

JOB DESCRIPTION

Head of Programs

Cuddles Foundation brings holistic nutritional counselling to children fighting cancer across India. We give children undergoing cancer therapy at over 40 government and charity hospitals access to trained clinical paediatric nutritionists, expert dietary counsels, supplements, in-meals, hot meals, monthly ration baskets and caregiver support. Good food helps the medicine work!

Besides the love and affection of our patients, their families, and our supporters, we've won some awards along the way too. This includes the National Award for Child Welfare in 2015-16 from the Hon'ble President of India and the Special Jury Mention at the Outlook Poshan Awards in 2019.

About the role:

As a Programs Head, you'll be responsible for the efficacy of the programs and ensuring that all programs are aligned to deliver the maximum for the beneficiaries. You will ensure seamless day-to-day management, budget adherence, and successful hospital expansions, while fostering strong relationships with key stakeholders and optimizing program outcomes.

This role is ideal for professionals from both the corporate and nonprofit sectors who are looking to apply their leadership, strategic, and operational expertise to make a tangible difference. You'll have the chance to lead a dedicated team, work on initiatives that directly impact patient care, and contribute to scaling innovative programs. Whether you come from a results-driven corporate environment or a mission-focused nonprofit, your experience will be invaluable in driving forward our organization's goals.

Responsibilities:

Leadership & Operational Oversight

- Lead high-level program operations, ensuring efficient service delivery and smooth management of complex centres.

- Oversee day-to-day operations for multiple centres, ensuring programs run efficiently and align with strategic objectives.
- Provide guidance and insights on resolving operational challenges and ensuring that all programs meet organizational standards.
- Prepare and manage program budgets, ensuring financial accountability and adherence to spending guidelines.
- Lead hospital expansion initiatives, collaborating with cross-functional teams to activate new centres successfully.
- Build and maintain strong relationships with hospital leadership, ensuring collaborative partnerships and shared goals.
- Facilitate cross-functional communication between head office and program teams to align initiatives and objectives.
- Champion the use of digital tools (e.g., Trello) to drive efficiency, transparency, and streamlined operations.

Strategic Leadership

- Lead key strategic initiatives that drive organizational growth, ensuring timely execution and measurable impact.
- Collaborate with senior leadership on long-term planning and organizational development, contributing innovative ideas and strategies for scaling programs.
- Refine and implement the patient care journey, ensuring that all centres adhere to our framework and maintain the highest standards of care.
- Drive continuous improvement, identifying opportunities for innovation in both program delivery and patient care.
- Represent the organization at high-profile events, conferences, and donor meetings, serving as a key ambassador and advocate for our mission.

Reporting and Evaluation

- Analyze program data to make data-driven decisions that improve program efficiency, patient outcomes, and overall effectiveness.
- Monitor trends in resource allocation, operational performance, and program outcomes, identifying areas for refinement.

- Ensure clear and compelling reports are created, highlighting program successes and opportunities for improvement, for both internal leadership and external stakeholders.

Training & Development

- Lead the development of training programs that equip program teams with the latest tools and knowledge to succeed.
- Foster a culture of peer learning and professional growth, encouraging knowledge-sharing and collaboration across centres.
- Ensure that teams are continually updated on best practices and innovations in patient care and program operations..

Must-Haves:

- MBA / Post Graduate in Management / Business, or a related field
- Minimum of 10 years of experience
- Someone with a consulting background/ start-up/ business head from a for-profit background
- Enthusiasm for tech and tech solutions
- Ability to see through and solve complex interdependent issues
- Strong Leadership traits and a great team player
- A collaborative mindset and ability to work with teams cross-functionally
- Drive and sophistication, excited by the opportunity to help shape the future of the organization

Skills:

You're a Self-Starter

You are a self-starter and enthusiastic about building companies and teams

You're a Visionary

You can take a short term monetary hit over long term exponential gain and exponential learning. You have the ability to lead high-level strategic initiatives, guide organizational growth, and collaborate effectively with senior leadership to scale programs.

You display a strong sense of commitment

You are someone who is not scared of commitment and understands resilience

You're an inspiring leader

You have an incredible passion for our mission that invigorates and excites everyone with whom you share it with

Location:

Mumbai

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