



**POPULATION SERVICES INTERNATIONAL, INDIA**  
**JOB DESCRIPTION**

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**TITLE:** Field Program Coordinator

**NUMBER OF POSITIONS:** 3 (Three)

**LOCATION:** Bavla, Ahmedabad District, Gujarat

**DEPARTMENT:** Programs

**REPORTS TO:** Manager - Program Implementation

**SUPERVISES:** None

**GRADE LEVEL/SALARY BAND:** F

**POSITION CATEGORY:** Program Operations

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*Population Services International (PSI) India is a non-profit, non-governmental organization dedicated to ensuring accessible and affordable healthcare for vulnerable populations in India, thereby improving their quality of life and well-being. Established in 1980 under the India Societies Act of 1860, PSI India began implementing full-scale activities in 1988. Over the past thirty-seven years, PSI India has demonstrated unwavering dedication and strong expertise in program implementation, planning and policy, research and evaluation, social behaviour change communication, and strategies for building habitable, sustainable, and healthy cities. PSI India has positively impacted the lives of millions across various states through its diverse programs. Its technical and operational capabilities have engaged government bodies, international and national philanthropic agencies, and private entities to address a wide range of health issues, including reproductive health, maternal health, child health, non-communicable diseases, communicable diseases, HIV/AIDS, and nutrition. For more information, please visit [www.psi.org.in](http://www.psi.org.in).*

**POSITION PURPOSE:**

The Field Program Coordinator (FPC) will support implementation of the project at the field level by working closely with HWCs, PHCs, frontline workers, and district officials to improve teleconsultation uptake and digital health service delivery. S/he will support capacity building, community mobilization, facility readiness, and data reporting while ensuring smooth coordination between facilities and project leadership. S/he will also be responsible for the documentation at the district level and will ensure that all the relevant forms are filled and submitted in time by the facilities.

#### **A. DUTIES AND RESPONSIBILITIES:**

- The position will be based at district/block level and require close coordination with the Project Lead and district health officials for implementation of project activities.
- Conduct regular visits to HWCs and PHCs to support teleconsultation services, observe implementation, identify gaps, and report challenges.
- Provide on-the-job support to CHOs, ANMs, and ASHAs on eSanjeevani platform use, patient registration, and teleconsultation processes.
- Facilitate coaching and mentoring of frontline workers through joint field visits and follow-up of guidelines from district/state officials.
- Support district officials in organizing trainings, orientations, and sensitization sessions for frontline workers on telemedicine and ABHA ID generation.
- Mobilize communities through VHSNDs, JAS platforms, and local meetings to increase awareness and acceptance of telemedicine services.
- Support ASHAs and ANMs in ABHA ID generation and linking beneficiaries to teleconsultation services.
- Demonstrate telemedicine use at community level to build trust and demand.
- Coordinate with facility staff to ensure readiness of telemedicine equipment and connectivity.
- Collaborate with logistics and facility staff to ensure availability of essential medicines and diagnostics.
- Conduct basic data verification and ensure timely reporting from facilities.
- Prepare and share field visit reports with observations and action points.
- Support referral linkages between HWCs, PHCs, and hubs for teleconsultations and follow-up care.
- Track service utilization and follow up with patients where required.
- Participate in district coordination meetings and review forums.
- Support documentation of field learnings and success stories.
- Assist the manager program implementation(project lead) , in achieving program deliverables and timelines.
- Any other task assigned by the supervisor or organization.

#### **B. QUALIFICATION AND EXPERIENCE:**

- Graduate in social sciences, public health, or related field.
- 1-3 years of experience in public health program implementation.
- Experience working with government health systems preferred.
- Experience working with frontline workers (ASHAs/ANMs/CHOs).
- Exposure to digital health/telemedicine programs is an advantage.

#### **C. SKILLS:**

- Eagerness to learn.
- Leadership ability, including the capacity to set and manage accountability of self and others.
- Ability to communicate clearly and concisely, orally and in writing in English, Hindi, Gujarati and to make effective presentations to the communication team.
- Ability and willingness to travel extensively in rural /urban areas

D. **COMPETENCIES:**

- **Drive Change and Innovation:** act with urgency for continuous improvement and with a bias towards action; promote development of breakthrough solutions; embrace and advocate innovations that improve results; aggressively promotes the need for breakthrough improvements.
- **Develop Others:** give people challenging assignments to develop their capabilities; provide timely coaching, instruction and feedback, create an environment where failure is seen as an opportunity to learn; Coaches others and helps them develop their knowledge and skills; Give people authority to make decisions.
- **Act with Long Term Perspective:** take actions today to build a strong foundation for future success; identify and take advantage of emerging opportunities; keep PSI's long-term goals.
- **Manage Complexity:** clarify issues in complex or ambiguous situations; balance competing priorities or goals; manage effectively in matrix organization; make timely decisions using available facts in ambiguous situations; make sense of inconsistent data; Keeps focused on key objectives and results when addressing the details of a situation.
- **Influence Decisions & Actions:** build support for recommendations and decisions; find common ground and mutual benefits to gain agreement and commitment; show enthusiasm, excitement and passion for goals. Identifies and communicates benefits to get agreement.

*PSI India is an Equal Opportunity Employer and encourages applications from qualified individuals regardless of race, religion, national origin, sexual orientation or disability*