



Job Ref. No: JHIL164

Position: Senior Wellness Coordinator, Population Health

Jubilee Insurance was established in August 1937 as the first locally incorporated insurance company based in Mombasa. Over the years, Jubilee Insurance has expanded its reach throughout the region, becoming the largest composite insurer in East Africa, offering Life, Pensions, General, and Medical Insurance. With a client base of over 1.9 million, Jubilee stands as the number one insurer in East Africa. We operate a network of offices in Kenya, Uganda, Tanzania, and Burundi, and we are the only ISO-certified insurance group listed on the three East African stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange, and Uganda Securities Exchange. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for a **Senior Wellness Coordinator, Population Health** within Jubilee Health Insurance Limited. The position holder will report to the **Assistant Manager, Wellness** and will be based at our Head Office in Nairobi.

Role Purpose

The Senior Wellness Coordinator, Population Health will be responsible for designing, implementing, and evaluating population health programs and initiatives aimed at improving the health outcomes of our target populations.

Key Responsibilities

- I. Design, monitor and report on the implementation of scheme-wise disease-specific interventions for communicable and non-communicable disease.
- II. Develop Monitoring population health profiles for all schemes and recommend appropriate control measures.
- III. Advise on population health initiatives and care delivery innovations to reduce cost and variations.
- IV. Develop guidelines, tools, and indicators for effective disease surveillance at scheme level.
- V. Analyze, systematize, and disseminate wellness program-specific data to support development of Wellness Departmental reports.
- VI. Support the wellness manager to develop, plan, and implement programs to support quality improvement strategies, disease management programs, population health initiatives, and care coordination through the continuum of care.
- VII. Identify key cost-drivers and develop plans and strategies to inform care navigation.
- VIII. Assess and report on the impact of wellness technical activities and programs, within the context of wellness initiatives and active case management.
- IX. Conduct, in collaboration with other team members, real-time analysis of disease trends based on claims data and advise on appropriate interventions.



- X. Liaise and collaborate with other relevant primary healthcare and other stakeholders in the public, non-government and private sectors, as well as consumers, in relation to the coordination of care of clients and population health interventions.
- XI. Cultural Development: Foster a culture of empathy, excellence, and ethical conduct within the care navigation section.
- XII. Quality Improvement: Drive continuous improvement initiatives to enhance the effectiveness of care navigation services and improve client outcomes.
- XIII. Uphold high ethical standards in all interactions with clients, healthcare providers, and colleagues.
- XIV. Stay informed about healthcare laws and regulations, including those related to insurance and privacy.
- XV. Ensure that all care navigation activities are compliant with these regulations.
- XVI. Maintain accurate and complete records of all client interactions and care plans.
- XVII. Be transparent with clients about the services offered, potential limitations, and any fees or charges associated with care navigation services.
- XVIII. Safeguard the confidentiality of client information and adhere to strict privacy policies.
- XIX. Seek proper authorization before disclosing any client information.
- XX. Identify potential risks associated with care navigation activities and work with relevant departments to mitigate those risks.

Key Skills and Competencies

- I. Performance reporting and management
- II. Health Benefits Plan Management
- III. Intelligence and Business Development skills
- IV. Policy Interpretation
- V. Customer Service

Academic & Professional Qualifications

- I. Degree/ Diploma holders in Public Health
- II. At least 2 years' experience in a clinical setting
- III. Basic understanding of the concepts of insurance
- IV. Proficient in the use of Microsoft office suite and packages

Relevant Experience

A minimum of two (2) years relevant working experience. Ideal candidates should possess a strong understanding of Medical Insurance.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 2nd April 2025.

Only shortlisted candidates will be contacted.

