

JOB DESCRIPTION

Program Associate

About the role:

The Program Associate will support the program team to ensure smooth operations across all partner hospitals. The individual will be responsible for maintaining hospital related documentation, preparing reports, performing audits, reconciling stock, and ensuring timely reporting from hospital teams. This position requires a detail-oriented individual who can manage multiple tasks, analyze data, and ensure compliance with program policies.

Responsibilities:

Program Support and Data Management:

- Assist the program team in maintaining comprehensive records, ensuring documentation is up-to-date and compliant with operational protocols.
- Maintain and organize program data for streamlined operations and easy access to information.
- Collect and synthesize program data from all hospitals to guide program improvements.
- Track and manage reporting from hospitals on patient numbers and Patient Support Group (PSG) meetings to capture the program's impact on patient well-being and support.
- Oversee hospital based activities in collaboration with Patient Support Coordinators (PSCs)

Aid and Inventory Management:

- Ensure uninterrupted delivery of aid across all centers by tracking and addressing all delays in delivery as well as invoice submission
- Assist in new vendor searches and onboarding where required; coordinate with the nutritionists/PSCs and procurement teams for the same.
- Release and review monthly ration audit forms, ensuring compliance with program standards.

- Conduct monthly stock reconciliations and audits to prevent wastage and ensure accurate tracking of aid distribution.

Donor Management:

- Liaise with hospitals to ensure all permissions for donor visits are in place, facilitating smooth engagement with stakeholders.
- Prepare visit checklists and coordinate with hospital teams to ensure a positive and impactful experience for donors, reflecting the program's operational efficiency.

Must-Haves:

- Bachelor's degree - BCom, BSc or BSW
- Minimum of 2 years of experience in a similar role
- Proficiency in Microsoft Excel and other data analysis tools.
- Excellent communication and coordination skills.
- Ability to manage multiple tasks simultaneously and meet deadlines.
- Attention to detail and problem-solving skills

Preferred Skills:

- Experience working with hospital systems or NGOs.
- Familiarity with donor management processes and audits.
- Knowledge of procurement and stock management processes.

Key Attributes:

- Organized and systematic in approach.
- Strong analytical mindset.

Location: Mumbai

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