

JOB DESCRIPTION

Remote Zonal Head

About the role:

As a Remote Zonal Head, you will lead a team of pediatric oncology nutritionists across an assigned geographical zone, ensuring high-quality nutrition care, operational excellence, and compliance with Cuddles Foundation's clinical standards. You will be trained and mentored to take on this new role that prepares you to be a manager. You will cultivate your team and be a role model of excellence and integrity to them.

You will serve as the primary clinical leader for your hospitals—supporting nutritionists through coaching, clinical supervision, Monitoring & Evaluation (M&E), doctor engagement, recruitment, training and performance management. You will work closely with the Head of Clinical Operations and cross-functional teams to strengthen program quality, improve nutrition outcomes, and ensure seamless delivery of services across your zone.

This role combines people leadership, clinical governance, operations management, and stakeholder engagement, while working remotely with regular travel to Head Office and partner hospitals.

Role Type

Full Time

Reporting Manager

Head – Clinical Operations

Responsibilities

- You will lead the clinical nutrition program across your assigned hospitals, ensuring high-quality, consistent nutrition care and adherence to Cuddles Foundation protocols.
- You will continue to assess, counsel, and develop nutrition care plans for paediatric oncology and haematology patients in the IPD and OPD at your base hospital while balancing your zonal leadership responsibilities.
- You will ensure that Nutritionists in your assigned hospitals conduct timely nutrition assessments and counselling for every eligible child each day.
- You will provide regular on-site support, mentoring, and supervision to Nutritionists across your assigned hospitals through planned hospital visits and virtual check-ins.
- You will build and strengthen relationships with doctors, nursing teams, and hospital stakeholders across your assigned hospitals to ensure seamless integration of nutrition services.
- You will participate in the recruitment, onboarding, training, and performance development of Nutritionists within your assigned hospitals.
- You will proactively plan for long-term absenteeism and staffing gaps, ensuring continuity of nutrition services across all assigned hospitals.
- You will monitor the quality of clinical documentation, patient care, and adherence to standard operating procedures through regular reviews and monitoring visits.
- You will champion the adoption and effective use of technology, ensuring Nutritionists accurately and consistently use the FoodHeals App and other digital tools.
- You will ensure timely submission and review of monthly reports, success stories, case studies, and other program documentation from your assigned hospitals.
- You will have a thorough understanding of the programs, patient volumes, and operational needs across your assigned hospitals and support smooth implementation within approved budgets.
- You will mentor Nutritionists through regular case discussions, clinical reviews, and coaching, helping them manage complex cases and continuously improve their clinical practice.

- You will contribute to clinical excellence by supporting research initiatives, developing innovative counselling approaches, facilitating training sessions, and contributing to publications where applicable.
- This role requires regular travel to your assigned hospitals to provide on-site support, conduct monitoring visits, engage with hospital stakeholders, and strengthen service delivery.
- You will support the planning and execution of special clinical and operational initiatives as assigned.
- You will share regular updates and reports on clinical performance, operational progress, key challenges, and outcomes across your assigned hospitals with your reporting manager.
- You will be accountable for the performance, engagement, and professional development of the Nutritionists within your assigned hospitals.
- You will proactively identify, address, and escalate team or operational concerns to your reporting manager when required, while fostering a collaborative and supportive team environment.

Support & Check-in Structure

Initial 6 Weeks (Onboarding)

- Structured induction into Clinical Operations.
- Shadowing with experienced Zonal Heads.
- Training on clinical protocols and monitoring systems.
- Weekly check-ins with the Head of Clinical Operations.
- Support during initial hospital visits.

Steady State

- Daily communication and updates with the Reporting Manager

- Weekly one-on-one with the Reporting Manager,
- Monthly meetings - monthly monitoring, utilization, Field visit, etc.
- Quarterly performance reviews.
- Ongoing mentoring and leadership development.

Must-Haves

- Master's degree in Clinical Nutrition/Dietetics.
- 12 years of clinical nutrition experience.
- Experience working remotely and managing remote teams.
- Strong pediatric clinical nutrition knowledge.
- Excellent communication and coaching skills.
- Ability to travel frequently.
- Strong planning, organization and problem-solving skills.
- High degree of accountability and transparency
- Comfortable with tech and G-suite

Skills

You are a strong clinical leader.

You guide teams with confidence, support sound clinical decision-making, and uphold high standards of patient care.

You build people.

You coach, mentor, and develop nutritionists to become confident and competent professionals.

You ensure quality.

You have a keen eye for detail and continuously improve clinical documentation, processes, and compliance.

You are highly organized.

You can manage multiple hospitals, competing priorities, and complex projects while maintaining excellent follow-through.

You build strong relationships.

You communicate effectively with doctors, nutritionists, donors and cross-functional teams to achieve shared goals.

You are solution-oriented.

You anticipate challenges, identify root causes, and implement practical solutions that improve patient care and operational efficiency.

Location

Delhi, Bangalore, Pune, Lucknow and Hyderabad with Travel across India to assigned hospitals as required)

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