Service Designer/Design Researcher (mid-senior)

JOB TYPE: Full time

LOCATION: Bangalore, India (at least 2 days/week onsite in Indiranagar)

TEAM: The Caregiving Labs

SALARY: Industry standards based on 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.

The Caregiving Labs is a team within Noora Health that utilizes design research to improve our understanding and practice of various systems of care across global contexts . It is a place to preserve the very essence of Noora Health. We are constantly pushing the boundaries of how we understand the nuances of caregiving.

We want to become thought leaders and innovators in the caregiving field to enhance global efforts towards the advancement of caregiving theory, practice, and policy. We are insiders with an outsider perspective and are able to look at our core programming with an added critical yet kind perspective.

We are a safe space for all Noorans to share ideas, collaborate and ask questions and experiment. Having such conversations is essential in ensuring that we maintain and raise the quality and relevance of our programming and continue to strengthen Noora Health's mission of caregiving through development of new intervention in systems of care.

WHAT IS THE CAREGIVING LABS?

The Caregiving Lab is a space of creativity, curiosity, and care that aims to understand and revolutionize the understanding and practice of caregiving around the world.

WHAT YOU WILL DO

- Lead design projects with small multidisciplinary, multilevel designers and sometimes external partners

- Be a core, proactive, participating member on projects as an individual contributor leading their craft in Service Design or Design Research

- Manage end-to-end design process, including research, prototyping, synthesizing, content/deliverable development, and documentation

- Set up research frameworks, lines of inquiry, participant mixes, research tools, and prototyping plans

- Lead teams through research processes, synthesis/analysis, and insight development

- Mentor junior members of the team

- Deliver highly creative, generative approaches to our work and our projects

- Commit to timelines and be conscientious about the team/project timelines and deadlines

- Confidently state your point of view and be able to back that up if there are questions

- Work with minimal supervision but requires contact with Lead or Director levels

- 80% will focus on one major project, with 20% dedicated to smaller projects and seeking and contributing inspiration.

WHAT WE ARE LOOKING FOR

Design prowess

- 5+ years of lived and professional experience in service design and design research or related fields

- A grounding in design is desirable (e.g., a background in system and service design, visual communication design, product design, etc.), but we are open to candidates from a variety of backgrounds; we value and honor experiences developed in many ways, not just those developed through specific degree programs or conferred by credentials

- Design research rigor that includes: modes of capturing observations, quotes, theming, validation with secondary research, and transitioning actionable insights into the design equipped with a creative approach to generative and visual research methodologies

- Ability to connect design research learnings to opportunity areas for design, strategy, storytelling, and the creation of other relevant deliverables such as journey maps and service blueprints.

Relationship/Community building

- A practice of fostering psychologically safe spaces, trust, and accountability for teams, partners, and community members

- Deep care for facilitating dignified, equitable design research experiences that are additive and not extractive to participants and the ability to thoughtfully touch upon heavy topics

- Experience, skills, mindsets, & behaviors to elevate our co-Design practice: Fluency in co-design, human-centered design, participatory design, and other equity-centered design methodologies

- Experience with community building and collaborating across a range of stakeholders in service of collective action

Workplace skills and requirement

- Strong communication and time management skills to stay on track with timelines and effectively troubleshoot challenges to move projects forward

- Proactiveness in anticipating challenges/opportunities and working with the team to address the same

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 Designer (Caregiving Labs)** to **caregivinglabs@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

- Applications are open and will be reviewed on a rolling basis. This is an immediate need.