



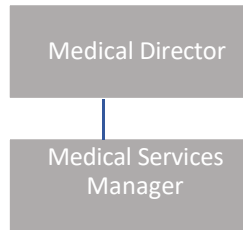
## ROLE DESCRIPTION

<b>JOB TITLE</b>	Medical Services Manager	<b>VERSION DATE</b>	January 2024
<b>NAME OF INCUMBENT</b>		<b>NUMBER OF POSITIONS</b>	1
<b>LOCATION</b>		<b>DEPARTMENT</b>	Medical Department
<b>JOB FAMILY</b>		<b>REPORTS TO (Position)</b>	Medical Director
<b>GRADE</b>			

### PRIMARY PURPOSE

Manages the medical services of the Trust, namely benefit medical examination (BME) standards rendered by accredited Medical Service Providers and the processing of claims for medical certification by the Trust. Manages and provides administrative support to the Medical Certification Panel (MCP) and assistance to the Trust Certification Committee (TCC) where required.

### ORGANOGRAM



### KEY PERFORMANCE AREAS AND RESPONSIBILITIES

Key Performance Area	Performance Outputs
<b>Maintain a register of approved Medical Service Providers / Accredited Practitioners</b>	Maintains a register of approved Medical Service Providers / Accredited Practitioners, as contemplated in clause 12.6.1 of the Trust Deed, by: <ul style="list-style-type: none"> <li>• Adding new service providers to the register for approval by the Medical Director (MD).</li> <li>• Keeps the register up to date by ensuring that amendments are captured timeously and communicated as required.</li> <li>• Review the register on a regular basis to ensure currency.</li> <li>• The above register will include, but not be limited to, the qualifications of staff employed by -, and the calibration of equipment utilized by Medical Service Providers.</li> <li>• Notify any service providers that have been removed from the register.</li> </ul>
<b>Manage Medical Service Providers</b>	Manage and report on Medical Service Providers' services: <ul style="list-style-type: none"> <li>• Facilitate the annual re-accreditation and auditing of the Medical Service Providers to ensure that the standards and policies of the Trust are adhered to.</li> <li>• Perform quality assurance, standardization, monitoring and auditing of all aspects of BMEs performed by the Medical Service Providers.</li> <li>• Assure that Medical Service Providers are working according to the Trust's Standard Operating Procedures and the most recent updated standard reference documents as per the Deed, as approved by the Medical Director.</li> <li>• Notify service providers of any non-conformances identified and facilitate action and feedback/response by Medical Service Providers.</li> <li>• Assist with the identification and accreditation of new Medical Service Providers.</li> <li>• Support the Operations Manager with planning of the roll-out and scheduling of BMEs by existing Medical Service Providers across the footprint of the Trust.</li> </ul>

	<ul style="list-style-type: none"> <li>Identifying and reporting on any breach of conditions.</li> <li>Monitor for appropriate and timeous follow up on claimant referrals by -, and claimant deferrals to Medical Service Providers.</li> <li>The above to be done with the assistance of the Medical Service Provider Administrator when and where necessary.</li> </ul>
<b>Managing claims referrals and - deferrals</b>	<p>Manages referred and deferred claims by:</p> <ul style="list-style-type: none"> <li>Generating referral letters for claimants requiring TB investigation and ensuring that results are received timeously and the claims are progressed.</li> <li>Follow up on TB deferral outcomes (for example completion of lung function reports within the requisite time period) and ensuring timeous completion of BMEs.</li> <li>Manage and facilitate all referrals and deferrals of claims in the Trust process to ensure timeous and efficient finalisation thereof.</li> <li>The above to be done with the assistance of the Medical Service Provider Administrator when and where necessary.</li> </ul>
<b>Managing the daily work and administration of the medical team</b>	<p>Manages and administrates the work of the medical team and MCP by:</p> <ul style="list-style-type: none"> <li>Assisting with induction of appointed panel members and new team members.</li> <li>Scheduling, planning, setting up agendas and preparation for meetings.</li> <li>Follow-up on outstanding issues before meetings.</li> <li>Identification and strategic planning of effective and efficient work models for the medical team.</li> <li>Ensuring that the medical teams and MCP have adequate workloads and prevent backlogs from occurring where possible.</li> <li>Record member and team attendances and keeping record of their activities.</li> <li>The above to be done with the assistance of the Medical Certification Panel Administrator when and where necessary.</li> </ul>
<b>Facilitating and managing the role of the medical team in the claims process</b>	<p>Facilitates and manages the role of the medical team in the claims process by:</p> <ul style="list-style-type: none"> <li>Checking, selecting and prioritising of claims to be reviewed/processed by the medical claims preparation team.</li> <li>Advise and keep record on claims requiring further investigation/input by the medical team.</li> <li>Convening monthly meetings to review packs work as per the agenda.</li> <li>Ensuring that claims with enquiries are properly vetted/reviewed by the medical team.</li> <li>Facilitate consensus amongst medical team and record comments/observations.</li> <li>The above to be done with the assistance of the Medical Certification Panel Administrator when and where necessary.</li> </ul>
<b>Reporting</b>	<p>Provide management reports to the MD by:</p> <ul style="list-style-type: none"> <li>Collating and presenting reports on any aspect of the Trust's medical service delivery.</li> <li>Consolidating and reporting on claims vetted/accepted and rejected on medical grounds throughout the entire claims process.</li> <li>Provide commentary and feedback information for stakeholder reports.</li> </ul>
<b>ADHOC: Perform any and all responsible tasks given by the manager</b>	
<b>MINIMUM REQUIREMENTS (What is required to perform the Essential Duties)</b>	
<ul style="list-style-type: none"> <li>Bachelor's degree in occupational health nursing</li> </ul>	<ul style="list-style-type: none"> <li>Post graduate diploma in Public Health</li> </ul>
<ul style="list-style-type: none"> <li>Degree in Administration with experience in medical services industry</li> </ul>	<ul style="list-style-type: none"> <li>Masters degree in nursing sciences</li> </ul>
<ul style="list-style-type: none"> <li>5 to 8 Years' Experience</li> </ul>	<ul style="list-style-type: none"> <li>More than 8 years' experience</li> </ul>
<b>Language Requirements:</b> English + second language (any of the official languages in the southern Africa region)	
<b>Knowledge, Skills and Abilities Required (Competencies &amp; level of competencies)</b>	

<b>Managerial and Technical Competencies:</b> <ul style="list-style-type: none"> <li>• Ability to work methodologically and accurately</li> <li>• Ability to work under pressure</li> <li>• Ability to be hospitable and welcoming at all times</li> <li>• Ability to prioritize and manage time effectively</li> <li>• Good interpersonal skills</li> <li>• Good presentation</li> <li>• Ability to act with tact and discretion</li> <li>• Ability to communicate with all levels of staff, claimants, clients and various individuals</li> <li>• Ability to perform the administration relevant to given tasks/ projects</li> </ul>	<b>Generic Competencies:</b> <ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Organising</li> <li>• Administration</li> <li>• Rapport building</li> <li>• Verbal and written communication</li> <li>• Personal development</li> <li>• Tact</li> <li>• Teamwork</li> <li>• Adaptability</li> <li>• Customer Focus</li> </ul>
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**WORKING CONDITIONS office bound/on-site/travel**

Office Environment, local travel

**I have reviewed and determined that this role description accurately reflects the position**

Manager signature	Date	Employee signature	Date
Human Resources signature	Date		

The preceding job description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.