Head of Program Design and Development, India

JOB TYPE: Full-time

LOCATION: Bangalore, India

REPORTING TO : Country Director, 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. 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, the Government of Bangladesh, and some private hospital systems, Noora Health has trained more than three million caregivers across 441 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.

In India, the Program Design and Development team today comprises 30+ functional experts across medical, health communications, design and technology who execute on the development of our programs across 6 health condition areas, in line with the country's larger

expansion strategy and goals. We create a package of evidence-based, user-centered, culturally contextualized tools and materials to drive behaviour change via in-person facility based trainings & additional support at home.

WHAT YOU WILL DO

We are looking to expand our footprint to additional states in India and across all levels of the health system. To support these efforts, Noora Health is seeking a talented individual for the role of Head of Program Design & Development. The individual will be an experienced **strategic leader** who will combine deep technical experience on public health program development, with proven **management skills** to lead our teams to develop new programs, iterate on existing programs and provide oversight as we expand our work across multiple geographies.

Key Responsibilities:

1. Lead end-to-end design and development of Noora Health's Care Companion Program to best deliver outcomes for facilities and condition areas in India,
    i. Work closely with the Country Director to set goals and define the roadmap for Program development that are aligned to the country's scale and impact goals
    ii. Drive the development process for the program, and ensure appropriate **timeline** and **resource allocation** and management across multiple concurrent projects
    iii. 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 Medical, Health Communications, Creative Design, Service Design and Technology teams:
    i. 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
    ii. 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)
    iii. Define 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)

iv. 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 families/caregivers) and drive program quality improvement initiatives post launch
   i. Increase the digital and tech-based presence of Noora Health's Care Companion Program in India
   ii. Work with Program Delivery (implementation and training) to ensure that the program vision is being executed as per plan in the hospitals.
   iii. Set up processes to collect user feedback, address challenges/concerns and drive program iterations and improvements

WHAT WE ARE LOOKING FOR

1. A degree in Public Health/ Design/ Behavior Change Communication/ Health System Management, or relevant experience in the industry
2. At least 10 years of experience in developing and managing programs in other social sector organizations.
3. Minimum 4 years of experience managing people and budgets
4. Basic knowledge of public policies and the public health sector in India
5. Experience of working closely with and/or leading design and technology teams to create products and artefacts for users
6. Basic understanding of Human Centered Design or Design Thinking principles, and a penchant to push for innovation and creativity in ambiguous situations
7. Experience with managing fast-paced projects with tight timelines
8. Strong interpersonal, communication (written and verbal), and collaboration skills. Fluency in one or more regional Indian languages is a plus
9. Excellent organizational, planning, and project management skills with strong attention to detail

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 - 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.