

Job descriptions - Director (Operations):

Position	Director(Operations)
No. of Post	1 (One)
Location	Office of the State Health Agency, AB-PMJAY, Bihar, Patna
Eligibility Criteria	
Age: Maximum 45 Years as on 1 st August, 2019	
Qualification:	
Essential	
<ul style="list-style-type: none"> MBA/Postgraduate Diploma in Business Administration/ Two Year Post Graduate Diploma in Management/MBA in Healthcare or Master of Health Administration/ Health insurance or Public Health or similar equivalent PG Degree/ Diploma 	
Desirable	
<ul style="list-style-type: none"> Medical degree from a recognised University/Institution. 	
Experience:	
Essential	
<ul style="list-style-type: none"> Minimum 10 years of experience in operation and administration of large public or private health sector programmes. 	
Desirable	
<ul style="list-style-type: none"> 5 years working experience with Govt. health insurance schemes or managing health insurance or TPA or similar health insurance program 	
Purpose of Assignment:	
<p>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.</p>	
Summary of Roles and Responsibilities:	
<ul style="list-style-type: none"> Director, Operations will provide overall support to CEO, SHA in implementation of AB-PMJAY in the state. Ensure compliance of operational processes and procedures as per guidelines of AB-PMJAY. Ensure the activities for effective alliance of the State health insurance scheme (if any) and AB-PMJAY. 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. Overseeing beneficiary data management, Aadhar seeding, validation, awareness, monitoring, audit, training etc. Maintaining the quality and timeliness of the utilization data, reporting MIS, premium and claim payments etc. Reviews of pre-authorizations and claims Manage the teams across functions and other stakeholders to ensure smooth flow of data to state level on a periodic basis. 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. 	


 19/8/19


- Claims Audit
- Carry out random checks, visits and investigations pertaining to admissibility of the cases paid or declined under the scheme
- Supervising district teams and facilitating them in performing their duties.
- Coordinating with PMUs of other health programs operation in the State for effective horizontal integration.
- Other responsibilities as directed by the CEO

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.


19/8/19