# Head of Program Design and Development, Indonesia

**JOB TYPE:**  Full-time

**LOCATION:** Jakarta, Indonesia

**REPORTING TO :** Country Director, Indonesia

## 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, 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

1. Lead end-to-end design and development of Noora Health's Care Companion Program to best deliver outcomes for patients, facilities and the health system  in Indonesia,

a. Work closely with the Country Director and a global Programs teams to set goals and priorities for Program development that are aligned to the country's scale and impact goals

b. Be the single point of contact driving the development process for the program, and ensure appropriate **timeline** and **resource allocation** and management across multiple concurrent projects

c. Adhere to Noora Health's global frameworks for developing high quality programs contextualized to the country's public health system and patient needs

2. Lead a cross-functional team, comprising of Public Health Content Development, Health Communications, Creative Design, Service Design and Technology teams:

a. Supervise the execution of needs finding and user research (including understanding of public health context, disease prevalence, etc.) and ensure that insights from these activities inform program design for various CCP components

b. Guide the creation of the theory of change and the overall program strategy (program need, objectives, target users, projected reach and impact potential, alignment with country's public health policies, targeted health outcomes etc) by collaborating with the country's medical, research and content teams

c. Collaborate with the Country Director and the Program Delivery Head to design the complete end-to-end offering including relevant patient and caregiver touch-points and identification of CCP components (digital modalities, service design, physical artefacts, training etc)

d. Guide relevant teams in the creation of the content structure, behaviour change messaging, artefacts and tools (physical or digital), as required by the program

e. Work with the product and technology teams to define how tech can support the program's scale and impact goals

3. Monitor the program quality and uptake of the program by users (healthcare workers and patients/families/caregivers) and drive program quality improvement initiatives post launch

a. Increase the digital and tech-based presence of Noora Health's Care Companion Program in Indonesia

b. Work with Program Delivery (implementation and training) to ensure that the program vision is being executed as per plan in the hospitals.

    c.  Set up processes to collect  user feedback, address challenges/concerns and drive program iterations and improvements

## WHAT WE ARE LOOKING FOR

- A degree in Medical/Design/Behavior Change Communication/Public Health degree/Management, or relevant experience in the industry
- At least 8-10 years of experience in developing and managing programs in other social sector organizations. Experience of working with or leading global teams is a plus.
- Spoken Fluency in Bahasa Indonesia and both written/spoken fluency in English
- Basic knowledge of public policies and the public health sector in Indonesia
- Experience of working closely with and/or leading design and technology teams to create products and artefacts for users
- Basic understanding of Human Centered Design or Design Thinking principles, and a penchant to push for innovation and creativity in ambiguous situations
- Experience with managing fast-paced projects with tight timelines, and building and leading cross-functional teams

## 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,, 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: **Head of Program Design and Development - Indonesia** to **nsahi@noorahealth.org**

- A one-page cover letter describing your interest in the position and relevant experience.
- An updated resume, including languages spoken and relevant experiences.