

Job Title: Saathi Nurse

Overview:

Saathi nurses are the frontline face of the organisation providing on-demand medical 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:

- Provide routine individualised healthcare to the elderly, convalescents, or persons with disabilities at the patient's home
- Adhere to the highest standard of professional conduct, be courteous and respectful to the customers. Maintain high level of integrity, ethical and moral standard
- Monitor or report changes in health status. Measure and document vital health parameters like blood pressure, temperature, oxygen saturation, blood sugar
- Provide basic medical support such as dressing change, IVs, blood sample collection, catheter care etc
- Provide support in their daily self-care tasks such as taking medicines, exercise, bathing, dressing and grooming
- Administer medical services as prescribed by physicians
- Provide urgent care in case of emergency at various customer locations
- Support saathi associates according to employment 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:

- Two year diploma in nursing
- 2 years' experience as a nurse
- Preferred: Prior experience of nursing with home care patients

Skills:

- Ability to read and understand English and regional languages
- Evaluate the health condition of the customer and perform required medical procedures
- Organisational & time management skills for running errands, scheduling appointments etc
- Use of technology for reporting and logging of service data
- Ability to describe the patient's medical condition in accordance with SBAR to a doctor on call in order to seek advice or help
- Driving skills, bike/scooter/car
- Emotional intelligence and problem-solving skills to handle dynamic situations on site

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