

## Terms of Reference for Director Posts for Bihar Swasthya Surakhsha Samiti (BSSS) under AB-PMJAY

The Chief Executive Officer (CEO), Bihar Swasthya Surakhsha Samiti will look after all the operational aspects, implementation of the scheme, integrate the different functional areas, foresee the external challenges and formulate the strategies, reviewing and evaluating overall performance. He will be supported by a team of specialists (dealing with specific functions). Given below are the details of 4 Director Posts for BSSS under AB-PMJAY:

### 1. Director (Administration)

<b>Position</b>	<b>Director(Administration)</b>
<b>No. of Post</b>	1 (One)
<b>Location</b>	Office of State Health Agency (SHA), AB-PMJAY, Bihar – Patna
<b>Eligibility Criteria</b>	
<b>Age:</b> Maximum 45 Years as on 1 <sup>st</sup> January, 2019	
<b>Qualification:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"> <li>• MBA/Two Year Postgraduate Diploma in Management/ Two Year Postgraduate Diploma in Business Administration/ MSW from an institution of repute with specialization in General Management / Public Policy / Public Administration.</li> </ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"> <li>• Proven track record to lead government programs/ social or health sector reforms and assist National and/ or State Governments with various forms of policy making, administration, development of various guidelines for the implementation of Government or Social Welfare Programs.</li> <li>• Demonstrated experience in planning and strategy development, demonstrated experience in operationalizing health program at field level.</li> </ul>	
<b>Experience:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"> <li>• At least 10 years of experience in administrative capacity in reputed firms/ Govt. Institutions, of which at least 5 years of working with Government sector</li> </ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"> <li>• Preference shall be given to the candidates, who have 5 years of work experience in Government Health Insurance.</li> <li>• Should have experience of leading a multidisciplinary and diverse team of professionals from diverse fields such as health insurance, communication, human resources, procurement, legal, data management, health care, reporting and documentation, monitoring and evaluations, training etc.</li> <li>• Overall administration, improve processes and policies and lead long term organizational planning, develop and oversee the standard operating procedures for scheme.</li> </ul>	
<b>Purpose of Assignment:</b>	
To plan, organize, manage and oversee the activities and operations of the Administrative Divisions including Human Resources, Procurement and Legal through management, supervisory and administrative staff to provide highly responsible and complex administrative support and expert policy guidance to implement the plans, policies and directives of the AB-PMJAY.	

*[Handwritten Signature]*



**Summary of Roles and Responsibilities:**

- To support Chief Executive Officer(CEO), State Health Agency(SHA) in the operations and strategic planning of the AB-PMJAY as it relates to budget planning, fiscal and resource planning/administration, human resource utilization, policy administration.
- Oversees human resource policies and practices with respect to recruitment, compensation, benefits, performance evaluation, career development and employee performance feedback.
- Liable to handle procurement / vendor management and legal issues.
- Works with the CEO, SHA to identify, develop and implement operational business plans, monitor key metrics, and assist in the decision making of the different functional areas.
- Develops and communicates with leadership, compensation plans that incentivize growth with the goal of retention and equality for the AB-PMJAY.
- Establishes and maintains effective internal controls for finance, human resources and grants administration.
- Promotes a culture of Service Excellence throughout the Operational Team.
- Sets a tone of leadership that is people-oriented, collaborative in nature and focused in data based decision-making.
- Builds a management culture based on teamwork, open communication, mentoring and accountability.
- Other responsibilities as agreed with CEO.

**Personal Competencies:**

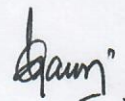
- Proven leadership skill as well as team player, gender & culture sensitive, high level of integrity and sense of ownership
- Demonstrated analytical, innovative thinking, problem-solving skills and confidence of hands on demonstration when needed in government system.
- Well versed with MS Office.
- Ability to build result-oriented relationships with internal and external stakeholders
- Sensitivity and commitment to poor and vulnerable populations and their health needs and passion to bring change in the underprivileged people lives.
- Strong interpersonal skills, articulation and excellent written and oral communication skills in Hindi and English.
- Strong time management skill, ability to prioritise and meet close and challenging deadlines.

**Agreement:**

The selected candidate will sign a Non-Disclosure Agreement (NDA) with the Society.

The initial contract shall be for a period of 3 years, which shall be extendable subject to following:

- a. Satisfactory Performance
- b. Continued requirement of the position
- c. Approval by the competent authority.





## 2. Director (Operations):

<b>Position</b>	<b>Director(Operations)</b>
<b>No. of Post</b>	1 (One)
<b>Location</b>	Office of State Health Agency, AB-PMJAY, Bihar, Patna
<b>Eligibility Criteria</b>	
<b>Age:</b> Maximum 45 Years as on 1 <sup>st</sup> January, 2019	
<b>Qualification:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"><li>MBA/Two Year Postgraduate Diploma in Business Administration/ Two Year Postgraduate Diploma in Management/ MBA in Healthcare or Master of Health Administration/ Health insurance or Public Health or similar equivalent PG degree</li></ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"><li>Medical degree will be an additional advantage.</li></ul>	
<b>Experience:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"><li>Minimum 10 years of experience in operation and administration of large public or private sector programmes, of which minimum 5 years of experience in managing health insurance or TPA or similar health insurance program</li></ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"><li>5 years working experience with Govt. health insurance schemes</li></ul>	
<b>Purpose of Assignment:</b>	
Director (Operations) will be responsible for the effective implementation of AB-PMJAY. S/he shall ensure the effective and efficient utilization of resources in line with the State Government's policies and procedures in providing healthcare facilities to the beneficiaries of AB-PMJAY.	
<b>Summary of Roles and Responsibilities:</b>	
<ul style="list-style-type: none"><li>Director, Operations will provide overall support to CEO, SHA in implementation of AB-PMJAY in the state.</li><li>Ensure compliance of operational processes and procedures as per guidelines of AB-PMJAY.</li><li>Ensure the activities for effective alliance of the State health insurance scheme (if any) and AB-PMJAY.</li><li>Supervises the daily operational activities and coordinate the material and human resources at the state level including timelines for the activities of the AB-PMJAY.</li><li>Overseeing beneficiary data management, Aadhar seeding, validation, awareness, monitoring, audit, training etc.</li><li>Maintaining the quality and timeliness of the utilization data, reporting MIS, premium and claim payments etc.</li><li>Random reviews of pre-authorizations and claims</li><li>Manage the teams across functions and other stakeholders to ensure smooth flow of data to state level on a periodic basis.</li><li>Organize routine, periodical and surveillance visits to the entities participating in the scheme and develop feedback mechanism to ensure that all processes are running as per defined standards.</li><li>Other responsibilities as directed by the CEO.</li><li>Claims Audit:<ul style="list-style-type: none"><li>Carry out claims audit on random basis</li><li>Carry out random checks, visits and investigations pertaining to admissibility of the cases paid or declined under the scheme</li><li>Supervising district teams and facilitating them in performing their duties.</li><li>Coordinating with PMUs of other health programs operation in the State for effective</li></ul></li></ul>	



horizontal integration.

**Desirable skills:**

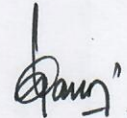
- Ability to lead teams
- Strong strategic focus and project management skills.
- Ability to operate effectively with people at all levels
- Strategic planning and goal setting.
- Familiarity to commonly used packages like MS Word, Excel, Power Point/ Office suites, internet and other relevant technologies.
- Excellent Communication & Presentation Skills, sound comprehension, analytical and interpersonal abilities; excellent oral and written communication skills in English and Hindi.
- Human resources tasks include determining needs hiring employees, overseeing assignments and planning the staff development programs.

**Agreement:**

The selected candidate will sign a Non-Disclosure Agreement (NDA) with the Society.

The initial contract shall be for a period of 3 years, which shall be extendable subject to following:

- d. Satisfactory Performance
- e. Continued requirement of the position
- f. Approval by the competent authority.





### 3. Director-IT & MIS

<b>Position</b>	<b>Director-IT &amp; MIS</b>
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna
<b>Eligibility Criteria</b>	
<b>Age:</b> Maximum 45 Years of age as on 1 <sup>st</sup> January, 2019	
<b>Qualification:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"><li>• MTech in Information Technology/ Computer Science</li></ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"><li>• MBA- IT</li></ul>	
<b>Experience:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"><li>• Minimum overall experience of 10 years post education but candidate should have overall experience of 5 years minimum in designing, developing and managing information systems within the organization (IT/MIS).</li><li>• Design and management of MIS system or Data Base management system in a Health related project/ health insurance for government</li></ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"><li>• Candidates with experience of MIS in public health program/ hospital/ national or state level health projects or an NGO health project, in India or abroad will be given added advantage.</li></ul>	
<b>Purpose of Assignment:</b>	
To be responsible for the coordination of technology infrastructure, enterprise applications, 3rd party vendor management, and data connectivity throughout the State. Should direct and manages IT-oriented strategic plans, policies, programs, technology support services, network communication, and business intelligence systems to accomplish business goals and objectives.	
<b>Summary of Roles and Responsibilities:</b>	
<ul style="list-style-type: none"><li>• Work closely with the project/ contract design team to support in developing appropriate IT platform for a robust MIS support system that would facilitate effective implementation and management of AB-PMJAY program.</li><li>• Develop and coordinate risk and control assessment programs, fraud triggers and business intelligence tools in collaboration with the IT and medical management teams</li><li>• Develop or procure cost effective software and IT systems/equipments to meet the requirements for supervision, monitoring and evaluation of AB-PMJAY project including concurrent monitoring, verification of KPIs (Key Performance Indicator), verification of invoice for payment process payment clearance in consultation with the relevant officials and cells in the society/ directorate.</li><li>• Develop an integrated MIS system to monitor and evaluate the KPIs against project objectives. Devising IT policies and system to support the implementation of scheme.</li><li>• Identify hardware/ software needs and seamless integration with existing systems within the SPMU &amp; also at Districts and Blocks levels. Prepare contingency plans for system failure, preventive measures, back up options, security breach or other challenges.</li><li>• Inspect the use of technology equipment and ensure the optimal use, identify the upgrades or configuration and report to SHA</li><li>• Management of web-based project management tools for tracking implementation of AB-PMJAY program and activities</li><li>• Analyse the needs of scheme and determine the technology requirement</li><li>• Mentor and guide Monitoring &amp; Evaluation Manager with the design and implementation of all key indicators for the M&amp;E system</li><li>• Identify and Contract consultants/ IT cost efficient solution providers in case there is a need for outsourcing of a software management platform</li><li>• Present a quarterly report to the CEO regarding the overall functioning of the</li></ul>	



Communication and grievances strategy

- Capable of developing Dashboard for AB-PMJAY related work for all levels
- Capable of developing application for M&E of AB-PMJAY in health, data analysis/ interpretation and foresee the trends.
- Develop and manage helpdesk centre at state for IT related issues emerges at districts/ blocks
- Undertake any additional responsibilities given by the State Health Agency or Other responsibilities as agreed with CEO.

**Desirable skills:**

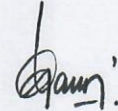
- Ability to lead teams
- Strong strategic focus and project management skills.
- Ability to operate effectively with people at all levels
- Familiarity with commonly used packages like MS Word, Excel, Power Point/ Office suites, internet and other relevant technologies.
- Excellent Communication & Presentation Skills, sound comprehension, analytical and interpersonal abilities, excellent oral and written communication skills in English and Hindi

**Agreement:**

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The initial contract shall be for a period of 3 years, which shall be extendable subject to following:

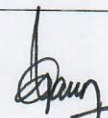
- a. Satisfactory Performance
- b. Continued requirement of the position
- c. Approval by the competent authority.





#### 4. Director-Health Care

<b>Position</b>	<b>Director-Health Care</b>
<b>No. of Post</b>	1 (One)
<b>Location</b>	Office of State Health Agency, AB-PMJAY, Bihar, Patna
<b>Eligibility Criteria</b>	
<b>Age:</b> Maximum 45 Years as on 1 <sup>st</sup> January, 2019	
<b>Qualification:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"><li>• MBBS from a recognized medical college with Master or Two Year Postgraduate Diploma in Health Management/ Two Year Healthcare Administration/ Public Health or MBA in Healthcare.</li></ul>	
<b>Experience:</b>	
<b>Essential</b>	
<ul style="list-style-type: none"><li>• Minimum 10 years of experience in large health sector programmes</li></ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"><li>• Minimum 5 years of experience in managing health insurance or TPA or similar health insurance programme, in public or private sector</li></ul>	
<b>Purpose of Assignment:</b>	
The Director Health Care will be responsible for the overall management of hospital and health care mechanism under AB-PMJAY throughout the State. S/he shall ensure the effective and efficient hospital management process in line with the State Government's policies and procedures for providing healthcare facilities to the beneficiaries of AB-PMJAY.	
<b>Roles and Responsibilities:</b>	
<ul style="list-style-type: none"><li>• Leading the management of hospital network engagement, which includes development of domain specific guidelines, policy documents, implementation support etc. along with Operations Division.</li><li>• Guidance in developing quality and safety standards for hospitals within the state which can follow and implement in their network of hospitals.</li><li>• Guide and lead the Advisors and Consultants working in the hospital network and quality assurance division as well as ensuring continuous coordination with the other divisions under SHA.</li><li>• Ensure the quality service delivery by the empaneled government and private empanelled hospitals.</li><li>• Facilitate and support in preparation/ updates of empanelment criteria as well as quality assurance standards under the scheme. Support and guide the SHA in case of review of hospital empanelment criteria as per their request.</li><li>• Provide domain specific technical support to SHA as and when required.</li><li>• Coordinate maintenance official records, documents, files, and ensure compliance with government regulations and systems</li><li>• Coordinating and conducting medical audits, hospital audits and supports the Monitoring &amp; Evaluation Division with fraud control measures etc.</li><li>• Provide support in compiling and analyzing the reported data to highlight trends in AB-PMJAY</li><li>• Maintain a working knowledge of significant developments and trends in the field of health/health insurance.</li><li>• Undertake any additional responsibilities given by the State Health Agency or Other responsibilities as directed by the CEO.</li></ul>	





**Desirable skills:**

- Ability to lead teams
- Strong strategic focus and project management skills.
- Ability to train the medico- team on technical issues.
- Ability to operate effectively with people at all levels
- Familiarity to commonly used packages like MS Word, Excel, Power Point/ Office suites, internet and other relevant technologies.
- Excellent Communication & Presentation Skills, sound comprehension, analytical and interpersonal abilities, excellent oral and written communication skills in English and Hindi

**Agreement:**

- The selected candidate will sign a Non-Disclosure Agreement (NDA) with the Society.

The initial contract shall be for a period of 3 years, which shall be extendable subject to following:

- a. Satisfactory Performance
- b. Continued requirement of the position
- c. Approval by the competent authority.

