



Director of Programs

Our Clients are looking for an exceptional professional project leader with clinical experience and understanding of the healthcare reimbursement landscape to develop and lead our core program.

WHO THEY ARE:

Our clients are focused on improving healthcare quality, affordability, and access in Africa. Since incorporating they have grown to support over 150,000 patients monthly across Kenya, Tanzania, and Uganda with their suite of software products. Their network of pharmacies and clinics use their restocking system to order medicines from high quality suppliers, and they're testing a variety of payment systems and incentive structures to improve patient uptake of high-impact health products like malaria diagnostics and treatment, antenatal care commodities, and contraceptives. They measure their success by their ability to improve the quality and affordability of healthcare commodities for low-income patients across Africa.

The organization is at an exciting inflection point – they are currently testing their digital reimbursement model for improving malaria diagnosis and treatment alongside health economics research partners and global health funders. They are currently expanding their efforts in Tanzania and Uganda, with other countries to follow. They are moving towards supporting digital reimbursement for the 16 core areas that make up Universal Health Coverage (UHC) [as defined by the World Health Organization](#). And they have begun to partner with global health funders, insurance companies, and pharmaceutical manufacturers to ensure that the diagnostics and therapies required to support UHC are always available at the last mile, no matter how far that last mile might be.

About the Role

We believe that exceptional service delivery, real-time learning, and an iterative feedback loop are core to building game-changing healthcare programs at scale. They recently secured Stage 2 funding from USAID's Development Innovation Ventures, the Bill & Melinda Gates Foundation, and Grand Challenges Canada to test a more transparent and accountable model of delivery of global health funding. This model enables point of care reimbursement for essential health products via mobile money, which has the potential to transform the fundamentals of health financing in low- and middle-income countries. They are looking for a strong leader and analytical thinker to help us build this into a flagship program demonstrating the potential of data-driven healthcare delivery for the bottom of the pyramid. The ideal candidate will:

- Be excited to grow our network of pharmacies reimbursing for care from 10 to 200+, including building operations, supply chain and training systems required to achieve this
- Work with clinical advisors to develop clinical protocols to ensure pharmacies and clinics provide high-quality care
- Engage with our tech team to build a scalable reimbursement product that has the potential to impact the lives of millions of people
- Be keen to help drive debates around how to structure reimbursement to improve quality of care and expand access in rural areas, with a focus on ensuring medication adherence and incentivizing use of diagnostic tests and WHO prequalified medication
- Be interested in working with our health economics research partners to test ideas at a small scale before rolling them out across our network

The ideal candidate will be comfortable with ambiguity, able to respond quickly to changing conditions, and excited that we could be growing the program over the next year from two service lines that we support now (contraceptives and malaria care) to potentially 5-6 (with HIV ARVs, antenatal and postnatal care, and non-communicable disease care in the pipeline). In this role, the Director of Programs will lead our client's program development in Kenya and across the region. Reporting to the Chief Operating Officer, you will:

Develop and lead operations for our core reimbursement programs: With support from the COO and other leadership, you will develop our operations systems for scaling our reimbursement product, structuring onboarding and training programs, ensuring compliance with regulation and clinical best-practice, and ensure that we are gathering learnings and feedback from sites to help us improve our programs. Our Director of Programs will:

- Build the team to support a network of healthcare providers for the reimbursement systems
- Set KPIs and structure work plans to ensure we hit targets and with strong execution
- Manage all activities relating to achieving scale and service delivery objectives and targets
- Motivate our team to align their work streams in support of operational targets and objectives

Lead development of our reimbursement systems: You will develop clinical pathways and protocols; help us structure small-scale pilots and learning activities to help set reimbursement rates and copayments; and help us identify further priority products and expansion plans for new geographies. You will:

- Oversee clinical protocol development for all new programs that we may support (HIV, diabetes, hypertension, antenatal care, and possibly cervical cancer self-swabs) and refine existing protocols to ensure high quality of care
- Conduct small-scale operational research to decide how to structure subsidies to ensure med adherence and affordability of high-value products with low adoption rates currently
- Help us to develop and prioritize the pipeline of potential future programs, expansion geographies, and partnerships for patient engagement and acquisition

Lead engagement with the tech team to support product development and iteration: You will work directly with a team of software engineers to ensure that they are building world-class tech, with a focus on user experience, A/B testing for copayments and messaging, and patient identification / fraud mitigation. You will:

- Develop a feedback loop to the tech team for refining and expanding our tech product
- Help us build a proof of concept for A/B testing, with a focus on setting copayment based on patient demographics and ability to pay for care
- Evaluate technical integrations with potential partnerships, develop low fidelity ways of testing partnerships before engaging the tech team

Qualifications

They are seeking someone with a mix of operational and clinical experience who has worked in and engaged with African health systems. Candidates who fit the following criteria are strongly encouraged to apply:

- Strategic leader and strong project manager with a track record of building and managing successful teams, including experience with complex field operations
- Experience building clinical protocols, training programs, or similar systems
- Growth mindset and enthusiasm for learning, feedback and continuous improvement
- Humility and personal stability. We are looking for passionate professionals that combine strong leadership skills with good humor, patience, and a humble approach to service
- Collaborative team player who can engage leaders across the organization to meet strategic objectives
- Experience managing team performance, including recruiting future leaders and developing them to achieve their potential
- Ability to roll up one's sleeves and directly move projects forward
- Strong data skills; advanced Excel a plus
- Excellent written and verbal communication skills
- Swahili language skills

They would prefer to have you based in Nairobi, with regular travel to our main office in Kisumu

APPLICATION PROCESS:

Please submit your resume along with a cover letter in the form of a detailed email explaining your interest in the position to info@telo.co.ke before 21st February 2020