e.g. Missed calls, messages received etc.
- Keeping the reports up to date on the drive.
- Calling families, talking to them in Punjabi / Marathi, and recording the calls in the sheet as per the format given.
- Conducting surveys as and when needed.

MUST-HAVES

- Fresh candidates from BSC- nursing background can apply. (good to have 2 or more years of clinical experience)
- A degree in the medical field and/or nursing is a must.
- Fluency in speaking, reading, and writing one of these languages Punjabi / Marathi & English. We will be testing language skills to ensure you can communicate with families and with our medical team.
- Comfortable using android phones, web browsers, Gmail, and other popular online websites.
HOW TO APPLY

Email the following materials with the subject line Medical support executive to People@noorahealth.org

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