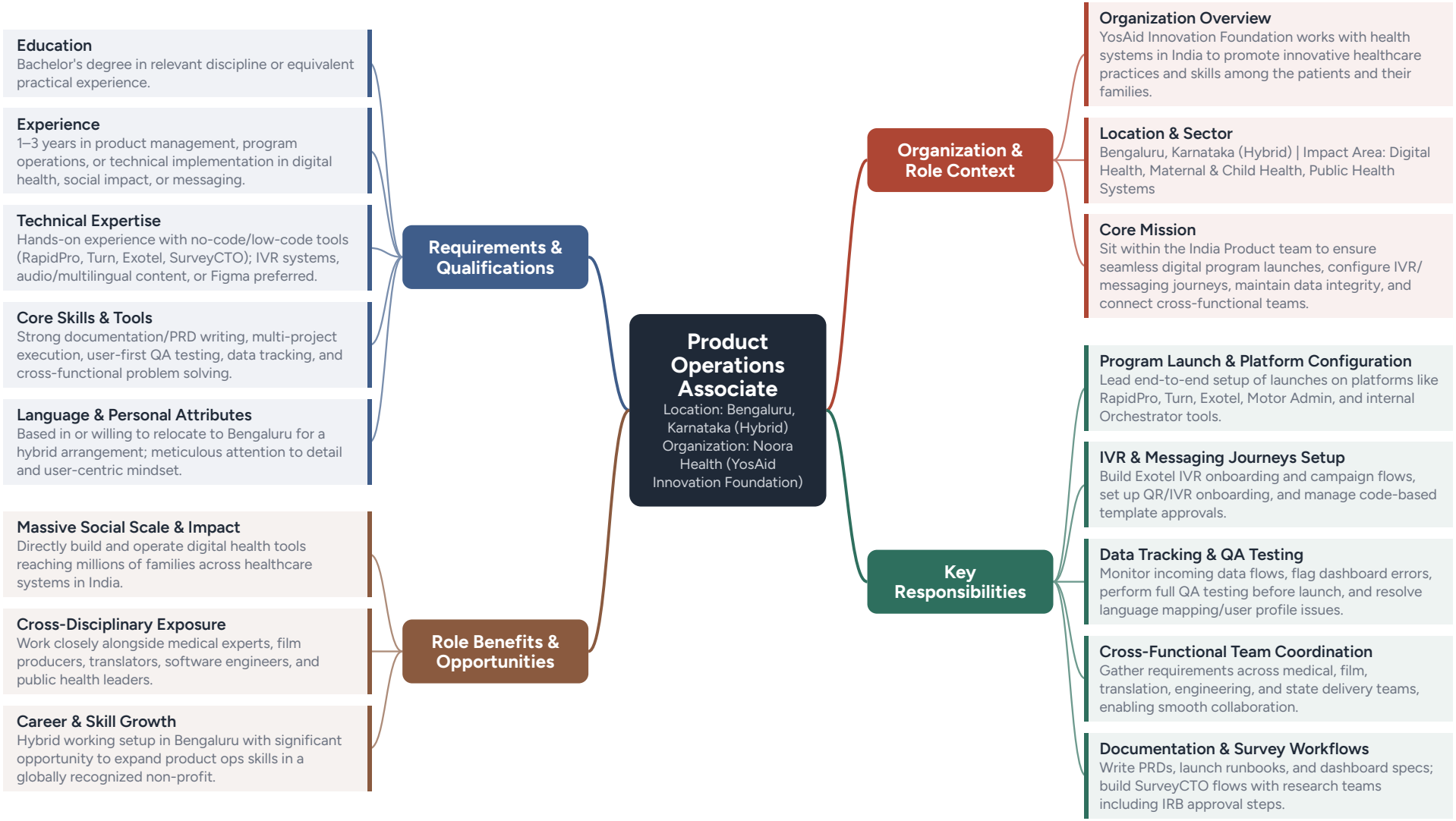
YosAid Innovation Foundation

Product Operations Associate in Bengaluru | Noora Health

Bengaluru, Karnataka · contract · entry level · Competitive

Application Assist →

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Skills this role needs

RapidPro / Turn / Exotel	IVR journey design	SurveyCTO survey flows	Product documentation and PRDs	Data tracking and quality checks

Job description

Noora Health

Noora Health turns hospital hallways and waiting rooms into classrooms. It teaches family members how to care for their loved ones, because family is often the most caring support a patient has. Working with governments and partners in India, Bangladesh, Indonesia and Nepal, Noora Health has trained more than 70 million caregivers and patients across 16,400+ health facilities through its Care Companion Program (CCP). In one group of patients, the program cut heart surgery complications by 71% and newborn deaths by 18%. In India, YosAid Innovation Foundation partners with Noora Health to run the Care Companion Program with public health systems. This role sits within the India Product team, which builds and runs the digital tools that deliver health guidance to caregivers.

Role

As Product Operations Associate, you will make sure every new program launch reaches families on time and works the way it should. You will set up messaging and IVR (interactive voice response) journeys, keep program data clean and reliable, and connect the medical, film, translation, engineering and state program delivery teams. This is a hands-on, hybrid role based in Bengaluru, and it suits someone who likes fixing things and cares about the people using the service.

Responsibilities

- Lead the full setup of new program launches across platforms such as RapidPro, Turn, Exotel, Motor Admin and the internal Orchestrator tool.
- Collect and confirm requirements from medical, film and translation teams, then manage template approvals and campaign creation, including code-based setup.
- Build IVR journeys in Exotel, including onboarding flows, campaign journeys and easy menu navigation.
- Set up QR code and IVR based onboarding so every user reaches the right campaign.
- Test every launch fully so it goes live on time and works for users.
- Track incoming program data, maintain data trackers, monitor data flow and flag errors on dashboards.
- Investigate and fix technical problems such as language mapping and user profile updates, and support moves of flows, campaigns and media between messaging platforms.
- Write and maintain PRDs (product requirements documents), launch runbooks and dashboard requirements, and build SurveyCTO survey flows with research teams, including IRB (institutional review board) approval steps where needed.

Requirements

- 1-3 years of experience in product management, program operations or technical implementation, ideally in digital health, social impact or messaging platforms.
- Comfort working hands-on with no-code or low-code platforms such as RapidPro, Turn, Exotel and SurveyCTO.
- Ability to run several launches at the same time with different teams and meet deadlines without losing quality.
- Clear writing skills to turn messy requirements into documents others actually use.
- A careful, user-first approach, testing everything before launch and caring about the caregiver's experience.
- Based in or willing to relocate to Bengaluru for a hybrid work arrangement.
- Good to have: experience with IVR systems, audio content or multilingual content work, familiarity with public health programs such as MCH (maternal and child health), TB (tuberculosis) or NCD (non-communicable diseases), work with government health systems, and experience with Figma.

Benefits

- Hands-on work on digital tools that reach millions of families across India.
- Close teamwork with medical, film, translation, engineering and program teams.
- Hybrid working from Bengaluru.
- Room to grow product and operations skills in a well-known global health organisation.

Apply

Check your fit for the role and receive the apply link in your mailbox

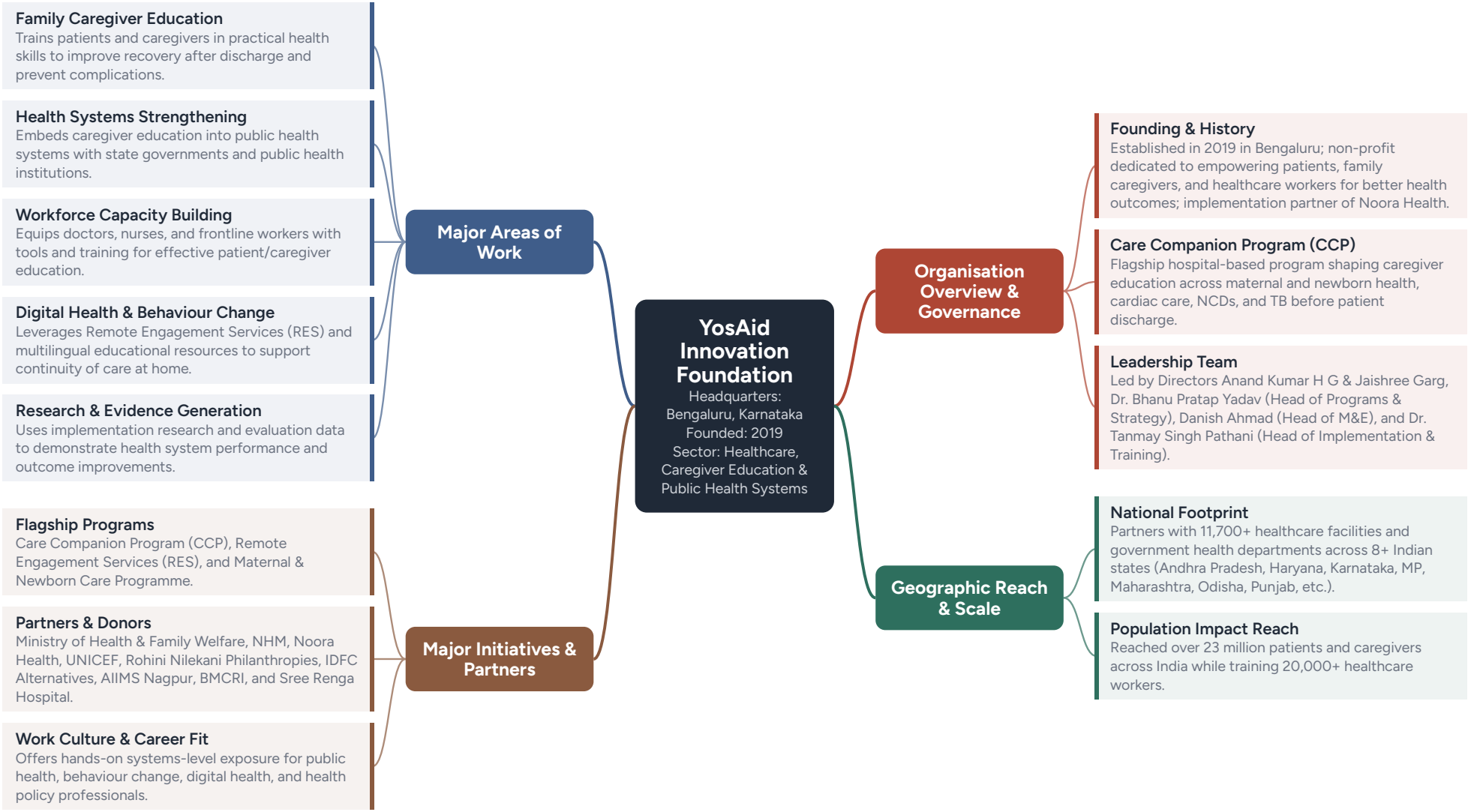
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About the organisation

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About YosAid Innovation Foundation

YosAid Innovation Foundation

YosAid Innovation Foundation is a nonprofit organisation dedicated to strengthening public health systems by empowering patients, family caregivers and healthcare workers with the knowledge and skills needed for better health outcomes. Established in 2019, the organisation works with governments, hospitals and development partners to improve healthcare delivery through evidence-based caregiver education, capacity building and digital health solutions.

The organisation partners with state governments, public health institutions and healthcare providers to integrate caregiver education into routine healthcare services. Through its flagship Care Companion Program and technology-enabled interventions, YosAid supports patients beyond hospital settings, helping reduce preventable complications, improve recovery and strengthen health systems across India.

> *Headquarters: Bengaluru, Karnataka.*

Major Areas of Work

Family Caregiver Education: YosAid trains patients and family caregivers with practical skills and health information that improve recovery after hospital discharge and promote long-term health outcomes.

Health Systems Strengthening: The organisation works with governments and healthcare institutions to embed caregiver education into public health systems, improving the quality and continuity of care.

Healthcare Workforce Capacity Building: YosAid equips doctors, nurses and frontline healthcare workers with tools, training and resources to deliver effective patient and caregiver education.

Digital Health & Behaviour Change: Through technology-enabled learning, multilingual educational resources and remote engagement, the organisation promotes healthy behaviours and supports continuity of care beyond hospitals.

Research & Evidence Generation: YosAid uses implementation research, programme evaluation and data-driven insights to strengthen caregiver interventions and improve health system performance.

Major Initiatives & Programmes

Care Companion Program (CCP): YosAid's flagship hospital-based programme trains family caregivers before patient discharge, improving care practices for maternal and newborn health, cardiac care, non-communicable diseases, tuberculosis and other health conditions.

Remote Engagement Services (RES): A digital follow-up programme that provides continued health education, reminders and support to patients and caregivers after they return home.

Maternal & Newborn Care Programme: Works with government hospitals to improve maternal and newborn health outcomes through structured caregiver education and behaviour change interventions.

Healthcare Worker Training: Builds the capacity of healthcare professionals to deliver high-quality caregiver education through standardised training, tools and implementation support.

Impact

YosAid Innovation Foundation has reached over 23 million patients and caregivers across India through its Care Companion Program while partnering with 11,700+ healthcare facilities. The organisation has trained more than 20,000 healthcare workers and demonstrated measurable improvements in patient outcomes, including reductions in newborn readmissions and post-surgical complications through evidence-based caregiver education.

YosAid Innovation Foundation is an excellent fit for professionals passionate about public health, healthcare systems, programme management, behaviour change, digital health, monitoring and evaluation, research and health policy who want to improve healthcare outcomes at scale.

Partners and Clients

Ministry of Health & Family Welfare, National Health Mission, Governments of Andhra Pradesh, Haryana, Karnataka, Madhya Pradesh, Maharashtra, Odisha and Punjab, UNICEF, Rohini Nilekani Philanthropies, IDFC Alternatives, Noora Health, AIIMS Nagpur, BMCRI, Sree Renga Hospital and leading public and private healthcare institutions.

Leadership

Directors – Anand Kumar H G & Jaishree Garg

Head of Programs & Strategy – Dr. Bhanu Pratap Yadav

Head of Monitoring & Evaluation – Danish Ahmad

Head of Implementation & Training – Dr. Tanmay Singh Pathani

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