

JOB DESCRIPTION

GENERAL MANAGER: CLEARING HOUSE SERVICES

REPORTS TO: MANAGING DIRECTOR: PERFORMANCE HEALTH

DESCRIPTION

The General Manager: Clearing House Services plays a pivotal role in planning, leading, organising, and controlling the activities of the GEMS Clearing House business unit. The primary objective is to ensure the unit consistently meets the Scheme's service level requirements for the GEMS Clearing House contract. This role will oversee day-to-day operations, drive business deliverables, and ensure the organisation's overall delivery on contractual obligations. The position involves strategic relationship management and team leadership.

DUTIES AND RESPONSIBILITIES

Strategic Operational Leadership:

- Provide strategic leadership in planning, organising, and controlling the day-to-day activities of the GEMS Clearing House business unit.
- Drive the development and execution of operational strategies to ensure alignment with the Scheme's service level requirements.

Process Optimisation and Collaboration:

- Collaborate with department heads to streamline operational processes and enhance overall effectiveness.
- Identify areas for improvement, optimise workflows, and implement changes to reduce costs and increase operational efficiency.

Team Management and Development:

- Lead and manage a high-performance team, fostering a collaborative work environment.
- Promote professional development and teamwork among staff to enhance individual and collective performance.

Stakeholder Relationship Management:

- Build and maintain strong business relationships with the Scheme, Service Provider Network, and key strategic partners.
- Act as a liaison between the Clearing House unit and external stakeholders, ensuring effective communication and collaboration.

Service Level Adherence

- Ensure the Clearing House unit consistently meets the Scheme's service level requirements and operational deadlines.
- Evaluate current operational processes to identify areas for improvement and implement changes to optimise service delivery.

Patient-Centric Approach

- Align the Clearing House unit with a patient-centric focus, supporting the Scheme's strategic objectives.
- Implement initiatives that enhance the patient experience and contribute to overall customer satisfaction.

Standard Operating Procedures (SOPs) and Compliance

- Compile, implement, and maintain SOPs for each functional area within the Clearing House unit.
- Ensure compliance with both external SOPs and internal SOPs and policies.

Quality Control and Performance Measurement:

- Develop and implement quality control processes to maintain high standards of service delivery.
- Establish key performance indicators (KPIs) to measure and analyse operational performance, ensuring continuous improvement.

Resource Planning and Deployment:

- Plan staffing requirements and ensure resources are appropriately deployed to meet varying operational demands.
- Allocate resources effectively to manage operational demands and meet deadlines.

EXPERIENCE AND QUALIFICATIONS REQUIRED

- Bachelor of Pharmacy Degree is required.
- Master's in Business Administration Degree advantageous
- Preference will be given to previously disadvantaged candidates.
- Minimum of 5 years' senior management experience within the medical scheme industry.
- Understanding of the Clearing House operating environment.
- Experience in and understanding of medicine utilisation and costs in a medical scheme, and analyses pertaining thereto.

COMPETENCIES AND ATTRIBUTES REQUIRED

- Proven experience in operations management or a similar role.
- Strong leadership and team management skills.
- Excellent analytical and problem-solving abilities.
- Exceptional communication and interpersonal skills.
- Good organisational and administrative skills.
- Ability to meet tight deadlines.
- Strong relationship management skills.
- Customer service focus.
- Excellent verbal and written communication skills.
- Ability to effectively operate in a high-pressure environment.

WORK REQUIREMENTS

- The position is based in Sunninghill.
- Suitable applicants are to send CV's to jobs@universal.co.za

THE EMPLOYMENT EQUITY APPROACH OF UNIVERSAL HEALTHCARE BROADLY AIMS TO:

- Foster diversity in the workplace.
- Promote equal opportunity and fair treatment in employment through the elimination of all forms of unfair discrimination.

REMUNERATION

- A competitive salary and benefits will be negotiated, consistent with experience and the role and responsibilities of the position.