

Healthcare Relationship Manager (Full Time)

Organizational Background

Everwell Health Solutions is a Bangalore-based social enterprise focused on leveraging technology to improve adherence to anti-Tuberculosis medication through an innovative mHealth project funded by the Bill and Melinda Gates Foundation. We are recruiting full-time professionals to provide assistance with training, facilitating, and coordinating with government healthcare staff and WHO consultants across the country to ensure successful scale up of the initiative.

Project Background

The project, called 99DOTS, uses mobile phones to monitor and improve adherence to tuberculosis medications. Using a toll-free call, tuberculosis patients can report that they are taking medication throughout their treatment course. Missed doses lead to notifications and alerts, and trigger counseling by care providers. In addition to the Gates Foundation, 99DOTS is supported by USAID, IKP, and other partners. There are more details provided at <http://99dots.org>.

As part of our phase two scale up, every TB-HIV co-infected patient in the country, roughly 50,000 patients per year, will use 99DOTS to register their adherence. To implement the solution, on-the-ground healthcare staff need to diagnose, register, and counsel patients at treatment initiation; during their treatment, healthcare staff need to respond to potential defaulting patients. Launching in over 600 centers across the country starting in October, this task requires significant outreach and consultation with the staff to initiate uptake of the project, and afterward in support of expansion and sustainability from our team. There are also frequent opportunities to expand, adapt, and tweak the model based on varying environments and opportunities.

Role Responsibilities

We are seeking professionals who can work to ensure local staff are properly trained and using the system. This role will be partially office-based, monitoring our online dashboard to see which sites have patients with missing doses, and reaching out by phone to understand any problems they may be facing and seek to resolve them. Each phone call will last just a few minutes, and will draw upon general treatment guidelines that we provide. The role will also involve travel to sites to give trainings, demonstrate the system, and answer queries, so applicants must be available to travel often.

Overall, the role will be to initiate and maintain strong relationships with diverse array of stakeholders, spanning various levels of government officials, and may extend to private doctors and chemists to ensure the successful uptake of the innovation. Interactions will primarily be with healthcare staff and not patients, though patient uptake and use is the ultimate goal of 99DOTS.

The relationship manager will be a core part of our scale-up team and will have the opportunity to offer strategic guidance on how to improve the effectiveness of our program.

Qualifications for this role:

- Ability to engage with a diverse array of healthcare staff from various regions and backgrounds working in Tuberculosis and HIV, via phone counseling sessions and in person meetings. Prior relationship management or work with healthcare staff experience helpful.
- Ability to learn basic health information that we provide. Prior training or experience in public health is helpful but not required.

- Fluency in multiple languages, with English proficiency required. Please mention your language fluencies in your responses.
- Full-time role including in-office work and partner visits on-site. Locations of travel dependent on language skills and high-priority regions for the project.
- Work as part of team with the common goal of using 99DOTS to enable and empower local health systems to treat Tuberculosis patients.
- Work will be based out of our office located in central Bangalore. Relationship managers will be expected to report here Monday through Friday, whenever they are not traveling.

Compensation:

Commensurate with experience.

Interested applicants should write to jobs@99dots.org, attention Andrew Cross, to describe their qualifications and interest in the role, with CV attached. Positions is to be filled immediately.