

JOB DESCRIPTION

Program Manager

Cuddles Foundation brings holistic nutritional counselling to children fighting cancer across India. We are seeking a dynamic **Program Manager** to lead the budgeting, operational, and leadership efforts across multiple hospital sites within our nutrition-focused initiative. This role involves close collaboration with clinical operations to ensure smooth execution of program objectives, effective resource utilisation, and financial accuracy.

The Program Manager will oversee the performance of Patient Support Coordinators (PSCs), maintain adherence to operational standards, and drive continuous improvement in service delivery. With strong leadership, budgetary expertise, and a focus on operational excellence, this individual will play a critical role in ensuring optimal patient outcomes and stakeholder satisfaction.

Responsibilities:

Budgeting and Utilisation

- Collaborate with Zonal Heads and Nutritionists to develop and manage hospital budgets, ensuring effective spending oversight.
- Provide recommendations for budget adjustments and communicate the same with relevant stakeholders.
- Monitor donor fund utilization and ensure timely corrections for any variances.
- Oversee monthly stock reconciliation aid , vendor onboarding and aid management across hospitals to ensure efficient resource use.

Leadership

- Oversee Patient Support Coordinators (PSCs) to ensure smooth operations across centres.
- Guide nutritionists/PSCs in resolving 100% of ops-related issues promptly
- Supervise program operations including SOP adherence and effective vendor management.

- Create and modify program SOPs as needed
- Ensure all events and visits at centres are conducted as per organisational guidelines.

Reporting and Evaluation

- Regularly conduct field visits to monitor program implementation, assess compliance with guidelines, and perform audits.
- Identify areas for improvement and implement corrective actions to ensure program effectiveness.
- Ensure accurate documentation of program performance and resource utilization.
- Collaborate with the technical team to ensure seamless functionality of program features in the app.
- Develop and manage utilization reports, ensuring transparency and accountability.
- Address donor queries promptly, providing data-driven insights to maintain strong relationships with stakeholders.

Training and Development

- Recruit, train, and engage PSCs effectively, with ongoing performance management.
- Encourage and support PSCs in sharing best practices and learning from each other.

Must-Haves:

- MBA / Post Graduate in Management / Business, or a related field
- Minimum 5 years of relevant experience.
- Preferred experience in people management.
- Proven track record in project management and data analysis.
- Experience in operational processes like procurement, documentation, and record-keeping.
- Experience working in cross-functional teams will be an added advantage.

Skills:

You're a great project manager

You're able to oversee and coordinate multiple field programs, ensuring they align with organizational goals and are executed efficiently. You are able to stay on track with respect to planned deadlines.

You derive insights from data

You're proficient in understanding and using data to improve programs. You're skilled in assessing how well programs work and finding ways to improve them, using data to make smart decisions.

You're an effective communicator

You have strong verbal and written communication skills which are crucial for conveying complex information to diverse stakeholders. This allows you to manage escalations effectively and maintain collaborative relationships with internal and external teams.

You're an inspiring leader

You're adept at leading, motivating, and supporting teams, bringing out the best in each team member through guidance and mentorship.

Location:

Mumbai

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