



KENYATTA UNIVERSITY TEACHING, REFERRAL & RESEARCH HOSPITAL (KUTRRH)

JOB ADVERT FOR A CARE SERVICE MANAGEMENT OFFICER POSITION IN KUTRRH

Kenyatta University Teaching, Referral and Research Hospital (KUTRRH) is a State Corporation registered under Legal Notice Number 4 of the State Corporations Act Cap 446 in January 2019 as a Level 6 Tertiary Hospital and is now operational offering specialized referral services.

The Hospital is seeking to recruit a qualified and experienced **Care Service Management Officer on a 3-year renewable performance-based contract.**

CARE SERVICE MANAGEMENT OFFICER - KUTRRH/DACS/CMO/403

Job Description

The Care Service Management Officer will provide corporate client support, serving as a liaison person with corporate clients and health insurance service participating in the formulation of business growth plans for the hospital.

Duties and Responsibilities

- i. Enhance and maintain a good working relationship with service providers and referring doctors.
- ii. Coordinate meetings with the appropriate stakeholders including corporate clients, insurance companies, clients and insured individuals to improve service delivery.
- iii. Provide clinical care facilitation for insurance patients admitted in the hospital as appropriate.
- iv. Organize one-on-one visits with corporates in regards to referrals and medical institutions.
- v. Ensure effective communication with KUTRRH target market.
- vi. Continuously work to build medical tourism referrals ensuring best practices and enhancing patient satisfaction.
- vii. Maintain and grow the institutions business
- viii. Keep the referring doctors and institutions database and continuously update on KUTRRH's new services/ clinical staff.
- ix. Address issues/challenges arising from stakeholders.
- x. Participate in all team efforts as departmental needs arise.
- xi. Timely preparation of care service management reports.
- xii. Any other duties that may be assigned from time to time.

Minimum Qualifications

- i. Diploma or Degree in Nursing from a recognized institution.
- ii. Active registration with the Nursing Council of Kenya and Valid Practice License.
- iii. Computer proficiency.
- iv. Knowledge of relevant legislations.
- v. Knowledge of professional standards.



- vi. At least seven (7) years working experience as a Nursing Officer in a reputable health facility, two of which should have been served as a care manager in health insurance either in hospital or an insurance firm.
- vii. Business development experience is an advantage.
- viii. Qualification in Health Systems Management will be an added advantage

Soft Skills Required

- i. Organizational skills
- ii. Excellent Communication skills
- iii. Analytical skills
- iv. Ability to meet stringent deadlines
- v. Report-writing skills
- vi. Good interpersonal skills
- vii. Strong work ethic with attention to timeliness, accuracy, and efficiency in handling a demanding workload.

If your background and competencies match the specifications of the position above, please apply online via: www.kutrrh.go.ke/careers

For all applications, please indicate the subject as follows: **JOB APPLICATION – [JOB REFERENCE NUMBER]**. Please note that you have to attach the *Application Letter, Curriculum Vitae, Filled Application Form and License* when you apply online via the portal.

The deadline for the receipt of all applications is **23rd September 2021**.

Only shortlisted candidates will be contacted.

All shortlisted candidates must fulfill the requirements of Chapter Six of the Constitution of Kenya 2010, including;

- Certificate of good conduct from the Directorate of Criminal Investigations
- Clearance Certificate from the Higher Education Loans Board (for University graduates only)
- Tax Compliance Certificate from the KRA
- Clearance from Ethics & Anti-Corruption Commission
- A report from an approved Credit Reference Bureau

Please take note that all communication to potential candidates is specifically through official telephone/ email.

Any form of canvassing will lead to immediate disqualification.

KUTRRH is an Equal Opportunity Employer.

YOUTH, WOMEN AND PEOPLE LIVING WITH DISABILITY ARE ENCOURAGED TO APPLY.