

## **JOB DESCRIPTION**

### **Rogi Sahayta Kendra Operator (RSKO-CP), 99 vacancies**

**1. POSITION VACANT:** Rogi Sahayta Kendra Operator, RSKO-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 Operator (RSKO)** shall report to the **RSK Manager** and assist the **CMS and RSK Manager** in ensuring smooth operationalization of the RSK in the hospital.

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

- (1) Assisting the public in getting information on how to access health services;
- (2) Responding to the complaints and grievances of patients and their attendants;
- (3) Sharing the complaints and grievances of the patients with concerned service departments to facilitate their resolution;
- (4) Filling the daily reporting format to be shared with the **CMS and RSK Manager**;
- (5) Ensuring that the suggestion/ complaints box is emptied on a weekly basis and issues raised, taken-up for resolution;
- (6) Providing daily feedback to Managers/ Coordinators;
- (7) Liaising with the **RSK Manager** for the resolution of unsolved problems, (e.g. inadequate stock of free drugs, staff absence, shortage of stationary, breakdown of equipment, etc.);
- (8) Participating in different capacity building, training and orientation programmes at the hospital;
- (9) Undertaking two hourly weekly inspections of the night shift;
- (10) Apprising the public about their health entitlements and health rights.

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

##### **Qualification:**

###### **Essential**

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

##### **Experience:**

###### **Essential**

Applicants must have at least one of year experience in development sector.

###### **Desirable**

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

##### **Skills and Attitude:**

**Desirable**

Adequate communications skills in both English and Hindi is desirable.

**5. VACANCY DETAILS:** 99 vacancies (UR: 65, OBC: 5, SC: 25, ST: 4)

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

Category	UR	OBC	SC	ST
Age (Years)	40	43	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. 8,000/- 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:**

RSKO-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**.