

JOB DESCRIPTION

Deputy Head Nutritionist

About the role:

As the Deputy Head of Nutritionists, you are responsible for managing the team of Zonal Heads, Nutritionists and Social Workers working at Head Office or the hospitals, as the case may be. You will be responsible for their learning, engagement and careers. You are also expected to collaborate with the Fundraising team around impact data and donor visits/engagement, the Finance team around budget utilisation data and the Technology, Research and CICN teams to provide subject matter expertise. As the organisation grows, you are responsible for ensuring that the most effective protocols and SOPs are in place and communicated effectively to all concerned at the hospitals and that all escalations from hospitals are managed smoothly.

Core Responsibilities

- You will be responsible for frequently reviewing the impact data to be able to highlight, escalate and understand the operational working in each hospital in near real-time.
- You will be responsible for enabling efficient and effective operations at the hospitals by:
 - Establishing and documenting SOPs and protocols for operations in hospitals.
 - Ensure continuous monitoring of SOPs and protocols
 - Modifications as needed for new/existing programs as the organisation grows
 - Leading the enforcement/communication/training of the Nutritionists on these protocols through the Zonal Heads.
- You will be responsible for training the Zonal Heads to manage their team of nutritionists effectively.
- You will be responsible for developing and implementing a succession plan among nutritionists and Zonal Heads in collaboration with the People Operations and

Leadership team. This means you will ensure that Zonal Heads are equipped with the knowledge and skills to perform their roles effectively - and held accountable as necessary. This also means that you will continuously be able to identify and guide Nutritionists towards roles as Content Creators (CICN), Research, Zonal Heads etc.

- You will also provide input towards internal training content and protocols to the CICN team.
- You will ensure that queries for all impact and budget utilisation reports are responded to adequately and within a reasonable time.
- You and the zonal heads will be responsible for conducting M&E at all hospitals with our presence twice a year.
- You will provide feedback on the FoodHeals App to the Technology team to help develop a roadmap for the future of the app.
- You will be responsible for the career development and leave and absence management of Zonal Heads.
- You will be responsible for you and your team to remain informed on the latest research and protocols in pediatric oncology nutrition.
- You may be required to travel to various hospitals across India where Cuddles Foundation is present. This travel is necessary to ensure the effective execution of your work and responsibilities.

Additional Responsibilities:

- You will manage escalations from the hospitals if the Zonal Head is not able to manage them.
- You will be a part of the recruitment panel for Zonal Heads.
- You will participate in the design and implementation of the Cuddles Pediatric Nutrition Summit annually with the head nutritionist, the CICN team, and the Events and People Operations teams.
- You will be a part of the selection panel for Nutritionists to other HO/leadership roles.
- You will be one of the assessors in the panel for selecting Nutritionists into Zonal Head roles.
- You will be responsible for guiding the performance management of the Nutritionists / Social Workers by the hospital's Zonal Heads.

Reporting Structure:

- The Deputy Head Nutritionist will oversee the nutritionists placed at hospitals across India. The nutritionists will directly report to their respective Zonal Heads, who in turn will report to the Deputy Head Nutritionist.
- The Deputy Head Nutritionist will collaborate with the Head Nutritionist and other key stakeholders to ensure effective coordination and implementation of nutrition programs.

Please note that this reporting structure is subject to organisational requirements and may be subject to change based on operational needs.

Must-Haves:

- You have a Master in Clinical Nutrition with 12+ years of experience as a Nutritionist
- You have an exceptional ability to self-manage your work and time
- You have a proven track record of top performance in your career
- You have high EQ and interpersonal skills and possess the presence and passion for representing the organisation to a variety of people – patients, donors, doctors, and hospital staff.
- You are good with MS Office applications, including Word, PowerPoint, and Excel.
- You have experience working across cultures and demographics. You're attuned to the inherent hurdles of working in a public health setup.
- You are open to travelling domestically.
- Experience in managing teams will be an advantage

Skills:

You are a leader.

You can inspire your team to work towards achieving the necessary goals. You can provide leadership for peers, subordinates, and partners.

You stay on top of it all.

You have excellent communication skills, both spoken and written. You are a thorough professional and great at resolving problems quickly and effectively. You work well with people, even if you don't see them every day.

You're an avid team player.

You're confident in your skills and not afraid to speak your mind, but you know how to put the team first.

Location: Mumbai

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