

## **JOB DESCRIPTION**

### **Rogi Sahayta Kendra Manager (RSKM-CP), 20 vacancies**

**1. POSITION VACANT:** Rogi Sahayta Kendra Manager, RSKM-CP, Community Process

#### **2. ORGANIZATION BACKGROUND:**

The **National Health Mission (NHM)** was launched with a view to bringing about dramatic improvements to the health system and health status of people, especially those who live in the rural areas of the country. The Mission seeks to provide universal access to equitable, affordable and quality health care, which is accountable at the same time responsive to the needs of the people, reduction of child and maternal deaths as well as population stabilization, gender and demographic balance. In this process, the Mission helps achieve goals set under the National Health Policy and the Millennium Development Goals.

#### **3. JOB DESCRIPTION/ RESPONSIBILITIES:**

The **RSK Manager (RSKM)** shall report to and assist the **Chief Medical Superintendent (CMS)** in ensuring smooth operationalization of the Rogi Sahayata Kendra in the hospital.

##### **Key responsibilities:**

- (1) Managing and supervising the Help Desk manned by **Operators**;
- (2) Ensuring shift duties and monitoring of the work of **Operators**;
- (3) Ensuring that Help Desk staff are informed and updated on changes and information relating to different services delivered by the hospital;
- (4) Acting as representative of the Help Desk at meetings and important briefings;
- (5) Preparing and submitting a daily feedback report from the Help Desk to the hospital;
- (6) Analyzing and reporting on the feedback received through complaints/ suggestion letters/ emails/ telephone calls/ exit interviews;
- (7) Interacting and trying to resolve problems/ grievances in consultation with hospital management;
- (8) Assisting in reporting and documenting Help Desk activities;
- (9) Taking general rounds of the different departments of hospitals, to assess and ensure cleanliness of wards, toilets, waiting areas and drug distribution rooms, sharing feedback on the same with the **CMS** for improvement;
- (10) Undertaking two hourly weekly inspections during the night shift;
- (11) Assisting the Superintendent in organizing meetings of the three committees of the **Rogi Kalyan Samiti**;
- (12) Preparing and submitting monthly reports in the prescribed format regarding Help Desk activities.

#### **4. QUALIFICATION, SKILLS AND EXPERIENCE:**

##### **Qualification:**

###### **Essential**

Post Graduate degree in Social Science from a recognized university or institution.

##### **Experience:**

###### **Essential**

Applicants must have at least three years of experience in development sector.

###### **Desirable**

Applicants having exposure to public health and/ or public health projects shall be preferred.

**Skills and Attitude:**

**Essential**

Computer proficiency in both English and Hindi is essential.

**Desirable**

Adequate communications skills in both English and Hindi is desirable.

**5. VACANCY DETAILS:** 20 vacancies (UR: 14, SC: 5, ST: 1)

**6. AGE LIMIT:** Maximum age limit of the candidate should be as follows, as on January 4, 2017.

Category	UR	SC	ST
Age (Years)	40	45	45

**7. CONTRACT TYPE AND PERIOD:**

The position is on offer on a contractual basis, initially for a period of one year, extendable thereafter, based on performance and subject to further approval by the Government of India.

**8. COMPENSATION OFFERED:**

Maximum Honoraria for the position is approx. Rs. 15,000/- PM.

**9. LOCATION:** All 25 High Priority Districts (HPD) of Uttar Pradesh

**10. RESERVATION POLICY:** State reservation policy will be applicable with respect to all vacancies.

*(**Note:** All applicants from other states, irrespective of their category, shall be categorized under unreserved category and will not get privileges of state reservation policy whatsoever)*

**11. REFERENCE:** RSKM-CP

**12. CONTACT INFORMATION:**

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Strategic Alliance Management Services P Ltd.  
1/1B, Choudhary Hetram House, Bharat Nagar  
New Friends Colony, New Delhi 110 025  
011- 2684 2162; 4165 3612

**13. LAST DATE FOR APPLICATIONS:**

Eligible candidates interested in this position are requested to apply online at <http://samsjobs.info/> by or before **11:59:00 PM** on **February 10, 2017**.