



Job Ref. No. JHIL010

Position: Assistant Manager, Quality Assurance

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for **Assistant Manager, Quality Assurance** within **Jubilee Health Insurance Limited**. The position holder will report to the **Head of Clinical Operations** and will be based at Head Office in Nairobi.

Role Purpose

The role holder will be responsible for the supervision of variety of audits, fraud analytics and quality assurance reviews, as well as assist with analytical studies to facilitate the success of the health business. The role holder will also be responsible for the supervision and management of the staff in performing quality assurance reviews aimed at continuous improvement of the business processes.

Main Responsibilities

1. Responsible for leading, coordinating and managing the quality assurance team.
2. Achieving medical quality assurance operational objectives by contributing information and analysis to claims strategic plans and reviews. Identifying problems, completing audits, determining system improvements and implementing change.
3. Performing focused claims audits and presenting audit findings to stakeholders.
4. Conducting process reviews and audits within the business with a view of assessing its effectiveness.
5. Prepare quality assurance documentation, presentations & reports. Analyzing and summarizing trends including failed processes, fraudulent activities, registered claims errors, corrective actions and re-validations on a weekly, monthly, quarterly and yearly basis or as required by the business.
6. Monitoring and evaluating all the strategies and initiatives laid out in the business.
7. Following through to ensure performance management and leave management for the team is conducted as per the company policies.

Key Competencies

1. Detail-oriented with problem-solving abilities and conceptual thinking.
2. Ability to handle detailed tasks and work with varying types of data.
3. Ability to maintain confidentiality.
4. A team player willing to learn, apply and improve Quality Assurance best practices consistently.

Qualifications

1. Bachelor's Degree in Health Care, Finance, Accounting, Economics or any other related field.
2. Certification in Quality Management Systems will be an added advantage.
3. Knowledge and experience in the insurance industry
4. Knowledge of medical insurance, claims processes and procedures
5. Knowledge of insurance regulatory requirements
6. Audit, fraud and forensic investigation techniques

Relevant Experience

1. Minimum of five years relevant experience.
2. Experience in reviewing and addressing gaps in insurance operations.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 9th December 2021. Only shortlisted candidates will be contacted.

