

VACANCY NOTICE

Publish Date: 13th August, 2026

Project Name: Swasthya Connect – Digital Health Systems Strengthening Programme

Position Code: IIPHG/REC/2026-27/93

Position Title: Facility Mentor

Remuneration: Rs. 37,000/- per month

No. of Posts: 04 (Four)

Duration of Position: 06 Months (September 2026 to February 2027) with the possibility of extension subject to project continuation and satisfactory performance.

Location: Hardoi District, Uttar Pradesh - (Assigned CHC)

1. CHC Sandila (FRU)
2. CHC Pihani (FRU)
3. CHC Bharawan
4. CHC Bawan

Brief on the Organization:

Indian Institute of Public Health Gandhinagar (IIPHG) is a University established under IIPHG Act, 2015 of Gujarat State. It offers courses in the field of Public Health. It also undertakes various research projects in the field of Public Health. The university is established by Public Health Foundation of India (PHFI) with support from the Government of Gujarat, Department of Health & Family Welfare.

Project Brief

Swasthya Connect – Digital Health Systems Strengthening Programme is an initiative of the Samuday Project by HCL Foundation which supported by IIPHG (Indian Institute of Public Health Gandhinagar) to strengthen digital health systems and hospital operations across four Community Health Centres in Hardoi, Uttar Pradesh.

Under the programme, IIPHG will provide technical assistance, programme management, facility mentoring, capacity building, digital health implementation support, and monitoring to improve digital adoption, patient flow, quality of care, workforce competency and data-driven decision-making across the participating facilities.

Project Locations: CHC Sandila (FRU), CHC Pihani (FRU), CHC Bharawan and CHC Bawan, Hardoi District, Uttar Pradesh.

Deliverables:

A. On-Site Facility Mentoring

- Be stationed at the assigned CHC and provide day-to-day implementation support.

- Work closely with facility leadership and departmental staff to strengthen routine hospital operations.
- Provide on-the-job mentoring and troubleshoot operational issues as they arise.
- Support coordination across Registration, OPD, IPD, Laboratory, Pharmacy, Labour Room, NBSU, and other relevant service areas.

B. Patient Flow and Queue Management

- Assess and improve patient movement from registration through consultation, investigation, pharmacy, and exit.
- Support implementation of queue-management, triage, token, patient-assistance, and wayfinding mechanisms.
- Monitor waiting times and patient congestion and recommend corrective measures.
- Support implementation of patient feedback and grievance-redressal mechanisms.
- Facilitate achievement of the agreed patient waiting-time reduction targets.

C. Quality Improvement and Facility Standards

- Support implementation of Kayakalp and NQAS-related quality standards.
- Conduct periodic internal assessments in coordination with facility staff.
- Maintain corrective and preventive action trackers and follow up on pending actions.
- Monitor Infection Prevention and Control practices and escalate critical gaps to facility leadership and the Project Manager.

D. Digital Health Adoption

- Provide day-to-day mentoring to doctors, nurses, registration staff, and other personnel on eHMIS/e-Sushrut usage.
- Support integration of digital workflows into routine service delivery.
- Supervise and guide DEOs in implementation of ABHA creation, Scan & Share, digital registration, and related workflows.
- Identify recurring barriers to digital adoption and coordinate resolution with the Project Manager.

E. Data Quality and Performance Monitoring

- Verify facility-level data for completeness, accuracy, and consistency.
- Support achievement of at least **80% completeness of identified digital records**.
- Review daily and weekly performance indicators with DEOs and relevant facility staff.
- Support reconciliation between digital records and facility source documents where required.

F. Assessment and Reporting

- Support baseline, midline, and end-line assessments.

- Maintain facility-level action trackers and performance dashboards.
- Submit:
 - Monthly Facility Mentoring Reports
 - Facility Progress Trackers
 - Quality Audit Summaries
 - Corrective Action Trackers
 - Action Taken Report

Other documentation required under the project monitoring framework

Qualification: Master of Hospital/Health Administration, Master of Public Health, Bachelor of Hospital/Health Administration, Bachelor of Public Health, or equivalent qualification.

Experience: Minimum 1–2 years of relevant experience in hospital operations, public health programmes, quality assurance, healthcare facility management, or digital health implementation.

Required Competencies:

- Working understanding of hospital workflows and public health facility operations.
- Familiarity with eHMIS/e-Sushrut, ABDM workflows, Kayakalp, NQAS, patient-flow management, and healthcare quality systems.
- Ability to work closely with doctors, nurses, paramedical staff, registration teams, and hospital administrators.
- Strong problem-solving, facilitation, documentation, and reporting skills.
- Proficiency in MS Excel, Word, and PowerPoint.
- Availability of a personal laptop is mandatory.

General Instructions:

- Selected personnel are expected to work primarily from their assigned project locations and travel within Hardoi District where required.
- All personnel shall comply with applicable government health-facility protocols, confidentiality requirements, data-protection standards, and project operating procedures.
- Performance will be reviewed periodically against assigned responsibilities, deliverables, attendance, quality of work, and achievement of project targets.
- Contract continuation or extension will be subject to satisfactory performance, availability of project funding, and continuation of the programme.

- Personnel may be assigned additional project-related responsibilities that are reasonably aligned with their role and qualifications.

Last Date of Receipt of Applications: 23rd August, 2026.

Remarks:

- Interested and eligible candidates are requested to apply online at <https://iiphg.edu.in/work-with-us/>.
- Please Select the Name of the Post **“Facility Mentor” OR** Position Code **(IIPHG-REC-2026-27-93)** in the subject.
- Only shortlisted candidates will be contacted for the interview.
- Mere eligibility will not entitle any candidate being called for interview.
- Candidates applying for more than one post are required to submit separate application for each post.
- Call letters to the shortlisted applicants shall be sent by email. No postal communication shall be made.
- Incomplete applications, shall be summarily rejected and no communication in this regard shall be entertained.
- No TA / DA will be paid to attend the selection process, if called for.
- Persons employed in Government/Semi-Government Organization or Educational Institutions in India must apply through proper channel.
- IIPHG reserves the right to fill or not to fill any or all available positions.
- The requirements of minimum qualification and/or experience may be relaxed in the case of candidates with outstanding credentials.
- No correspondence will be entertained from candidates regarding any delays, conduct & result of interview and reasons for not being called for interview.
- Women are encouraged to apply.