



Program Manager-Expansion

JOB TYPE: Full-time

LOCATION: Bangalore, India

TEAM: Expansion

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 has also started operations in Indonesia in 2023 with ambitious plans to support the public health system through the caregiving education program.

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. Support expansion of the CCP in non-India geographies viz Bangladesh, Indonesia, and Nepal

a. **Partnership management** – Support End to end management of partnerships with local foundations. This will include strategizing and documenting how the partnership can work, preparing proposals/concept notes for partners, varied research work, maintaining continuous communication with the partners, ensuring partnership is proceeding as per the agreement, troubleshooting and brainstorming where required etc.

b. **Documentation** – Documenting best practices from across Noora Health operating sites, creating proposals, concept notes, MoUs and agreements, budgets, project plans, research notes etc. for a variety of stakeholders

c. **Research** – Research new geographies, their health structure, kind of organizations that work in the health space, caregiving education status etc. and document it in a usable format

d. **General support to country teams** – provide support to country teams in terms of hiring, cross-learning, coming up to speed on tools like slack, google suite etc. where required.

e. **Vendor management** – Support in identifying right vendors for various services like translations, design, printing, travel and many more and create and manage contracts and tasks with them

2. Internal coordination

a. **Internal Project management** to ensure all teams (program design and dev, training, implementation, research, HR etc.) are on the same page with respect to activities planned, timelines are being met, and any support needed is being garnered from the right team at the right time

WE ARE LOOKING FOR

- Proficiency in program management, with a minimum of 4 years of relevant experience. Someone who can facilitate large meetings, capture and follow through on action items, etc.
- Someone who can travel up to 15 days a month (if and when required) internationally (and other) to Bangladesh, Indonesia, Nepal
- Fluency in English – written, spoken, documentation



- Expertise in
 - Project management tools
 - Powerpoint, XL, Word applications
- Prior work experience in the public health sector will be an added advantage
- Proficiency in standard computer and web applications like google suites
- Someone who can take accountability and ownership and run projects end to end
- Someone with really good communication skills
- Someone who is comfortable working in uncertainty as we will be setting up operations in geographies unknown to us
- Creative and empathetic problem-solving skills with both internal 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_Expansion 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.