

Job descriptions - Director (Operations)

Position	Director (Operations)
No. of Post	1 (One)
Location	Office of State Health Agency, AB-PMJAY, Bihar, Patna
Eligibility Criteria	
Age: Maximum 50 Years as on 1 st January, 2020	
Qualification:	
<ul style="list-style-type: none"> • MBA in Healthcare Management or MBA in Hospital Management/Administration or Master in Hospital Administration or Post Graduate Diploma in Healthcare Management or Post Graduate Diploma in Hospital Management/Administration or Master in Public Health. 	
Experience:	
<ul style="list-style-type: none"> • Minimum 10 Years of experience in health sector. 	
Purpose of Assignment:	
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.	
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. • Random 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. • Other responsibilities as directed by the CEO. • Claims Audit: <ul style="list-style-type: none"> - Carry out claims audit on random basis - 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. 	
Desirable skills:	
<ul style="list-style-type: none"> • 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. 	
Salary (Cost to the Organization): INR 100,000/- per month	

