



POPULATION SERVICES INTERNATIONAL, INDIA

JOB DESCRIPTION

TITLE: Consultant (Role of Medical Officer – Teleconsultation (eSanjeevani))

NUMBER OF POSITIONS: 2

LOCATION: Bavla, Ahmedabad, Gujarat

DEPARTMENT: Programs

REPORTS TO: Manager - Program Implementation

SUPERVISES: NA

GRADE LEVEL/SALARY BAND: D

POSITION CATEGORY: Program Operations / Clinical

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.

ABOUT THE PROJECT:

The eSanjeevani Digital Health Project aims to strengthen telemedicine services and overall health system performance in selected Health and Wellness Centres (HWCs) in Bavla, Gujarat. The project focuses on digital readiness, capacity building of frontline workers, demand generation, strengthening logistics and supply systems, and piloting a doctor network model for teleconsultation. It supports improved access to primary healthcare, especially for NCDs, RMNCH, and TB services, while building sustainable, scalable telehealth models within the government system

POSITION PURPOSE:

The Medical Officer – Teleconsultation will be responsible for providing remote clinical consultations through the eSanjeevani platform to patients across selected HWCs. S/he will ensure delivery of high-quality, protocol-based care, support frontline health workers in patient management, and contribute to strengthening telemedicine service delivery under the project.

The role will be critical in improving access to healthcare, reducing patient load on higher facilities, and demonstrating a scalable telemedicine model within the public health system.



A. DUTIES AND RESPONSIBILITIES:

- Provide teleconsultations to patients at HWCs through the eSanjeevani platform in accordance with defined schedules and protocols
- Diagnose and manage cases related to NCDs, RMNCH, TB, and general outpatient conditions through telemedicine
- Ensure adherence to standard treatment guidelines and telemedicine protocols
- Maintain accurate digital records of consultations, prescriptions, and follow-up plans
- Coordinate with Community Health Officers (CHOs) and facility staff for patient assessment, case management, and follow-up care
- Guide CHOs and ANMs on clinical decision-making, referral pathways, and patient counselling
- Support appropriate referral of complicated cases to higher facilities
- Ensure quality and consistency of teleconsultation services through adherence to clinical standards and protocols
- Participate in clinical audits, case reviews, and quality assurance processes
- Provide feedback to program teams on service delivery gaps and improvements
- Support capacity building of CHOs, ANMs, and ASHAs on teleconsultation workflows, case identification, and follow-up protocols
- Contribute to strengthening hub-and-spoke telemedicine operations and service delivery systems
- Ensure timely and accurate data entry and reporting on teleconsultation services
- Support documentation of key learnings, case studies, and best practices
- Participate in program activities such as health camps, telemedicine demonstrations, and review meetings as required
- Coordinate with district health officials, program team, and facility staff to ensure smooth implementation of telemedicine services
- Ensure compliance with telemedicine guidelines, ethical standards, and data privacy norms
- Undertake any other tasks assigned by the supervisor or organization in support of project goals.



B. QUALIFICATION AND EXPERIENCE:

- MBBS degree from a recognized institution (MD preferred)
- Valid registration with Medical Council of India / State Medical Council
- 2–5 years of clinical experience in public or private healthcare settings
- Experience in primary healthcare or public health programs preferred
- Experience in telemedicine or digital health platforms desirable

C. SKILLS:

- Strong clinical and diagnostic skills
- Ability to provide consultations through digital platforms
- Strong communication skills in Hindi and English (Gujarati preferred)
- Ability to work in a multidisciplinary team environment
- Basic computer and digital literacy

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