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Position	HR Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna

Eligibility Criteria

Age: Maximum 40 Years of age as on 1st January, 2019

Qualification:

Essential

- Two year regular MBA or Post Graduate Diploma in Management from recognized University/Institute with Human Resource (as major subject)

Desirable

- Two year regular MBA or Post Graduate Diploma in Management from recognized University/Institute with Human Resource (as major subject) with Certification in healthcare management/ healthcare administration will be preferred

Experience:

Essential

- Minimum 5 years of post-qualification experience in HR with at least 2 years of related work experience in public sector/ Development Sector / Social Sector / NGO in HR functions

Desirable

- Minimum 2 year experience in Health Insurance or TPA industry will be preferred

Purpose of Assignment:

To manage the SHA's Human Resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.

Summary of Roles and Responsibilities:

- Provide comprehensive planning and execution support in all the activities related to Recruitment and Performance Management.
- Identify learning and development needs of staff across the state and develop action plans for further improvement.
- To develop Standard Operating Procedures for performance management, ensure timely completion of the Annual Performance Review.
- Ensure that a complete set of HR policies are in place, covering all aspects of employment.
- Develop and put in place guidelines on Anti-Harassment Policy at work place.
- Design and undertake public health leadership programs for district level teams, particularly focusing on creating a cadre of leaders among medical officers at Primary and secondary care level.
- Assist SHA in workforce rationalization, gap analysis, and strategies for multi skilling through rapid reviews and assessments, keeping in view the complexity and diversity of various contexts.
- Support integration of Director, Administration and SHA through studies, sharing and learning workshops
- Assisting SHA in developing HR policies in synergy with future requirements.
- Undertake any additional responsibilities given by the SHA.

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Desirable skills:

1. Ability to lead teams
2. Strong strategic focus and project management skills.
3. Ability to operate effectively with people at all levels
4. Conducting and organizing trainings for field teams
5. Familiarity with commonly used packages like MS Word, Excel, Power Point/ Office suites, internet and other relevant technologies.
6. 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.



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Position	Procurement Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna

Eligibility Criteria

Age: Maximum 40 Years as on 1st January, 2019

Qualification:

Essential

- Two year regular MBA or two year regular PG Diploma in Finance (as a major subject) from any recognized University/Institute

Desirable

- Two year regular MBA or two year regular PG Diploma in Finance (as a major subject) from any recognized University/Institute with PG Degree/ Diploma/ Certificate in Operations Management/ Material Management/Supply Chain Management will be preferred

Experience:

Essential

- Minimum 5 years of work experience at state level in Procurement, of which 2 years of related state level experience in public sector.

Purpose of Assignment:

To manage the procurement of goods and services following SHA's policies, procedures and applicable local and state regulations.

Summary of Roles and Responsibilities:

- Undertake the project procurement activities, such as reviewing technical specifications for goods and works; researching market for procurement bid lists; preparation of bidding documents; expression of interest; RFP; equipment quality test, writing evaluation reports; training of bid evaluation committees.
- Ensure timely implementation of procurement plan, execute and coordinate all procurement of goods and services at District and Block level as per guideline of the SHA.
- Maintaining proper bookkeeping and record keeping of procurement.
- Undertake extensive field visit to ensure the quality project/program interventions.
- Delegate tasks and supervise the work of purchasing and procurement agents across all departments. Prepare and issue the clarifications to the bidders' queries in order to develop the transparent and fair process.
- Manage every aspect of the supply chain & logistics and notify the senior management team of any possible obstacles to ideal efficiency
- Perform cost analysis and set appropriate benchmarks, review the quality of good procured on random selection and prepare report and corrective measures where quality is compromised.
- Create policies and procedures for risk management and mitigation
- Track and report key functional metrics to reduce expenses and improve cost effectiveness
- Foresee alterations in the comparative negotiating ability of suppliers and clients
- Expect unfavourable events through analysis of data and prepare control strategies
- Perform risk management for supply contracts and agreements
- Control spends and builds a culture of long-term saving on procurement costs.



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- Undertake any additional responsibilities given by the Supervisor or State Health Agency.

Desirable skills:

- Strong strategic focus and project management skills.
- Ability to negotiate and operate effectively with people at all levels
- Computer proficiency with high level of 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:

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.



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Position	Finance Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna

Eligibility Criteria

Age: Maximum 40 years as on 1st January, 2019

Qualification:

Essential

- Two years regular MBA in Finance (as a major subject) or Two year Regular PG Diploma in Finance (as a major subject) or CA/CS/ ICWAI from a recognized University/Institute

Desirable

- Two years regular MBA in Finance (as a major subject) or Two years Regular PG Diploma in Finance (as a major subject) or CA/CS/ ICWAI from a recognized University/Institute with Certification in Health Policy Financing/Health Management will be preferred

Experience:

Essential

- Minimum 5 years of state level finance related managerial work experience in public sector

Desirable

- Minimum 2 years of experience at state level in health insurance in Government sector / TPA sector

Purpose of Assignment:

To provide overall advice, supervision and leadership to establish and maintain financial management, accounting and reporting systems for AB-PMJAY program. S/He shall work closely with the Finance Controller and CEO regarding the financial reporting, audit and risk management requirements of this program.

Summary of Roles and Responsibilities:

- Finance Manager is primarily responsible for overseeing the funds management under SHA and monitoring overall financial management including release of funds, annual budget expenditure and unspent budget follow-ups, budget forecast, revised estimates, reporting, Statutory Audit, Utilization Certificates, field review visits etc.
- Supervision, monitoring, training and guidance of the team at state and district levels
- Devise financial management information system
- Submit periodic financial report to National Health Agency (NHA)
- Statutory Audit arrangements for State; monitoring, review, analysis, compliance of Audit and GOI observations and timely submission of Audit Reports
- Capacity building for State/District level finance & accounts staff from time to time
- Monitoring financial performance indicators and convergence of financial & accounting processes
- Visits to districts for financial management performance review, financial studies and prepare status reports with recommendations for improvement.
- Undertake any additional responsibilities given by the State Health Agency.

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Desirable skills:

- Ability to lead teams
- Strong strategic focus and project management skills.
- Ability to operate effectively with people at all levels
- Strong business focus
- Computer proficiency with high level of 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
- Confidentiality, Dependability, Client Confidentiality

Agreement:

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

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- c. Approval by the competent authority.



Monitoring & Evaluation Manager

Position	Monitoring & Evaluation Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna

Eligibility Criteria

Age: Maximum 40 years as on 1st January, 2019

Qualification:

Essential

- B.Tech in Computer Science or IT / M.Sc. Statistics or Two years Master in Population Science from recognized University/Institute

Desirable

- B.Tech in Computer Science or IT / M.Sc. Statistics or Two years Master in Population Science from recognized University/Institute with Certification in data analytics/data mining /data sciences/Big data/Geographic Information System (GIS) will be preferred

Experience:

Essential

- At least 5 years of relevant experience at state level in monitoring and evaluation and data analysis in social sector schemes with public/ private sector

Desirable

- Minimum 2 years of experience at state level in the Public Health/Health Insurance Industry will be preferred

Purpose of Assignment:

To develop and implement monitoring and evaluations plans consistent with program design; design and implement data collection systems; collect and analyze quantitative and qualitative data; conduct timely assessments and evaluations; and contribute to SHA reports as required.

Summary of Roles and Responsibilities:

- Monitor different activities of the scheme such as functioning of SHA, hospitals, field personnel, monitoring achievement of goals etc.
- Organize routine, periodical and surveillance visits to all the entities participating in the scheme to ensure that all processes are running as per defined standards
- Develop and coordinate risk and control assessment programs, fraud triggers and business intelligence tools in collaboration with the IT and medical management teams
- Identify the bottlenecks in implementation, export and analyse data and provide feedback on the scheme implementation.
- Socio- economic impact survey among the beneficiaries / community, cost of health/ burden reduced etc. Systemic alliance with Operations, Finance, Legal, Grievance to track all round progress and feed to other units on performance.
- Implement the monitoring system and generating regular quality data from the field.
- Use of data and information from M&E system for real time decision making to

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improve the scheme implementation

- Design and implement feedback forms including in local vernacular ascertaining awareness, utilization of benefits by beneficiaries and healthcare outcomes
- Facilitate baseline survey and impact assessment by the organization as and when needed
- Report to the Chief Executive Officer on all exceptional findings and provide routine dashboard support
- Produce regular progress and monitoring reports for district counterparts and ensure regular and systematic feedback loops
- Undertake any additional responsibilities given by the State Health Agency.

Desirable skills:

- Strong analytical skills and advance IT skills for making attractive presentations.
- Managing large scale technology implementation in government system, knowledge on working on statistical software package and handling of voluminous data. Ability to operate effectively with people at all levels
- Computer proficiency with high level of 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
- Confidentiality, Dependability, Client Confidentiality

Agreement:

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- c. Approval by the competent authority.



Grievances Manager

Position	Grievances Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna

Eligibility Criteria

Age: Maximum 40 years as on 1st January, 2019

Qualification:

Essential

- Two years regular MBA or two years regular Post Graduate Diploma in Health Management / Health Administration/Hospital Administration

Experience:

Essential

- Minimum 5 years of experience at State level in managing public grievances, social audits, monitoring of social sector projects.

Desirable

- Minimum 2 years of work experience in grievance management of a private sector/ PSU organization preferably in health insurance sector.

Purpose of Assignment:

To establish and handle a process whereby beneficiaries and other programs related persons may have their grievances and complaints resolved in a prompt, reasonable and consistent manner.

Summary of Roles and Responsibilities:

- Help in setting up State and District level Grievance Redressal Committees (SGRC and DGRC) and oversee functions of SGRC.
- Assess various systems of grievance redressal management (GRM) and use the learning to implement GRM mechanism in the state
- Help form systems and frameworks for grievance redressal – preferably an IT system; follow central guideline while developing these frameworks and systems
- Managing complaint and grievances in timely and transparent manner
- Responsible for organizing meetings of State Grievance Redressal Committees
- Help state carry out grievance process audit in a timely manner, generating the dispute trends and summarizing the unique cases.
- Manages communication campaigns to make beneficiaries aware of contours of the scheme and also their rights
- Researching and detailing of the case and presenting the facts and figures for decision, updating progress on active cases
- Popularize call-centre and website details for logging grievances
- Undertake any additional responsibilities given by the State Health Agency.

Desirable skills:

- Strong strategic focus and project management skills.
- Working knowledge of health insurance practices and principles.
- Manage the conflict resolutions.
- Ability to operate effectively with people at all levels

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- Computer proficiency with high level of 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:

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.



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IT Manager

Position	IT Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna

Eligibility Criteria

Age: Maximum 40 years as on 1st January, 2019

Qualification:

Essential

- M.Tech (Computer Science/ IT)
or
B.E./ B Tech (Computer Science/IT)/ MCA with regular MBA or PG diploma in IT

Desirable

- Microsoft certification in access ,SQL or oracle server will be preferred

Experience:

Essential

- Minimum of 5 years of experience at state level in managing IT systems

Desirable

- Minimum 2 years' of experience in insurance claims management IT systems shall be preferred

Purpose of Assignment:

IT manager to be responsible and accountable for the smooth running of computer systems within the limits of requirements, specifications, costs and timelines. She/ He will monitor the implementation and maintenance of SHA's computing needs.

Summary of Roles and Responsibilities:

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access/ administration and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Handle related annual budget and ensure cost effectiveness
- Managing and reporting on allocation of IT budget
- Running regular checks on network and data security
- Identifying and acting on opportunities to improve and update software and systems
- Providing direction for IT team members and ensuring IT updates are communicated to all the relevant stake holders and appropriate training provision to make user friendly

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- Undertake any additional responsibilities given by the State Health Agency.

Desirable skills:

- Strong strategic focus and project management skills.
- Manage the hardware
- Ability to operate effectively with people at all levels
- Excellent Communication & Presentation Skills, sound comprehension, analytical and interpersonal abilities.

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. Approved by Competent Authority



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Database Administrator

Position	Database Administrator
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna
Eligibility Criteria	
Age: Maximum 40 years as on 1st January, 2019	
Qualification:	
Essential	
<ul style="list-style-type: none">• M.Tech (Computer Science/ IT /Database systems)• or B. Tech./B.E. (Computer Science/ IT)/ MCA with MBA in IT	
Desirable	
<ul style="list-style-type: none">• Microsoft certification in access ,SQL or oracle server will be preferred	
Experience:	
<ul style="list-style-type: none">• Minimum 5 years of work experience in setting up and managing database systems with minimum 2 years of experience in managing SQL/Oracle data bases	
Desirable	
<ul style="list-style-type: none">• Minimum 2 years experience in insurance industry database system maintenance will be preferred	
Summary of Roles and Responsibilities:	
<ul style="list-style-type: none">• Configure database servers, Identifies database requirements by interviewing customers; analyze department applications, programming, and operations; evaluating existing systems• Recommends solutions by defining database physical structure and functional capabilities, database security and access, data back-up, and recovery specifications.• Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements.• Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.• Prepares users by conducting training; providing information; resolving problems.• Supports database functions by designing and coding utilities.• Maintains quality service by establishing and enforcing organization standards.• Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.• Monitor and maintain system health and security• Schedule and perform regular server maintenance• Create database management procedures	

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- Undertake any additional responsibilities given by the State Health Agency.

Desirable skills:

- Strong strategic focus and project management skills.
- Familiarity with data languages and principle of data design
- Ability to operate effectively with people at all levels
- Excellent Communication & Presentation Skills, sound comprehension, analytical and interpersonal abilities, excellent oral and written communication skills in English and Hindi

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



Quality Assurance Manager

Position	Quality Assurance Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna
Eligibility Criteria	
Age: Maximum 40 years as on 1st January, 2019	
Qualification:	
Essential	
<ul style="list-style-type: none"> Science graduate with two year regular Master or two year regular PG Diploma in Hospital Management /Hospital Administration/Health Administration/ Health Management from a recognized institution/University 	
Desirable	
<ul style="list-style-type: none"> MBBS/BAMS/BHMS/BUMS with two year regular Master or two year regular PG Diploma in Hospital Management /Hospital Administration/Health Administration/ Health Management from a recognized institution/University 	
Experience:	
Essential	
<ul style="list-style-type: none"> Minimum 5 years of work experience in Quality Assurance/ Quality Management /Health care Management 	
Desirable	
<ul style="list-style-type: none"> Minimum 2 years of work experience in healthcare/ hospital industry/ accreditation processlike NABH, NQAS etc. 	
Purpose of Assignment:	
QA Manager shall manage and implement the quality management and oversees quality assurance and compliance functions. Responsible for monitoring and updating policies and procedures to include regulatory changes.	
Summary of Roles and Responsibilities:	
<ul style="list-style-type: none"> Preparation of Master Validation Plan, Quality Manual, Site Master File. Preparation of documents like Management System Documents (Quality Manuals, Master Validation Plan etc.), Management System Procedures and Standard Operating Procedures. Ensure the services delivery and scheme is executed with highest level of quality. Preparation of Training Modules and imparting training to the district health/ hospitals' management (direct or through district officers) for quality assurance Analyze the quality assurance monitoring reports received from districts, to identify and report trends/insights Record and investigate complaints from the Customers, investigate the complaint to find out the root cause. Document respective investigation and Corrective Actions report. Conduct internal audits and special audits of various divisions, facilities, and insurance agencies. Prepare audit observations and audit report. Preparation of Internal Quality Audit Plan and selection of auditors 	

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- Undertake any additional responsibilities given by the State Health Agency.

Desirable skills:

- Strong strategic focus and project management skills.
- Ability to operate effectively with people at all levels
- Computer proficiency with high level of 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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- b. Continued requirement of the position
- c. Approval by the competent authority.

Capacity Building (CB) & Information Education & Communication (IEC) Manager

Position	Capacity Building & Information Education & Communication Manager
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna
Eligibility Criteria	
Age: Maximum 40 years as on 1st January, 2019	
Qualification: Essential	
<ul style="list-style-type: none"> Two years regular Masters in Social Work (MSW)/ Two years regular Master in Journalism or Mass Communication from recognized University/ Institution 	
Experience: Essential	
<ul style="list-style-type: none"> Minimum 5 years of experience at State level in IEC /Capacity building related interventions in Public Social Sector programs, in which minimum 2 years of experience in IEC 	
Summary of Roles and Responsibilities:	
<ul style="list-style-type: none"> Prepare roll-out plan for capacity building program Conduct training needs assessment in consultation with the SHA Development of training content (modules) – coordinate with SHA. Some of the areas of focus may include (i) Overview of the scheme (ii) Identification of beneficiaries (iii) Empanelment of hospitals (iv) Claim settlement (v) Fraud and corruption (vi) Grievance redressal etc. Getting training content pre-tested and also reviewed by technical experts of different domains Identify master trainers as well as resources for training Coordinate and ensure roll-out of training activities as per plan; build capacities of state and district level staff Ensure quality assurance of the trainings; develop necessary tools and formats for this process. Undertake pre and post training assessment, analyze information and take actions on gaps Develop guidelines for IEC/BCC Program for the scheme, keeping in view the evidence (data) based rationale, background work already undertaken, innovations etc. Coordinate with the verticals of SHA and analyze need for IEC/BCC; this should be reflected in the guideline for the IEC/BCC program Develop Media Plans and coordinate for execution of mass media campaigns, social media interventions. Advise on the appropriate mix of materials to be developed as per the specific request for the communication campaigns and facilitate creating prototypes/ artworks for the same Review available formative research to develop, guide the 	



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development/modification/adaptation of the communication materials

- Identify and undertake the creative development of key messages that need to be included in communication materials for concerned campaigns.
- Organize review of IEC/BCC activities.
- Coordinate development of creative graphics and content suitable for social media
- Coordinate development of the following: annual report, e-book, newsletter, reports etc.
- Coordinate with print and electronic media to organize press briefings and subsequently prepare and disseminate press releases
- Manage and oversee the work of agencies contracted for the development of communication campaigns / materials, if needed. This includes guiding as well as overseeing aspects related to creative content development / treatment, graphic design and layout

Desirable skills:

- Strong communication skills.
- Ability to operate effectively with people at all levels
- Computer proficiency with high level of familiarity with commonly used packages like MS Word, Excel, Power Point/ Office suites, internet and other relevant technology
- Excellent presentation Skills, sound comprehension, analytical and interpersonal abilities, excellent oral and written communication skills in English and Hindi

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

