NOORA HEALTH

Monitoring Lead

JOB TYPE: Full-time

LOCATION: Bangalore

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 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

Lead efforts to design, implement, and operate monitoring processes for end-to-end monitoring of key programs

- Understand program objectives and success metrics, government requirements in terms of reporting and ground realities of implementation in hospital systems and use this information to develop and drive on-ground monitoring processes to evaluate program effectiveness

- Support the implementation team in driving data collection processes in hospitals, by conducting field visits, understanding stakeholder challenges and helping troubleshoot on-ground challenges

- Streamline data collection process from SurveyCTO as well as other sources and address concerns around data quality with respective functional teams.

- Partner with the rest of the functional teams including design, implementation, technology, research, and partnerships to report back useful insights/challenges to aid better program development processes

- Develop frameworks for insight generation and effective communication of monitored outputs including dashboards, reports, and monthly presentations with internal stakeholders

- Guide the programs and implementation team on specific gaps in the program and highlight areas of improvement using field data as the foundation

- Support the data visualization team in building dashboards and draw insights from data using tools like Tableau / Power BI /Other Open Source tools.

- Resolve complex technical issues and drive innovation that improves monitoring performance and quality

- Establish and maintain databases for research data (apart from Monitoring data).

WHAT WE ARE LOOKING FOR

- A Bachelor's degree in statistics, engineering, data science, or other relevant fields
- Experience in working with any reputed NGO or other relevant institution
- This role is aimed at professionals who are strongly motivated to solve important global health challenges and are dedicated to the social and development sector and health equity
- Experience of at least 4-5 years in roles which includes monitoring and/or evaluation, quality improvement, outputs analysis
- Experience with data visualization, analysis, and manipulation tools is a plus
- Excellent document/report writing skills in English

- Proficiency in Hindi and/or any other Indian language is required
- Outstanding communication skills and ability to work seamlessly as part of a diverse team including designers, analysts, and educators from India and overseas

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 Monitoring Lead 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.