



Program Associate–KA South

JOB TYPE: Full-time

LOCATION: Mysore

TEAM: Implementation

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

www.noorahhealth.org

The objective of this role is to develop a constructive, interactive, continuous and adaptable knowledge-building system for the population accessing public healthcare. As a Program Associate, you will play a critical role in managing the engagement of the Care Companion Program with our partners.

1. Manage end-to-end operations of YosAid program at identified hospital partners (60%):

- Support Program Managers/Lead Trainers in the implementation and maintenance of the Care Companion Program. The operations of our program are divided into different phases that include both on-site implementation (requiring travel) and off-site support. You will be closely involved in each of these phases.
- Be the primary coordinator for a set of partners, which can include both public and private hospitals. This will require client management, people management, analytical and problem-solving skills.

2. Monitoring of the CCP in partner hospitals (20%)

- Quantitative Monitoring: Actively monitor the output data for the assigned hospitals and work along with the program manager to address the operational challenges identified during the monitoring process.
- Qualitative Monitoring: Conduct class quality audits for a randomly selected set of hospitals every month.

3. Support training of the trainer activities at identified hospital partners (10%):

- Support the Master Trainers/Lead Trainers in delivering the ToT modules for the different content areas in the local language
- Identify the need for booster training sessions and coordinate its logistics

4. Program Iterations/Product Testing(10%)

- Work with our in-house team of designers and content creators to implement our experimental design activities in the hospital partners
- Gather feedback on the experiments conducted by the team, supporting them in making various operations/content decisions.

WHAT WE ARE LOOKING FOR

- The position requires heavy project based travel to various district hospitals in the given state. Travel may be for an extended duration and sometimes require relocation to another region of the state.
- You will be located in *Mysore, as a headquarter of your work location*
- Language criteria: Kannada, English & Hindi (applicant should have fluency in the native language of the state and candidates without above-mentioned language proficiency need not apply)
- Healthcare or management background (MPH, MHA, MBA, MBBS, MSW, BDS, BPT, Bachelors in nursing, BAMS, BUMS, with management background)
- Proficiency in MS Office/G-drive, common computer applications
- 1-3 years of relevant work experience with problem solving skills, a team player and an excellent communicator.
- Required to manage relations with government staff in a sensitive manner at the same time ensuring their training outcomes are met.

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, castes, religious practices, sexual orientations, and abilities – among many others. Professionals with field level experience of public health management are encouraged to apply.

HOW TO APPLY

Email the following materials with the subject line **Program Associate- Karnataka** 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.