**TERMS OF REFERENCE FOR THE POST OF LEAD - SERVICE COORDINATOR UNDER PRADHAN MANTRI JAN AROGYA YOJNA**

**Qualification:** MBA and LLB from a recognized University/Institution

**Experience: Minimum 10 years in related sector**

**Place of Duty:** The normal place of work for the party will be the office of the State Health Agency (SHA)

He/She shall work under the overall guidance and supervision of the Chief Executive Officer, SHA and will be directly responsible for the following tasks:

**Job Purpose:**

Coordinate with empaneled hospitals deal with public grievances and RTI matters. He/She will be also responsible for coordination with district level committees.

**Key Responsibilities:**

1. To act as PIO for the AAAS Scheme and reply to queries from the public and other departments within stipulated TATs.
2. Anticipate and evaluate the needs of the scheme; and advice on the further development of the Scheme
3. Responsible for preparation of annual claims reports, Scheme performance report, work plans and drafting policies.
4. Ensure effective and accurate circulation of technical information of the scheme among all managers, coordinators, hospitals and other stakeholders.
5. Ensures that technical information of the scheme circulate effectively and accurately among all the Managers, Coordinators, Hospitals and other Stakeholders.
6. Support and guide the Service Coordinators in liasioning with representatives of ISA, empaneled hospitals, and Technical Executive Committee-SHA.
7. To guide Grievance Coordinators in resolving grievances as well as to act as the conveynor of all grievance committees.
8. To support patient’s audit, hospital audit, pre-authorization team/Audit team of the ISA and submit status report to the CEO.
9. Monitoring health camps organized by all the network hospitals and to provide managerial and administrative support.
10. Responsible for training of Government officials, Hospital Authorities as well as field personnel.
11. Undertake any other duties assigned to him/her by the CEO.
12. To supervise and support Service Coordinators in all the matters pertaining to claims and its management.

**Compensation:** The compensation for the post will be Rs. 65,000/- per month consolidated.