

United Arab Emirates Jobs Expertini®

Program Manager

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Company: MANZIL HEALTH CARE SERVICES

Location: united arab emirates

Category: other-general

Posted On 03/10/2023 Job Information Work Experience 1-3

years Medical City Dubai State/Province 337-1500 Job Description Ensure short and long-term strategy, integration and coordination of Care Coach programs. Design, implement, monitor and manage Care Coach programs based upon diverse patient needs and coordination of it as part of the broader program. Suggest optimization of Care Coach programs and insights for further solutions to be created to support patients while integrated into patient support program. In collaboration with Line Manger: propose development training plan for customer facing team, propose trainings related to patient care coaching program, act as lead – solving problems related to individual patient support issues. Act as a qualified resource for team members, answering questions and troubleshooting situations of various complexities regarding referral processing, financial assistance and handling of patient inquiries and other queries. Provide oversight and direction with regards to day to day operations, including monitoring call queue volume, home visits and workload to ensure objectives are achieved. Discuss with Line Manager if staffing adjustments are needed to maintain service level goals. Generate relevant reports on a regular basis as deemed necessary by the department. Secure back up support, as needed, for Care Coached with inbound/outbound calls during peak volume periods in effort to reduce call overflow (if applicable). Work cross- functionally to identify share opportunities for process and productivity improvement and to troubleshoot and/or resolve situations, taking ownership as needed. Provide support to the team, as applicable, in quality monitoring and identifying, reporting and coaching quality issues. Ensure Care Coaches' full compliance with policies and procedures. Monitor AE reporting and communicate with PV

ASR (Affiliate Safety Representative) to ensure that: AE is reported promptly to ASR as per local pharmacovigilance SOPs, in case they happen. Consolidated data from all Care Coaches and send monthly report to ASR for reconciliation purposes. When sending reports to the PV team ensure patient information is not disclosed. Integrate aggregate data, on patient's adherence, to the Line Manager on a monthly basis or as needed. Ensure patients data privacy is 100% protected and confidential information is not disclosed in any circumstances. Ensure continuous patient education, motivation and support is provided. Requirements Degree in Nursing, Pharmacy or Allied Healthcare Profession Minimum three (3) years' experience in patient support program and managerial level Preferably bilingual Driving license is essential Flexible to handle role across UAE (physically) & GCC country (remotely) Excellent communicator and strong influencing skills High sense of integrity and confidentiality Proficiency with Microsoft Office suite Proven leadership and coaching skills. Demonstrated ability to lead and participate within a team, manage multiple priorities and meet associated timelines while maintaining accuracy. Must maintain a positive service image at all times even when dealing with challenging issues and unsatisfied customers. Proven organizational and problem solving skills, elevating to management when appropriate. Understanding of patient experience in different therapeutic areas. Excellent communication and interpersonal skills, including situations of conflict resolution, problem solving and crisis management. Exhibits high level of flexibility when facing changes in the work environment. Ability to prioritize and handle multiple tasks. Ability in working according to global standards. Ability to preserve confidentiality or patients' data. Good scientific reporting skills and documentation.

#J-18808-Ljbffr

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