

JOB DESCRIPTION

Patient Support Coordinator

About the role:

We seek a caring and culturally aware individual to join us as a Patient Support Coordinator. Your role is crucial in ensuring a positive patient and family experience. Your empathy and understanding of patients' needs will help shape a supportive environment for children and families going through cancer treatment in our centres.

Established in 2013, we have been working with government and charity cancer hospitals, enabling them with trained paediatric oncology nutritionists and food aid so that more children may win the battle against cancer. We have our nutrition centres in 40 public hospitals across 14 states and received the National Award for Child Welfare, 2015-16. We aim to give every child fighting cancer in India a chance at a cure.

Responsibilities:

Patient Care and Navigation:

- You'll ensure patients and their caregivers feel welcomed and supported in their cancer journey as they are onboarded into our program.
- You'll coordinate meetings between patients and our nutritionist/s.
- You'll individually onboard and guide new patients and caregivers through our program.
- You'll reach out to patients who missed nutrition appointments to help bring them back.
- You'll assist in organising support group meetings, engaging activities and other events for patients and families through the year.
- You'll collaborate with hospital staff, nutritionists, and the programs team to meet patient needs.
- You'll ensure that the nutrition centre runs smoothly and all patient needs are met.

Aid & Vendor Management:

- You'll search for and connect with local vendors to secure aid like supplements and meals.

- You'll manage aid delivery, ensuring quality and availability.
- You'll coordinate with the procurement team, handle invoices and maintain aid stock reports.

Cultivating Patient Advocates

- You'll identify potential advocates among patients and families and onboard them.
- You'll coordinate visits and photo/video shoots while ensuring patient comfort.

Must-Haves:

- Warm, patient-oriented personality.
- Fluent in the Hindi, English and Assamese language and familiar with community culture.
- Passionate about social change and improving lives.
- Graduate in any discipline. Having a Masters degree in Social Work is an added advantage.
- 1-2 years of experience in the social sector
- Basic Excel skills for data entry.
- Experience in community work or similar roles.
- Comfortable using computers, email, phone, and WhatsApp. Owning a smartphone is an advantage.

Skills:

You function with awareness and humility.

You act with composure, awareness, humility and kindness. You always pay attention to people, situations, and your environment. This allows you to find solutions and connect the dots easily and quickly.

You are empathetic.

You can perceive and relate to the thoughts, emotions, or experiences of others. This allows you to understand their needs and communicate effectively to meet them.

You have excellent listening skills.

You are a good listener, making even strangers feel comfortable around you. You can gain their trust with your ability to give them your undivided attention and acknowledge their situation.

You get things done.

You're good at making plans and following them through. You work hard and stay focused to ensure things progress as planned.

Location: Hospital in Guwahati

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