

Job Title: Saathi Associate

Overview:

Saathi associates are the frontline face of the organisation providing on-demand care to the elderly, differently-abled and medical patients at their homes. They are tasked with providing these host of services while building a strong customer rapport based on a sense of trust, safety and convenience.

Responsibilities:

- Deliver an on-demand assistance to customers with their self-care, social and health needs
- Adhere to the highest standard of professional conduct, be courteous and respectful to the customers. Maintain high level of integrity, ethical and moral standard
- Provide care as per defined care plan and checklist
- Monitor or report changes in health status. Measure and document vital health parameters like blood pressure, temperature, oxygen saturation, blood sugar
- Provide customers social support such as accompanying them for shopping, meeting relatives etc
- Provide support in their daily self-care tasks such as taking medicines, using technology, exercise, bathing, dressing and grooming
- Run errands for customers within and outside the house of the customer as defined in saathi guidelines
- Facilitate customers in booking & coordinating appointments with 3rd party service providers
- Travel between various customer locations delivering required support and services
- Maintain service and time sheets, log service details in the service app

Qualifications and Experience:

- High school pass outs class XIIth
- 2 years' experience in service industry with direct customer contact
- Preferred: short course in nursing or elderly care

Skills:

- Ability to read and understand English and regional language
- Emotional intelligence and problem-solving skills to handle dynamic situations on site
- Organisational & time management skills for running errands, scheduling appointments etc
- Use of technology for reporting and logging of service data
- Understand customer needs and behaviour
- Driving skills, bike/scooter/car

Personality traits:

- Able to demonstrate basic patient care skills, communication skills and ethical behaviour
- Respect for the elderly, patience & calmness while handling customers
- Presentable, professional and well groomed
- Productive & result oriented
- Enthusiastic and agile