

## Centre Officer

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### About Us:

#### About The Organization

The organization bridges the gap between medical treatment and holistic care that is required by a child undergoing cancer treatment. It provides them with a hygienic, protective, and nurturing environment, which gives children the best chance of beating cancer.

Founded in 2006 by Shyama and Nihal Kaviratne, and a dedicated group of volunteers, St Judes offers a home away from home to underprivileged families during their child's treatment for cancer. It provides children battling cancer, and their parent's accommodation, transportation facilities, counselling, educational and recreational activities along with art-based therapies and yoga without any cost.

It works alongside Tata Memorial Hospital, AIIMS, New Delhi, Tata Medical Centre, Kolkata, and cancer hospitals in Chennai, Hyderabad, Jaipur, Mumbai, Vellore, Varanasi, Muzaffarpur, Vizag, and Kolkata. To know more: <https://www.stjudechild.org/>

**Role:** The Centre Officer is an integral member of the staff team and provides support to the Centre Lead in all aspects of the supervision of families, housekeeping staff. The Centre Officer qualifications are a graduate degree, diploma, some college education and previous work experience in a related field. Ability to be empathetic and handle the beneficiaries maturely as the role would involve supporting the needy families

**Reporting to:** Centre Lead

#### **Key Responsibilities**

- The CO oversees daily cleanliness and order at Centre, including cupboards and kitchen; supervise housekeeping staff/cleaning of rooms by parent
- Ensures infection control at the centres
- Generally, look after families at centre, and support them in emergencies
- Maintains discipline and monitors that schedules are followed in the centre
- Handles the orientation of new families - explaining rules and regulations on arrival; Managing discharge of families
- Refers families to Centre Lead for counselling
- Provides data and documentation of patients and families for input in MIS, Daily and Monthly Report
- Maintains records and registers at centre
- Works with the Admin. Department to ensure any maintenance work is on schedule

- Provides a list of items required at the Centre to the Purchase Manager in timely manner
- Undertakes distribution of laundry and maintain laundry bills
- Ensures the distribution of starter packs, inventory, donations, rations and supplements
- Uploads selected pictures to the Google Drive
- Ensure centre is ready for visitors; arrange display, flowers, camera
- A waitlist review for all Varanasi hospitals.
- Enroll new patient data in the waitlist. For all the hospitals.
- Documents must be checked upon admission.
- Update blood group information for patients and staff.
- Admit the patient - visit the hospital to get more information
- Sending the transferee patient's email to the center staff and the operations team.
- Bereavement support for family in hospital, visit to hospital, helping family with paper work, coordinate with the centre staff.
- Medicine Requirement. If this is for on treatment families, checking balance in account (all hospitals) and planning in advance for treatment.
- Grievance - Track and update grievance phone calls. Closing the loop and reporting it.
- Follow up - Off treatment patients exit feedback and updates. The information needs to be shared with local team, ensure they update in MIS and close the loop where required.
- Monthly Report for returnee tracking sheet.

### **Qualification and Experience**

Looking for a Candidate with a Bachelors/Masters in Social Work/Management/Social Sciences, who has a background of working in social sector/healthcare/early childhood schools, worked in a team, have good Interpersonal, Counseling and guiding skills with 2-3 years of experience (preferably in an NGO). Proficiency in English and Hindi is preferable, and being computer savvy – Word, Excel etc. is preferable.

**Interested candidate please share your cv at:**

[contact@pmspl.net.in](mailto:contact@pmspl.net.in)