Service & Systems Design Lead

JOB TYPE: Full-time

LOCATION: Bangalore, India

TEAM: Service & Systems Design - India

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 through its flagship Care Companion Program (CCP). 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 three million caregivers across more than 400 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 the Service & Systems Design function for our Programs in India.

Be the voice of the user

- Ensure the the **voice of the user (and stakeholders)** is represented in the context of India by deeply understanding all aspects of the health condition area and identifying nuances, working

closely with the cross-functional global programs team

Look at the big picture

- Facilitate the creation of **systems maps for new condition areas** in line with org standards and guidelines, that reflect the constraints and challenges of the health system within which the Care Companion program will be delivered
- Guide the team to create **service design frameworks and identify patient & caregiver touchpoints** that will drive intended outcomes and support in the development of the theory of change for new health condition areas, in collaboration with relevant teams in India
- Ensure new **services are understood by all relevant stakeholders**, by leading the creation of flowcharts, maps, walkthroughs, decks, storyboards etc with required support from other program design & development teams
- In tandem with the cross-functional global programs team, facilitate the **analysis of existing services and experiences** across programs via **co-creative visualization and blueprinting** in order to identify pain points, as well as possible suggestions for improvement

Zoom in to consider various aspects of the program

- Work closely with product and engineering teams to decide the modes of engagement for digital components of the program, from a **UX point of view for both frontstage and backstage**
- **Design and support backstage processes**, by providing internal teams with tools for improvement across program delivery and digital product interactions
- Support in **finalization of tools and artifacts, including prototyping & testing**, in collaboration with medical, health communications, creative design and training teams , to ensure that the program is consistent and in line with envisioned service design

Push Service & Systems Design forward

- **Lead a team** of mid to senior level service designers and design researchers to design and redesign services, experiences, products and programs
- **Be a strong advocate** for service & systems design in a quickly growing organization consisting of varied talents and perspectives

WHAT WE ARE LOOKING FOR

- Master's degree in Design followed by 7-9 years of experience, OR an undergraduate degree in any other field followed by at least 10-12 years of experience in Design Research, Design Strategy, Social Design, UX / Interaction or Service Design disciplines
- Experience in visualizing service models, journey maps and service blueprints as needed
- A good understanding of collaborative visualization software (Ex: Mural, Miro, Figjam)

- Experience in managing multiple fast-paced projects with tight timelines
- Excellent collaboration and problem solving skills. Prior experience of working in cross-functional teams, and leading a team.
- Attention to detail, process documentation and basic project management skills.
- Good understanding of qualitative and quantitative data analysis is a plus.

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. We encourage people from all backgrounds to apply for positions at Noora Health.

HOW TO APPLY

Email the following materials with the subject line **Service & Systems Design Lead | India** 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.
- Samples of your work (2+ preferred) and portfolio.