



Secure Tomorrow

Minet

AON

Global Network Correspondent

# WE ARE HIRING!

## MANAGER – CLINICAL SERVICES (REF EB/HC/2020-03)

Risk. Reinsurance. People.

### JOB DESCRIPTION:

Reporting to AGM Healthcare Operations, the clinical services manager is responsible for development and implementation of medical practices at Minet aimed at providing solutions that guarantee provision of quality healthcare services to our clients, better medical outcomes and cost management. The manager will also be required to offer clinical support to the business.

### RESPONSIBILITIES:

- Develop & Implement pre-authorization and care management process
- Cost-containment – enforcement of rates, discount negotiations, client advisory, step down management, discharge planning, homecare management
- Call Centre Management – ensure seamless access to care, professional and timely response to clients, attend to customer complaints/feedback, timely escalation and reporting of incidents
- Enhance customer experience – establish/maintain relationships with stakeholders
- Prepare Management/Business Reports
- Guide the business in compliance to health regulations
- Provide leadership, coaching, mentorship to direct reports and their teams

### SKILLS:

- Leadership and People management skills
- Strong Negotiation & Decision making skills
- Adaptive and ability to work under pressure

### QUALIFICATIONS:

- Bachelor's Degree in health-related courses
- At least 5 years experience in Health Insurance
- Experience in managing a team will be an advantage

### CONTACT:

- Send your resume to: [recruitmentkenya@minet.co.ke](mailto:recruitmentkenya@minet.co.ke) (by March 18<sup>th</sup> 2020 COB), quoting the job title and reference as the subject; only shortlisted candidates will be contacted

### OUR VALUES

01 |  | Honesty

02 |  | Expertise

03 |  | Agility

04 |  | Respect

05 |  | Teamwork