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**Job Ref. No:** JHIL194

**Position:** Senior Wellness Coordinator, Wellness Programs

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Senior Wellness Coordinator, Wellness Programs** 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.

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### **Role Purpose**

The role holder will play a pivotal role in leading the development and execution of comprehensive wellness initiatives aimed at improving the health and well-being of our clients. Your role will involve creating and managing programs that promote a healthy lifestyle, reduce healthcare costs, and enhance overall client satisfaction.

### **Key Responsibilities** **Strategy**

1. Manage the budget for wellness programs, optimizing resources for maximum impact.
2. Stay abreast of industry trends, emerging wellness technologies, and best practices.
3. Identify opportunities for innovation and the introduction of new wellness initiatives.
4. Collaborate with senior management to develop a wellness strategy that aligns with the company's goals, values, and mission.
5. Identify and prioritize key wellness initiatives, such as preventive healthcare, stress management, and nutrition, and create corresponding programs.

### **Operational**

1. Plan, coordinate, and execute wellness events, workshops, and initiatives both in-office and remotely.
2. Ensure seamless delivery of wellness programs, leveraging various communication channels and technology platforms.
3. Develop and implement communication and marketing strategies to educate clients about the importance of wellness.
4. Create and distribute wellness-related materials, resources, and newsletters.
5. Collect and analyze data on program participation, health outcomes, and client feedback.
6. Utilize data insights to continually improve and refine wellness programs.
7. Prepare detailed reports and presentations to communicate program results to senior leadership.
8. Collaborate with external wellness vendors, healthcare providers, and industry experts to enhance program offerings.
9. Cultivate relationships with internal stakeholders to gain support and alignment for wellness initiatives.

**Leadership & Culture**

1. Cultural Development: Foster a culture of empathy, excellence, and ethical conduct within the care navigation section.
2. Quality Improvement: Drive continuous improvement initiatives to enhance the effectiveness of care navigation services and improve client outcomes.

**Corporate Governance**

1. Uphold high ethical standards in all interactions with clients, healthcare providers, and colleagues.
2. Stay informed about healthcare laws and regulations, including those related to insurance and privacy.
3. Ensure that all Wellness activities are compliant with these regulations.
4. Maintain accurate and complete records of all client interactions.
5. Be transparent with clients about the services offered, potential limitations, and any fees or charges associated with care navigation services.
6. Safeguard the confidentiality of client information and adhere to strict privacy policies.
7. Seek proper authorization before disclosing any client information.
8. Identify potential risks associated with care navigation activities and work with relevant departments to mitigate those risks.

**Key Skills and Competencies**

1. Skilled in developing, managing, and evaluating employee wellness and health benefits programs.
2. Strong ability to analyze wellness data, track KPIs, and prepare performance reports to demonstrate ROI.
3. Proven capability in planning, executing, and monitoring wellness initiatives within time and budget.
4. Excellent interpersonal, presentation, and relationship management skills to build partnerships and foster employee participation.
5. Adaptive and innovative in designing wellness solutions while leading organizational change and promoting a wellness-driven culture.

**Academic & Professional Qualifications**

1. Degree in Public Health, Nutrition or a relevant field.
2. At least 2 years' experience in a clinical setting.
3. Basic understanding of the concepts of insurance.
4. Proficient in the use of Microsoft Office suite and packages.

**Relevant Experience**

4 years' experience in development and execution of comprehensive wellness initiatives.

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 9<sup>th</sup> October 2025**

**Only shortlisted candidates will be contacted.**