Team/Project Coordinator

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

- Help manage day-to-day coordination e.g. scheduling meetings, organize and managing logistical needs, preparing budgets executive on purchasing and production requests

- Proactively connect with other groups throughout the organization that builds relationships, trust, and credibility. That means anticipating needs before they

surface while balancing the core tasks of the role: managing appointments, screening email, arranging travel, creating and maintaining organizational systems, and managing expenses.

- Maintain the Caring Labs calendar, including setting up Lab Days, and professional development events (in consultation with relevant folks)

- Coordinate and designate incoming design projects and any general administrative and communication task and ensure the team is aligned and focused help anticipate team needs

- Support knowledge management for prospective and ongoing lab projects to improve existing systems

- Develop tools, processes, and best practices that can 'templatize' workflows including building and maintaining a database of external vendors/potential collaborators

- Collaborate to create quarterly project plans based on the strategic vision set out by Lead and Director levels

- Provide timely and informative communication about the status of projects

- Work with general supervision but requires contact with Senior, Lead or Director levels

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

Design Research Recruitment (desired)

- Support the project team with design research planning, including finding research participants for projects, conducting screening calls, and scheduling interviews

- Work closely with the Design Researcher on the project to create and execute recruitment logistics, both with internal teams and external contacts (sometimes through cold calling).

WHAT WE ARE LOOKING FOR

- 3+ years of experience as program management coordinator, operations, administration, or a related field

- A proactive self-starter with a 'can-do' attitude to problem solving and can work with general supervision

- Highly organized and detail-oriented; you enjoy bringing clarity to chaos

- Adaptable and adept at wearing many hats and can transition seamlessly between them

- Excellent written and verbal communication skills

- Excellent collaboration skills with team members at varying levels of management and a willing to collaborate with remote teams across multiple time zones

- Experience working in creative, human-centered culture and cross-cultural design, and excited to use your talents in a social impact context

- A grounding in design thinking or human-centered design practices is desirable, 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

- Willing to travel up to 10% of the time

- Fluency in one Indian language (two languages is a significant plus), in addition to English

Workplace skills and requirement

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

- 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

Team and Project Coordinator (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

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