



Job Ref. No: JHIL203

Position: Assistant Manager, Wellness

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 an **Assistant Manager, Wellness** at Jubilee Health Insurance Limited. The position holder will report to the **Manager, Wellness** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder is responsible for supporting the Wellness Manager in the planning, coordination, and implementation of wellness programs for clients and internal stakeholders. The role contributes to the effective execution of corporate wellness initiatives aimed at promoting preventive, promotive, and protective health practices in alignment with the organization's wellness strategy. He/she will also participate in monitoring and evaluation of wellness interventions, contribute to reporting and data analysis, and collaborate with internal departments to ensure alignment with regulatory requirements and corporate wellness objectives.

Key Responsibilities

Strategy

1. Collaborate with the Wellness Manager to design, develop, and implement comprehensive wellness programs and initiatives that align with the organization's health and well-being goals.
2. Assist in budget planning and management for wellness programs, optimizing resources to achieve program objectives efficiently.
3. Collaborate with external vendors and service providers to deliver wellness services and negotiate contracts to achieve cost-effective solutions.
4. Develop marketing and communication strategies to promote wellness initiatives, encouraging participation and engagement.
5. Prepare reports on the impact and ROI of wellness programs, making recommendations for program enhancements based on data analysis.
6. Contribute to the development of wellness policies and procedures, ensuring they align with industry best practices and organizational goals.

Operational

1. Support the Manager, wellness in coordination and implementation of Maisha FITI programs.
2. Regularly develop a database of statistics and narratives for tracking progress and efficacy of treatments and activities for Wellness Programs.



3. Ensure enrolment of members to the Jubilee Mum's Wellness Club, Chronic disease management program and Corporate Wellness Program.
4. Improve business retention by actively engaging the company's clients in meaningful and responsive wellness initiatives.
5. Manage the wellness loyalty card program by actively building relationships with the Maisha FITI partners.
6. Analyze ailment reports for schemes and implement disease prevention interventions.
7. Develop and manage Wellness Programs that address surveillance and population health needs of Jubilee Insurance Clients.
8. Liaise and collaborate with other relevant clinical specialist services within the country, 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 with chronic diseases.
9. Resolve customer complaints and concerns within acceptable turnaround time of 24hrs.
10. Interacting with clients, brokers and clinicians as needed, to resolve problems in a manner that is legal, ethical and consistent with the principles of the policy.
11. Support in business acquisition and renewal meetings as required.

Leadership & Culture

1. Support Jubilee staff by organizing and coordinating trainings, wellness initiatives and escalation processes regarding the Company wellness programs.
2. Organize and participate in member education and training sessions for clients on the various programs in the business.
3. Supervise the wellness team members in implementing the wellness programs by offering support and tracking progress.
4. Represent the wellness department in relevant meetings with internal and external stakeholders.

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 and care plans.
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 Wellness activities and work with relevant departments to mitigate those risks.

Laws, Regulations, Company Policies:

1. Stay informed about and strictly adhering to all external laws, including Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) laws, Data Protection laws, and any other relevant regulations applicable to the industry as required by IRA, CMA, RBA and any other regulator.
2. Understand, implement, and enforce internal company policies, processes, and procedures.
3. Ensure that operational compliance programs are in place within your department.
4. Develop and implement processes and controls that promote compliance with external laws, regulations, and internal policies.
5. Foster a robust ethical culture within the organization, lead by example, demonstrating and promoting ethical behaviour, integrity, and compliance with laws and regulations.
6. Encourage open communication and reporting of any potential compliance concerns or violations.

**Key Skills and Competencies**

1. A strong understanding of health and wellness principles, including nutrition, physical fitness, stress management, and mental health.
2. Competence in designing, developing, and implementing comprehensive wellness programs that address the unique needs.
3. Proficiency in collecting and analysing wellness-related data to assess program effectiveness, identify trends, and make data-driven decisions for program improvements.
4. Effective communication is crucial for promoting wellness initiatives, conducting workshops, and providing educational resources to employees.
5. Ability to facilitate and manage change, as wellness programs often involve shifting employee behaviour and attitudes toward health and well-being.
6. Competence in budget planning and resource allocation to ensure cost-effective wellness program implementation.
7. Demonstrate empathy and understanding when dealing with clients facing health challenges or personal difficulties.

Academic Qualifications

1. Degree holders in clinical studies.
2. Basic understanding of the concepts of insurance.
3. Proficient in the use of Microsoft office suite and packages.

Relevant Experience

At least **5+ years of experience** in wellness program management, health promotion, or corporate wellness within insurance, healthcare, or a related industry with strong knowledge of preventive healthcare, employee wellness, and behavioural health strategies and experience in developing and implementing wellness programs with measurable outcomes.

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com quoting the Job Reference Number and Position
by 14th November 2025**

Only shortlisted candidates will be contacted.