

Vacancy – Group Manager: Managed Care Services

Lenmed is seeking a seasoned manager of Managed Care Services to drive efficiencies across the admission, case management and billing processes and other patient services functions, through the implementation of industry leading processes.

About us:

Lenmed Health is a global provider of innovative healthcare solutions across a diverse range of clients. We pride ourselves as being a leader in the delivery of state of the art healthcare solutions who believes passionately in using business as a force for good in everything we do.

Our competitive advantage lies in our agility, management expertise and the quality of our team. We pride ourselves on a customer-centric approach and a 'can do' attitude.

Today, we operate across South Africa, Mozambique and Botswana.

Lenmed commits to be a relevant and growing healthcare group championing exceptional patient experiences and clinical outcomes; remaining true to our roots, the communities and people we serve.

Role Summary:

Reporting to the Chief Commercial Officer, this is a critical role, leading a team and the hospitals. The successful incumbent will oversee Lenmed's Admissions, Case Management and Billing functions.

Key Performance Areas:

The successful incumbent should perform, inter alia, the following key performance areas:

- Provide ongoing recommendations to the business on the financial implications of their actions in terms of costs, efficiencies, profitability and sustainability
- Display understanding of the key issues and risks driving business success and make recommendations on how to address identified risks in the patient services and other departments
- Actively lead change in identifying and following through on opportunities for improvement

Lenmed Health Management Company (Pty) Ltd

- Develop and/or enhance frameworks, policies and procedures to ensure consistent implementation from an operational perspective
- Foster relationships with funders and managed care organisations supportive of the Group's objectives and requirements
- Improve billing accuracy
- Ensure excellence in case management and clinical coding and determine the Group's strategy for engagement with funders and managed care organisations
- Design and implement solutions to support the collections process and reduce shortfalls in payment by all funders
- Take full responsibility for performance management of all direct reports, focusing on all aspects of sound people management: recruitment, development, performance management, remuneration and rewards, career path planning, transformation and on-the-job coaching and mentoring
- Lead by example in driving Lenmed's values and vision;

Qualities of the successful candidate:

The successful candidate will embody personal attributes that will enable them to quickly add value to our Vision, including:

- Passion - wants to make an impact and cares about the business and brand
- Curiosity - wants to understand how things work and how to make them better
- Drive - self-starter, who is able to undertake multiple priorities across the business
- Analytics and Resilience - bring an analytical perspective to solve business challenges
- Judgement - applies experience, facts, and intuition to assess situations and define solutions
- Influence - ability to relate to and influence across the organization
- Innovation – ability to take the finance function to the next level
- Growth Champion - a strong leader with experience in guiding, driving, connecting and inspiring people
- High level of integrity and dependability with a strong sense of urgency and results-driven
- To perform effectively as a leader, the CIO will need the requisite leadership and interpersonal skills, including communication, strategic thinking, change management, emotional intelligence and decision-making skills

Minimum Required Education:

- Graduate degree or equivalent
- Post graduate studies would be an advantage

Inherent Requirements:

- Minimum of 7 years' experience in a leadership role in hospital patient services management with an evident track record of success;
- Established industry contacts and experience.
- Private Healthcare experience essential.

Application Process:

Candidates that meet the minimum criteria will be subjected to an interview and evaluation process and must be aware that previous employers and references will be contacted and their qualifications, credit and criminal records will be verified. The candidates will be required to disclose all financial interests.

The application must be accompanied with a covering letter, comprehensive CV, original certified copies of qualifications, ID document, driver's license and the names of three contactable references from current and previous employers must be provided.

Applications must be submitted via e-mail to Miss Bhavani Jeena, Group HR Manager – Bhavani.Jeena@lenmed.co.za

Closing Date for applications – 24 November 2020

Correspondence will be limited to shortlisted candidates only. If you do not receive a response within 3 months from date of advert, please accept that your application was unsuccessful.