



VACANCY

The Namibia Association of Medical Aid Funds is a legal entity established in terms of section 10 of the Medical Aid Funds Act 1995 (Act No. 23 of 1995). NAMAF's statutory objects are to control, promote, encourage, and coordinate the establishment, development and functioning of Medical Aid funds in Namibia.

NAMAF hereby invites applications from suitably qualified **Namibians** for the position of:

HEAD: CLINICAL RISK & SUPPORT SERVICES

Reporting to Chief Executive Officer this position is responsible for the management and control of all operational functions with regards to issuing of practice numbers, publishing benchmark tariffs and ensuring the availability of relevant and effective procedure codes. The position is also responsible for complete customer care, resolving escalated customer queries and analysing and identifying risk mitigating interventions to ensure clinical health governance in order to support NAMAF in its core mandate and facilitate the prevention of fraud, waste, and abuse in order to contribute to a sustainable medical aid fund industry in Namibia.

Key Responsibilities:

- Establish and uphold comprehensive policies and standard operating procedures (SOPs) governing the entire life cycle of practice numbers, from application and creation to termination, alongside designing measures for predictive analysis and trend investigation to combat fraud, waste, and abuse, and developing protocols for efficient coding structures and benchmark tariff systems in collaboration with specialists for the seamless functioning of PCNS administrative and Forensic Analysis functions within the department.
- Supervise and coordinate PCN administration, including the facilitation of new practice number applications and the maintenance of service provider information, while also overseeing the operational integration of PCNS with service provider accounts and financial data on Pastel.
- Continuously update and amend coding structures, publish them on the website, and maintain relevant information, including benchmark tariff structures, adjusting for inflation or exchange rate fluctuations, coordinating the update of materials and medicine codes (Nappi codes) to ensure an up-to-date Namibian price file, and regularly sharing and publishing this information in response to stakeholder and customer feedback.
- Formulate and implement a comprehensive code of ethics, procedures, and protocols for customer engagement activities, discharge customers from funds when necessary, collaborate with external stakeholders like HPCNA and the Ministry of Health and Social Services, interface with Medical Aid funds to address queries, and proactively address concerns related to codes, benchmark tariffs, coding utilization, service provider registration,

as well as customer complaints regarding sufficiency of cover, affordability, and out-of-pocket expenses to ensure efficient issue resolution.

- Formulate the departmental budget for discussion and approval by the CEO, oversee the planning, management, and control of all expenses within the operational functions, and vigilantly monitor and review the capturing and maintenance of service provider accounts, as well as the payment of annual fees.
- Establish performance agreements with team members, delineating areas for development and training, and outlining key performance indicators and measurements, while also planning and allocating tasks regularly, monitoring their completion, coaching employees on work performance with regular feedback, and overseeing leave approval, work attendance, absenteeism, and disciplinary procedures in accordance with NAMAFA policies and procedures.

Qualifications and Experience

- Tertiary qualification such as a Bachelor's Degree in a clinical healthcare related field, such as Healthcare Professional, Health Information Management or Health Services Administration, or any other relevant area of specialisation.
- Additionally, a Leadership and Management qualification is a requirement.
- 10 years' experience in the field of Health Services Administration, of which at least 4 years should have been in a managerial capacity of a small administrative team.

Application procedure:

Electronic applications accompanied by a comprehensive curriculum vitae (CV) together with certified copies of identity documents and qualifications must be sent to info@capacitytrust.com. Applications must be submitted before the closing date.

Enquiries:

Ms Sylvie Antonio

Email: info@capacitytrust.com

Preference will be given to suitably qualified Namibian Citizens and designated categories as prescribed by the Namibian Affirmative Action Act. Disabled persons are encouraged to apply.

Only short-listed candidates will be contacted, and no documents will be returned.

CLOSING DATE: WEDNESDAY, 31 JANUARY 2024.