Program Manager–Indonesia

**JOB TYPE:** Short term (3 months consultancy contract)

**LOCATION:** Indonesia

**TEAM:** Country team, Indonesia

**SALARY:** Competitive as per market rates (depending on qualification & experience)

**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 seven 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.

**ABOUT THE POSITION**

This role is short term and will begin as a three–month contractual position with the opportunity to extend into longer–term engagement (part-time or full-time) based on project progress and individual performance.

**WHAT YOU WILL DO**

- Support Noora Health’s Indonesia Country Liaison officer with the following
  - Liaise with the Indonesian government at different levels – Central government, provincial/district/city level governments, including coordinating outreach and helping manage overall relationship
○ Work with, and coordinate among, various partners across Indonesia to setup operations as per MoUs
○ Facilitate visits for Noora Health global teams by planning for their trips and arranging for specific meetings and experiences like hospital visits, and accompanying global teams on these visits
○ Support all activities leading up to signing MoUs with different government and hospital bodies as well as with local Yayasans (Foundations)
○ Assist with process of hiring for various part time and full time Noora Health Indonesia positions
○ Identifying new opportunities for Noora Health to implement its Care Companion Program in Indonesia, either with government partners (district and provincial governments) or potential NGO partners
○ Manage partner communications and public relationships with diverse stakeholders like senior government officials, hospital-level staff/administrators, and NGO partners
○ Budgeting and resource planning as and when required
○ Report to Noora Health Country Liaison for Indonesia, and work closely with Noora Health’s Senior Director for Expansion Countries

SKILLS, ABILITIES, AND APTITUDES WE ARE LOOKING FOR

● Preferably based in Jakarta
● The position requires significant project-based travel to various provinces around Indonesia. Travel may be for an extended duration (up to 1 week at a stretch) too.
● Must be proficient in Bahasa Indonesia (reading, writing, speaking) and communicate clearly in English (written and spoken)
● Mandatory prior work experience in the public health sector with a preferable health program implementation, health facility administration or management background (MPH, MHA, MBA, etc.)
● At least 3 years of relevant work experience
● Knowledge of the Indonesian health ecosystem is mandatory
● Must be able to work across time zones and coordinate among people at various levels in the organization
● Proficiency in standard computer and web applications like google suites
● Ability to own the program’s outcomes and provide feedback at all levels to improve the program outcomes continuously
● Creative and empathetic problem-solving with both internal teams and external stakeholders.

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 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 _Indonesia* 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