

## Job Advertisement

Reporting to the Senior Programmes Manager, the purpose of this role is to co-ordinate the effective implementation of voucher activities and systems, and directly oversee the claims processing function in Marie Stopes Sierra Leone (MSSL).

Since 2009, Marie Stopes Sierra Leone (MSSL) has been operating two DFID-funded voucher programmes with an aim to increase access to family planning and safe motherhood services. The Preventing Maternal Death from Unwanted Pregnancy (PMDUP) “Healthy Life” vouchers focus on long acting reversible contraception (IUDs and implants) for young women (15-24 years old) and women of low-income status. Since 2015, these vouchers operate in five Blue Star Franchise facilities across Port Loko, Western Rural and Bo districts. The Improving Reproductive Maternal and New born Health in Sierra Leone (IRMNH) “Healthy Baby” vouchers include a comprehensive safe motherhood service (antenatal care, STI treatment, safe delivery, postnatal care and post-partum family planning) for poor women, particularly those living in remote rural areas, who otherwise have extremely limited access to these services. These vouchers operate in twelve private and faith-based facilities across Port Loko, Bombali, Tonkalili, Bo, Bonthe, Moyamba, Kenema and Kailahaun districts.

Strong coordination of voucher activities and effective and efficient claims management is key to ensuring that MSSL delivers ‘best practice’ voucher programmes which contribute to a reduction in maternal and infant mortality and morbidity in Sierra Leone, and increase contraceptive prevalence rate by removing financial barriers, and increasing good quality supply of services through non-state providers.

Job Title:	Location:	Reporting to:	Probationary Period:
Voucher Programmes Coordinator	Freetown, Sierra Leone	Senior Programmes Manager	6 months

The primary responsibility of this role is to further MSI’s Global Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring every individual’s right to: **CHILDREN BY CHOICE NOT CHANCE**.

### Key Responsibilities

#### 1. Coordinate the implementation of MSI’s ‘Minimum Standards’ for Voucher Programmes

Supported by the Senior Programmes Manager, activities include:

- Own the implementation plan, co-ordinate and track delivery of the required activities by the identified responsible MSSL stakeholders e.g. project managers, clinical team, operations team
- Own and update the key documents e.g. Operational Manual, as activities are delivered
- Provide routine updates to MSSL and MSI stakeholders on progress

#### 2. Oversee the claims management function and ensure appropriate and accurate tracking, processing and reconciliation of all MSSL vouchers

Supported by the Senior Programmes Manager, activities include:

- Line manage claims administrator – ensure they understand their roles and responsibilities; on the basis of their job frameworks and agreed key performance indicators, manage staff performance and provide constructive feedback to staff in line with MSSL’s “Performance Plus” (Performance Management Process)
- Process claims when cover required e.g. annual leave (provide required technical analysis of all claims in the system for approval, quarantining or rejection of claims.
- Oversee clinical vetting of claims (by MSSL midwife)
- Effective tracking of voucher distribution from procurement to client
- Cost effective management of claim processing and team - develop and implement recommendations to rationalise claims processing paperwork and streamline organisational structure
- Ensure accuracy of claims processing and clinical vetting, and appropriate documentation and tracking is in

placement

- Proactive engagement with voucher service providers (making claims) to address any 'up stream' issues with accurate claim submission
- Immediate review and reporting to Senior Programmes Manager of any irregularities in voucher implementation or suspected misconduct

### Qualifications and Experience:

Relevant degree

3 Years Experience

More than one Sierra Leone language desirable

Project management qualification e.g. PRINCE 2 - highly desirable

Experience managing voucher or claims processing systems – strongly preferred

Knowledge of demand side financing and health insurance systems - strongly preferred

Organised; self motivating and strong attention to detail

Highly numerate; clear analytical (qualitative and quantitative) and problem-solving capabilities

Experience working in a team-oriented, collaborative environment

Strong communicator – written and oral

Skills to influence, persuade, encourage and motivate – able to elicit cooperation from a wide variety of sources, including senior management and other departments

Strong MS Office – word, excel, powerpoint

Resilience, adaptability and flexibility

### Mode of Application

Interested candidates should apply by **email only** with CV containing 2 references, location of interest and suitability statement as a single attachment to [recruitment@mariestopes.org.sl](mailto:recruitment@mariestopes.org.sl) not later than 13<sup>th</sup> April 2016. MSSSL is an equal opportunities employer. The subject of the email should be **APPLICATION FOR THE POSITION OF VOUCHER PROGRAMMES COORDINATOR** and the **CV/Suitability statement** should be saved in the applicant's full name