

Health Risk Management Botswana (HRMB) exists to offer a comprehensive range of fully outsourced quality solutions, including medical aid administration and health risk management. The company caters to medical aids as well as large corporate clients. HRMB is searching for enthusiastic and highly driven individuals that can provide outstanding service to take on the following positions:

1. CONSULTANT: PROCUREMENT, FACILITIES AND OH & S

An exciting opportunity for an individual that can provide support within the areas of Procurement, Facilities and Occupational Health and Safety in line with the Botswana legislation on OHS. This position reports directly to the Service Manager: Claims Management

KEY RESPONSIBILITIES INCLUDE:

- Develop and maintain Work Procedures and Standard Operating Procedures
- Effective and accurate recording of Performance discussions with all Coaches
- Train and ensure adherence to the Quality Management System
- Assist with the monitoring all relevant Internal Service Levels Agreements
- Perform quality checks on processed claims and report on finding
- Have sound technical knowledge of Claims Management Processes

THE IDEAL CANDIDATE SHOULD:

- Have a Diploma in procurement or relevant field
- Relevant certifications will be added advantage
- A minimum of 3 years' relevant experience

2. COACH: CLIENT SERVICES

An exciting opportunity to provide one on one job support to coachees to assist them with the enhancement of their skills so that the coachees can accomplish tasks optimally. The coach will also take responsibility for the quality assurance process for their coachees. This position reports directly to the Service Manager: Client Services.

KEY RESPONSIBILITIES INCLUDE:

- Establishing coaching goals and corrective/development action emanating from DPS's/performance appraisals/quality assurance to ensure that coachees reach the required standard.
- Provide on the job training to coachees as required
- Do real-time quality assessments with coachees.
- Communicating feedback to coachees during GROW sessions on quality assurance matters using the Administration system/prescribed quality evaluation forms/published reports/voice recorder to maintain a high quality of work in the group.
- Liaising with coaches from other groups on a regular basis to resolve queries/maintain SLA's and to build a positive working relationship between various groups.
- Ensuring constant feedback on progress to consultants by regularly updating them on their quality stats
- Maintaining service level agreements for all assigned processes

THE IDEAL CANDIDATE SHOULD:

- Have a Diploma in Business Administration or related field
- A minimum of 3 years' experience in Medical Scheme administration
- Sound knowledge of ISO and other related legislation
- Good interpersonal skills and ability to interact with people at all levels
- Computer literacy

3. COACH: MEMBERSHIP MANAGEMENT

An exciting opportunity for an enthusiastic and results driven Coach exists, to provide one on one job support to coachees to assist them with the enhancement of their skills so that the coachees can accomplish tasks optimally. The coach will also take responsibility for the quality assurance process for their coachees. This position reports directly to the Service Manager: Membership Management.

KEY RESPONSIBILITIES INCLUDE:

- Establishing coaching goals and corrective/development action emanating from DPS's/performance appraisals/quality assurance to ensure that coachees reach the required standard.
- Provide on the job training to coachees as required
- Do real-time quality assessments with coachees.
- Communicating feedback to coachees during GROW sessions on quality assurance matters using the Administration system/prescribed quality evaluation forms/published reports/voice recorder to maintain a high quality of work in the group.
- Liaising with coaches from other groups on a regular basis to resolve queries/maintain SLA's and to build a positive working relationship between various groups.
- Maintaining service level agreements for all assigned processes

THE IDEAL CANDIDATE SHOULD:

- Have Diploma Business Administration or related field
- A minimum of 3 years' experience in Medical Scheme administration
- Sound knowledge of HRMB Processes, ISO and other related legislation
- Good interpersonal skills and ability to interact with people at all levels
- Computer literacy

4. COACH: NEW BUSINESS

An exciting opportunity for a Coach to provide one on one job support to coachees to assist them with the enhancement of their skills so that the coachees can accomplish tasks optimally. The coach will also take responsibility for the quality assurance process for their coachees. This position reports directly to the Service Manager: New Business.

KEY RESPONSIBILITIES INCLUDE:

- Establishing coaching goals and corrective/development action emanating from DPS's/performance appraisals/quality assurance to ensure that coachees reach the required standard.
- Provide on the job training to coachees as required
- Do real-time quality assessments with coachees.
- Communicating feedback to coachees during GROW sessions on quality assurance matters using the Administration system/prescribed quality evaluation forms/published reports/voice recorder to maintain a high quality of work in the group.
- Liaising with coaches from other groups on a regular basis to resolve queries/maintain SLA's and to build a positive working relationship between various groups.
- Maintaining service level agreements for all assigned processes

THE IDEAL CANDIDATE SHOULD:

- Have Diploma Business Administration or related field
- A minimum of 3 years' experience in Medical Scheme administration
- Sound knowledge of ISO and other related legislation
- Good interpersonal skills and ability to interact with people at all levels
- Computer literacy

5. COACH: DOCUMENT MANAGEMENT

To provide one on one job support to coachees to assist them with the enhancement of their skills so that the coachees can accomplish tasks optimally. The coach will also take responsibility for the quality assurance process for their coachees. This position reports directly to the Service Manager: Document Management.

KEY RESPONSIBILITIES INCLUDE:

- Establishing a coaching relationship with each assigned coachees to facilitate a productive working relationship.
- Identifying and analyzing areas for coaching to assist the development of coaches.
- Establishing coaching goals and corrective/development action emanating from DPS's/performance appraisals/quality assurance to ensure that coachees reach the required standard.
- Provide on the job training to coachees as required
- Do real-time quality assessments with coachees.
- Communicating feedback to coachees during GROW sessions on quality assurance matters using the Administration system/prescribed quality evaluation forms/published reports/voice recorder to maintain a high quality of work in the group.
- Liaising with coaches from other groups on a regular basis to resolve queries/maintain SLA's and to build a positive working relationship between various groups.
- Ensuring constant feedback on progress to consultants by regularly updating them on their quality stats
- Maintaining service level agreements for all assigned processes

THE IDEAL CANDIDATE SHOULD:

- Have Diploma Business Administration or related field
- A minimum of 3 years' experience in a team lead role
- Sound knowledge of Document management processes, ISO and other related legislation
- Good interpersonal skills and ability to interact with people at all levels
- Computer literacy

6. CONSULTANT: CLAIMS MANAGEMENT

An exciting and challenging opportunity for a detail orientated Consultant exists. The successful candidate will be responsible for the assessing of various types of claims according to quality and quantity standards. This position reports directly to the Service Manager: Claims Management.

KEY RESPONSIBILITIES INCLUDE:

- Reconcile member or provider claims received.
- Ensure accurate and timeous processing of medical claims received from Members and Service Providers.
- Attention to detail and maintain a quality level required as per business.
- Ensure consistent and excellent application of set standards and Scheme rules.

THE IDEAL CANDIDATE SHOULD:

- Have a Diploma in Business Administration or related field
- Have a minimum of 1 years' experience in a similar environment.
- Have sound knowledge of the medical aid industry, regulations, RPL, ISO and other related legislation.
- Be able to identify system risks and/or process and suggest solutions
- Be a strong team player with good communication, administration skills including record keeping and the ability to work under pressure.
- Be Computer literate (MS Office and Medical Administration system).

7. CONSULTANT: CLIENT SERVICES

The successful candidate must have excellent Scheme knowledge and will act as an Ambassador for HRMB to ensure effective customer satisfaction. This position reports directly to the Service Manager in Client Services Group.

KEY RESPONSIBILITIES INCLUDE:

- Effective and accurate recording and resolution of all enquiries.
- Maintain and ensure adherence to Service Levels Agreements.
- Facilitating corrections and providing feedback on resolution.
- Management of all priority and stale claim requests on behalf of members.
- Effective monitoring of Member's accounts to ensure correct payments in accordance with Nappi, Reason and Agreed Tariff Codes.

THE IDEAL CANDIDATE SHOULD HAVE:

- A minimum of a Diploma in Business or any related field.
- 1 year or more experience in a Call Centre environment.
- 1 year or more experience in RFMCF scheme.
- Sound knowledge of the Medical Aid Industry, Scheme Rules & Regulations, ISO and other related legislation.
- Effective business communication & writing skills with exceptional telephone etiquette
- Must be a strong team player and be able to work under pressure.
- Computer literacy and exposure to Medical Administration system will be an added advantage.

8. CONSULTANT: DOCUMENT MANAGEMENT

The successful candidate will ensure effective and efficient document management as well as performing other ad hoc messenger duties. This position reports directly to the Service Manager: Document Management.

THE IDEAL CANDIDATE SHOULD HAVE:

- A minimum of Diploma in Business or any related field
- A valid driver's license
- Effective business communication will be an advantage
- Knowledge of document management and storage technologies including electronic document system (EDMS) would be an added advantage
- Exposure to Medical Scheme Industry in a similar environment would be an added advantage
- Computer literacy and exposure to Medical Administration system will be an added advantage.

KEY RESPONSIBILITIES INCLUDE:

- Effective management of all Incoming/Outgoing Medical Aid correspondence
- Maintain and ensure adherence to Service Level Agreements
- Accurate capturing of all incoming claims and correspondence on the System
- Responsible for preparing and distribution of membership information brochures and member cards.
- Ensure correct Member information in all correspondence in line with Medical Schemes Standards
- Responsible for mail collection from the Post office
- Monitor and manage all incorrectly addressed or returned Member correspondence
- Efficient identification and processing of claims and correspondence from all Stakeholders

9. CONSULTANT: NEW BUSINESS

The successful candidate will assess the risk of new applications to the scheme and apply underwriting where necessary. This position reports directly to the HOD: New Business.

KEY RESPONSIBILITIES INCLUDE:

- Capturing new members'/dependants' details on the administration system using application forms to register new members and dependants on the system.
- Responsible for update and closing of all new business workflows.
- Maintain and update group business register including allocation of incoming tasks.
- Maintain and update SLA on business register on a daily basis.
- Quality check and activation of new member applications, on-line applications as well as adding of dependents.
- Follow-ups with regards to new member's applications in all statuses.
- Answering calls, responding to all written correspondence, and dealing with all enquiries timeously, efficiently, and effectively through to resolution
- Assist New Business on ad-hoc tasks
- Rendering professional and quality service to Members, Brokers, and our clients
- Contact member regarding outstanding information for newborn applications.
- Maintain and ensure adherence to Service Levels Agreements
- Keep abreast of market changes and trends, bringing them into the underwriting standards and procedures where appropriate

THE IDEAL CANDIDATE SHOULD:

- Have a minimum of Diploma in Business or related field.
- Have sound knowledge and understanding of underwriting legislation (Council of Medical Schemes), the Medical Aid Industry, Scheme Rules & Regulations, ISO and other related legislation
- Have knowledge of ICD 10 codes, medical conditions and terminology would be advantageous.
- Have excellent problem solving and decision-making skills.
- Effective telephone, business communication, writing and administration skills.
- Computer literacy and exposure to Medical Administration system.

10. CONSULTANT: OPERATIONAL TRAINING

The successful candidate will provide outcomes-based training to HRMB employees, to ensure that employees are equipped with the right skills and knowledge for optimal performance in their work environment. This role reports directly to our Executive: Learning and Development.

KEY RESPONSIBILITIES INCLUDE:

- Assist with the training needs analysis to determine the training needs for all employees and the preparation of the training plan
- Design and develop the relevant training programmes as per the needs analysis report
- Facilitate training to HRMB employees and Scheme employees on request
- Provide feedback to management and employees on training completed
- Arrange internal and external training events and ensure that all administration of each Select appropriate course assessments criteria to develop course assessment instruments
- Maintain a training database using the training plan/copies of certificates/attendance registers on file to keep track of training given

THE IDEAL CANDIDATE SHOULD:

- Have a Tertiary qualification in Educational, Training and Development (ETD)
- A minimum of 1 year or more experience in an ETD environment
- Have sound knowledge of the Medical Aid Industry, Scheme Rules & Regulations, ISO, and other related legislation would be an advantage
- Have knowledge of a variety of learning methodology
- Good interpersonal skills and ability to interact with people at all levels
- Computer literacy and exposure to both the MIP and Medware system will be an added advantage

11. SERVICE MANAGER: CLIENT SERVICES

The successful candidate will manage the day-to-day planning, operations and problem-solving of a team of consultants to meet the required service level components, standards, and targets in order to ensure delivery of a consistently superior customer experience. This role will report into the HOD: Client Services.

KEY RESPONSIBILITIES INCLUDE:

- Developing and maintaining Client Services as a fully-fledged business unit
- Ensuring consistent and excellent application of set standards by monitoring staff performance levels, checking quality of work and recommending corrective steps
- Compiling annual budget for group
- Route system related problems to relevant parties
- Generate, compile, and analyse productivity reports and statistics required as business information by the executive management
- Maintaining any changes to the Client Services systems, processes, and procedures
- Maintaining quality processes in accordance with ISO 9001:2008 standards
- Monitoring procedures/SOP's regulating functions performed in the group
- Apply/monitor/maintain the National Reference Pricing List or Agreed Tariff List rules/amendments to rules and benefit structure per Scheme Plan

THE IDEAL CANDIDATE SHOULD:

- Have Diploma in Business Management or related field.
- At least 5 years' experience in a Client Services environment
- At least 2 years' general leadership experience.
- Have knowledge of medical scheme rules.
- Have knowledge of Siemens or similar telephone system.
- Excellent language skills – English and Setswana
- Be able to function independently as well as in a team.
- Have high level of computer literacy: MS Office Package.
- Have ability to liaise with external clients/members and service providers.

12. SERVICE MANAGER: HUMAN CAPITAL

The successful candidate will manage the day-to-day human resource activities of the company.

KEY RESPONSIBILITIES INCLUDE:

- Direct and support the Human Capital team to deliver on the comprehensive Human Capital strategy of the business:
 - Nurture and develop a motivated HRMB Team to meet business requirements.
 - Develop the collective knowledge of the HRMB team to handle complex and crisis situations arising due to a dynamic and changing business environment.
- Managing absenteeism, disciplinary and grievances issues, general employee wellbeing and employee relations matters:
 - Implementation of new policies, procedures, and processes.
 - Ensure all company policies and procedures are up to date and in line with current applicable legislation. Ensure line managers are up to date with changes to any policies.
- Measure employee satisfaction and identify areas that require improvement.
- Performance Management - Coaching of managers on performance management issues and processes.
- Managing the recruitment and retention process which includes talent and succession development:
- Taking overall responsibility for recruitment activities and campaigns.
 - Implementation of recruitment plans agreed with business unit managers.
 - Take adequate measures to retain good employees.
- Provide advice and support to employees regarding company benefits.
- In conjunction with the Executive Human Capital, work with senior managers to provide them with coaching and advice on all people related issues:
 - Plan and execute suitable interventions to boost staff morale.
 - Provide employee development and counselling assistance to employees /team members to enhance employee performance and productivity.
- Have an updated repository of job descriptions for all roles in the organization along with measurable performance indicators for each role.
- Maintain employee records and files for ease of reference.
- Accurate, recent and detail reporting to support business growth and create awareness of risks. This includes:
 - Leave administration: Responsible for employee leave management.
 - Ensure overall management and maintenance of personnel related documentation and make sure that personnel files are kept up to date and documents are filed correctly.
 - Co-ordinate the processing of all claims associated with death benefits, disability claims, funeral benefits and retirement.
 - Management of Exit interviews and Follow-up interviews with new employees.
 - Update/Maintain relevant monthly statistics and reports.
- Form part of HR projects when required.

THE IDEAL CANDIDATE SHOULD:

- Have Degree in Human Resources Management or related field
- 3 to 5 years' experience in a general Human Resources environment
- A minimum of 1 years' experience on payroll system

13. SERVICE MANAGER: CLAIMS MANAGEMENT

The successful candidate needs to ensure effective management of resources to achieve Service Levels, standards, and targets to ensure delivery of consistent superior customer experience. This position reports directly to the HOD: Claims Management

KEY RESPONSIBILITIES INCLUDE:

- Develop and maintain Claims Management as a fully-fledged business unit
- Ensure consistent and excellent application of set standards by monitoring staff performance levels, checking quality of work and recommending corrective steps
- Compile annual budget for group
- Route system related problems to relevant parties
- Generate, compile, and analyse productivity reports and statistics required as business information by the executive management
- Maintain any changes to the Claims systems, processes, and procedures
- Maintain quality processes in accordance with ISO 9001:2000 standards
- Monitor procedures/SOP's regulating functions performed in the group
- Apply/monitor/maintain the National Reference Pricing List or Agreed Tariff List rules/amendments to rules and benefit structure per Scheme Plan on the Administration System annually
- Apply/monitor/maintain various quality controls on price code maintenance screen to prevent claims payments for services not allowed.

THE IDEAL CANDIDATE SHOULD:

- Have Degree/Diploma in Business or related field
- Between 5 – 8 years' experience in a Claims environment
- At least 2 years' experience as a team leader/supervisor in a Claims environment
- Knowledge of medical scheme rules
- Knowledge of National Health Reference Pricing List
- Excellent language skills
- Able to function independently as well as in a team
- High level of computer literacy: MS Office Package
- Well-developed leadership, organisational, interpersonal and communication skills

14. SERVICE MANAGER: NEW BUSINESS

The successful candidate needs to ensure effective management of resources to achieve Service Levels, standards, and targets to ensure delivery of consistent superior customer experience. This position reports directly to the HOD: New Business.

KEY RESPONSIBILITIES INCLUDE:

- Apply and maintain the Scheme's underwriting policies.
- Ensure Service Levels requirements, quality and targets are understood and met,
- Prepare and conducting Performance discussion with individuals.
- Improve the departmental internal processes and train the team on operational processes.
- Managing and monitoring of floor and adherence to schedules.
- Responsible for product and process development/improvement based on customer and audit feedback.
- Submit reports on the department's performance, customer feedback and providing solutions thereof to HOD.
- Resolve business units' queries, escalations, and audit findings.
- Conduct the department's training need analysis.
- Plan and implement the department's operational changes and update processes, work instructions and other shared links.
- Report internal audits finding to Management.
- Plan and implement operational changes to respond to important external influences.
- Responsible for employee's leave and shift roster.
- Assist team with workload from time to time.
- Escalate system problems including hardware faults timeously.
- Maintain agreed service levels, quality, and targets.
- Behave in alignment with the HRMB values.

THE IDEAL CANDIDATE SHOULD:

- A Degree/ Diploma in Business or related field
- 3 Years' experience in the Medical Scheme industry (New Business and Underwriting)
- Sound knowledge and understanding of underwriting legislation (Council of Medical Schemes), the Medical Aid Industry, Scheme Rules & Regulations, ISO and other related legislation
- Knowledge of ICD 10 codes, medical conditions and terminology would be advantageous
- Excellent problem solving and decision-making skill
- Effective telephone, business communication, writing and administration skills
- Must be a strong team player and be able to work under pressure
- Computer literacy and exposure to Medical Administration system.

Kindly send your application to recruitment@shrs.co.bw. Applicants must ensure that they submit a detailed curriculum vitae and provide names and contacts of at least two traceable referees.

Closing Date : 20 December 2022

