

POSITION	Call Centre Executive
NUMBER OF POSITIONS	1
REPORTS TO	Project Manager
LOCATION	Bhubaneswar
Posting Date	23/12/2024
Closing Date	31/12/2024
Project Period	One Year

Background

World Health Partners (WHP) is a non-profit organization mandated to deliver holistic healthcare to underserved communities by innovatively leveraging available resources more efficiently. Evidence-based management and technological solutions that are sophisticated to work in extremely low-resource settings are the hallmarks of WHP’s programming strategy. WHP believes that it is unconscionable to divide resources on ideological basis—such as public and private sectors—since low resource settings mandate a focus on collectivizing all existing resources to achieve better outcomes.

WHP is best known for its programs focused on early detection and treatment of tuberculosis in urban and rural settings supported by community-based activities to ensure prevention. WHP currently operates its projects in Bihar, Jharkhand, Uttar Pradesh, Punjab, Haryana, Uttarakhand, Himachal Pradesh, Gujarat and Delhi.

About the project

Government of Odisha is in the process of signing MoU with ‘World Health Partners’ for universal care of TB patients in private sector as ‘Patient Provider Support Agency (PPSA) in four NTEP districts of Odisha (Khurda, Bhubaneswar Municipal Corporation, Cuttack, and Ganjam).

This project is designed to directly support the efforts of the Government of Odisha (GoO) AND the Government of India (GoI) for an effective and efficient TB program in the Private Sector. The PPSA approach to private sector engagement and notification is along four critical axis: facilitate early and accurate diagnosis, facilitate cases notification, ensure appropriate treatment, and ensure treatment completion

Scope of work and key responsibilities

Key Responsibility Areas (KRA) would include but not be restricted to the following:

- Managing large amounts of inbound and outbound calls in a timely manner
- Providing Treatment adherence and counselling support to notified TB patients
- To conduct registration of patients/callers who connect for counselling/teleconsultation

- Do screening of callers and patients for common mental health issues such as depression and anxiety
- Provide weekly counseling sessions to mild and moderate patients, who have been diagnosed under any of the mental health issues
- Refer severe patients to a clinician (virtual or in-person) as per the need
- Coordinate with project on-ground team if a patient needs any kind of further support
- To facilitate audio/video consultations (tele-medicine) of patients
- To prepare daily/weekly/monthly reports related to consultations, analytics etc.
- Handle Help Desk
- Maintains and improves quality results by adhering to SOPs and guidelines

Any other assignments given by management.

Note: The principal responsibilities listed above are an illustrative list and not an exhaustive list. Additional responsibilities may be added from time to time depending on Project requirements.

Qualifications, Experience, and Skills

- Bachelor's degree with 4 years of work experience or Master's degree with 2 years of working experience
- Fluency in Odiya, Hindi, English and local languages
- Preference will be given to those candidates who have counselling experience at any Government / private institutions
- Basic computer skills with excellent command over Microsoft Excel, Word, and Power Point
- Demonstrated ability to plan ahead, prioritize between multiple tasks, timetable agreed activities and meet deadlines
- Team player who enjoys working in a fast-paced environment
- Owned a Smart phone, laptop and headphone (Mandatory)

Remuneration

A competitive salary commensurate with experience is offered. World Health Partners (WHP) is an employer which follows the principle of equal opportunity with regard to its hiring and promotion procedures. WHP does not discriminate on the basis of religion, race, class or gender and is committed to give everyone an equal chance.

Note: Remuneration for this position is maximum Rs. 20,000/- monthly. (Taxes applicable as per the prevailing norms).

How to apply

Aspirant are requested to apply online for the respective job post through the link provided below:

Position Name	Location	Google Form Link
Call Centre Executive	Bhubaneswar	https://forms.gle/JTg56aKGmcY882Jz6

Instruction to be followed while filling out the online application form.

1. A field with an asterisk (*) cannot be left blank.
2. CV needs to be uploaded in the last section of the application form
3. The aspirant is requested to upload the CV in WORD or PDF format.
4. Failing to click on the SUBMIT button, the application form will not be submitted. So, kindly ensure to click on the SUBMIT button.
5. Kindly note that the online application form can be submitted only once for a post from a particular mail id.
