

## Program Officer – Occupancy

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**Location:** Chennai

### **Key Responsibilities:**

- A waitlist review for all Chennai hospitals.
- Enroll new patient data in the waitlist. For all the hospitals in Chennai.
- 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 Bachelor/Master in Social Work/Management/Social Sciences, who has a background of working in the social sector/healthcare/early childhood schools, who worked in a team, have good Interpersonal, Counseling, and guiding skills with 2-3 years of experience (preferably in an NGO/Hospitals). Proficiency in English and Hindi, Local Language is preferable, and being computer savvy – Word, Excel etc. is preferable.

### **How to apply-**

Interested candidates are invited to submit their resume along with a cover letter detailing their relevant experience and motivation to **contact@pmspl.net.in**