CAREER OPPORTUNITIES

MSI Tanzania is one of the largest providers of Sexual Reproductive Health and Rights (SRHR) services in the country, serving communities nationwide since 1989. We are part of MSI Reproductive Choices, a global organization operating in 36 countries worldwide. Working in close collaboration with the Government of Tanzania, MSI Tanzania delivers high-quality, client-centered reproductive health services and information through multiple service delivery channels, with a presence across all regions in the country.

Our organization is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

MSI Tanzania is gladly recruiting for the following Full-time exciting positions;

HOSPITAL ADMINISTRATOR (1 Position)

Duty Station: Dar es Salaam

Job Summary:

Under the direction of the Hospital Manager, the Hospital Administrator is responsible for planning, coordinating, and overseeing the hospital's administrative, operational, and support services to ensure efficient service delivery, optimal resource utilization, regulatory compliance, and an exceptional client experience.

The role supports the achievement of Mwenge Hospital's strategic, operational, and financial objectives through effective management of facilities, procurement, inventory, customer service, transport, security, and administrative functions.

Among the Key Responsibilities:

Key Responsibility 1: Strategic Planning and Performance Management

- Participate in the hospital management team and contribute to the development and implementation of strategic, operational, and business plans.
- Support the achievement of hospital service, operational, quality, and revenue targets.
- Monitor administrative and operational performance and implement corrective actions where required.
- Prepare and manage departmental work plans, budgets, and operational priorities.

Key Responsibility 2: Administration and Operations Management

- Coordinate support services including reception, customer care, housekeeping, transport, security, maintenance, and facilities management.
- Ensure implementation of hospital policies, procedures, and administrative controls.
- Coordinate hospital meetings, contracts, licenses, and regulatory requirements.
- Ensure compliance with statutory, regulatory, and accreditation standards.

Key Responsibility 3: Resource and Asset Management

- Oversee procurement, inventory management, and distribution of hospital supplies, equipment, and other resources.

- Ensure availability and proper utilization of operational resources across departments.
- Coordinate stock management, asset verification, and inventory audits.
- Monitor maintenance of hospital infrastructure, equipment, and facilities.
- Support cost-control and resource optimization initiatives..

Key Responsibility 4: Client Experience and Service Improvement

- Promote a client-centred culture and ensure excellent customer service throughout the hospital.
- Monitor and address operational issues affecting patient experience.
- Coordinate resolution of customer complaints and service recovery initiatives.
- Lead quality improvement projects aimed at improving efficiency and service standards.
- Identify and implement opportunities to improve operational performance and hospital profitability.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Bachelor's degree in business administration, Healthcare Management, Health Services Management, Public Administration, or a related field.
- Minimum of 3-5 years' experience in hospital administration, healthcare operations, or facility management.
- Experience in managing administrative, procurement, facility, and support service functions.
- Knowledge of healthcare regulations, quality standards, and hospital operations.
- Experience in budgeting, resource management, and performance monitoring is an added advantage.

Skills

- Leadership and supervision; Hospital operations management; Administration and facility management; and Procurement and inventory management.
- Budget and resource management; Customer service management; Planning and organization; and Communication and interpersonal skills.
- Problem-solving and decision-making; Report writing and data analysis; Quality improvement; Team collaboration; and Computer literacy (MS Office and HMIS/ERP systems).

CLIENT CARE SPECIALIST (1 Position)

Duty Station: Dar es Salaam

Job Summary:

To ensure accurate, timely, and clinically appropriate processing, verification, and reconciliation of medical insurance claims. The role will focus on reviewing clinical documentation, treatment plans, ICD-10 coding, and insurance requirements to minimize claim rejections, identify appeal opportunities, and improve overall claims revenue.

Among the Key Responsibilities:

Key Responsibility 1: Claims Processing, Reconciliation & Appeals Management.

- Conduct daily claims, vetting, verification, and reconciliation, including government and private insurance claims.

- Ensure all submitted claims are complete, accurate, clinically justified, and appropriately coded.
- Reconcile submitted claims against payments received and outstanding balances.
- Review rejected claims, determine validity of rejections, and prepare appeal documentation where appropriate.
- Track appeals and follow up on claim recoveries and outstanding resolutions

Key Responsibility 2: Client Feedback, Complaints & Retention

- Collect, document, and manage client feedback, complaints, compliments, and suggestions.
- Respond to and resolve client concerns promptly, escalating issues as appropriate and ensuring closure.
- Conduct post-service follow-up calls and support client retention through reminders and ongoing engagement.
- Identify recurring client experience issues and recommend corrective and preventive actions.
- Communicate feedback and improvement opportunities to management and relevant departments.

Key Responsibility 3: Service Promotion, Client Conversion & Relationship Management

- Provide information on hospital services, packages, and specialized care options.
- Support conversion of enquiries, referrals, and leads into completed services through collaboration with the contact centre and clinical teams.
- Identify missed opportunities, client drop-offs, and referral gaps, ensuring appropriate follow-up.
- Support referred clients and those requiring multiple services, ensuring continuity of care and effective communication.

Key Responsibility 4: Client Experience Monitoring, Reporting & Quality Improvement

- Monitor client experience across all service points and conduct regular client journey assessments.
- Track key client experience indicators, including waiting times, communication, privacy, cleanliness, staff attitude, billing, and service coordination.
- Maintain accurate records of client interactions, complaints, feedback, referrals, and resolutions.
- Prepare and present client experience reports, trends, and performance metrics to management.
- Support monitoring and improvement of NPS, client satisfaction, complaint resolution, and other client experience KPIs.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Diploma or bachelor's degree in health services management, Nursing, Clinical Medicine, Business Administration, Customer Service, or a related field.
- Experience in a hospital, maternity hospital, healthcare, customer service, or client experience environment.
- Experience in handling client complaints and coordinating multiple service points is an advantage.
- Good understanding of maternity hospital operations and client journey.
- Proficiency in Microsoft Office and electronic health systems.

Skills

- Excellent customer service and interpersonal skills; Strong communication and active listening; Problem-solving and conflict resolution and Client-centred approach.
- Strong follow-through and accountability; Coordination and teamwork; Attention to detail; Ability to work under pressure and Confidentiality and professionalism.
- Data collection and basic analysis

HOSPITAL MATRON (1 Position)

Duty Station: Dar es Salaam

Job Summary:

Under the general direction of the Hospital Manager, the Hospital Matron is responsible for the overall leadership, coordination, and management of nursing and midwifery services at Mwenge Hospital. The role ensures the delivery of high-quality, safe, efficient, and patient-centred care through effective clinical governance, workforce management, quality assurance, resource utilization, and continuous improvement of nursing services.

Among the Key Responsibilities:

Key responsibility 1: Strategic Leadership and Performance Management

- Participate in the hospital management team and contribute to the development and implementation of strategic, operational, and quality improvement plans to ensure the hospital is sustainable and meet the set operational targets.
- Lead the achievement of nursing, patient safety, quality, and service delivery targets.
- Monitor nursing performance indicators and implement corrective actions where required.
- Prepare and manage annual nursing work plans, staffing plans, and departmental budgets.
- Prepare and submit periodic nursing and operational performance reports.

Key responsibility 2: Nursing Leadership and Workforce Management

- Provide leadership, supervision, and professional guidance to all nursing and midwifery staff.
- Coordinate staff deployment, duty rosters, attendance, and workforce planning across all departments.
- Conduct performance appraisals, coaching, mentoring, and staff development activities.
- Identify training needs and coordinate continuous professional development programs.
- Promote staff engagement, accountability, teamwork, and adherence to professional standards.

Key responsibility 3: Clinical Quality, Patient Safety and Care Delivery

- Ensure the delivery of high-quality, safe, and patient-centred nursing care across all hospital departments.
- Monitor compliance with clinical protocols, nursing standards, and infection prevention and control practices.
- Ensure timely reporting, investigation, and management of clinical incidents.
- Ensure accurate and complete nursing documentation and patient records.
- Lead clinical audits and quality improvement initiatives to enhance patient outcomes.

Key responsibility 4: Resource Management and Client Experience

- Ensure adequate availability and proper utilization of nursing supplies, equipment, and resources.
- Monitor inventory levels and coordinate stock management within clinical areas.
- Ensure clinical areas maintain required standards of cleanliness, safety, and functionality.
- Monitor patient satisfaction and implement actions to improve patient experience.
- Participate in accreditation, regulatory inspections, and quality assurance activities.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Advanced Diploma or bachelor's degree in nursing or nursing and Midwifery.
- Registered Nurse/Midwife with a valid practicing license.
- Minimum of 5 years' clinical experience, with at least 3 years in a supervisory or leadership role.
- Experience in hospital nursing operations, quality management, and workforce supervision.
- Strong knowledge of patient safety, infection prevention and control, and nursing standards.
- Good understanding of maternity hospital operations and client journeys.
- Proficiency in Microsoft Office and electronic health systems.

Skills

- Nursing leadership and supervision; Clinical quality management; Patient safety and infection prevention; and Workforce planning and staff management.
- Communication and interpersonal skills; Problem-solving and decision-making; Performance management and Quality improvement and clinical audits.
- Report writing and data analysis; Resource and inventory management; Team collaboration and Computer literacy (MS Office and HMIS/EMR).

IN PATIENT DEPARTMENT IN CHARGE (1 Position)

Duty Station: Dar es Salaam

Job Summary:

Working under the direction of the Hospital Manager, the IPD In-Charge is responsible for planning, coordinating, supervising, and monitoring all inpatient services to ensure the delivery of high-quality, safe, efficient, and patient-centred care. The role oversees daily inpatient operations, staff performance, patient flow, clinical quality, resource utilization, and the availability of essential supplies and equipment, ensuring optimal patient outcomes, client satisfaction, operational efficiency, and achievement of Mwenge Hospital's clinical and business objectives.

The role supports the achievement of Mwenge Hospital's strategic, operational, and financial objectives through effective management of facilities, procurement, inventory, customer service, transport, security, and administrative functions.

Among the Key Responsibilities:

Key Responsibility 1: Strategic Planning and Performance Management

- Participate in the hospital management team and lead regular reviews of inpatient service performance, quality, occupancy, and utilization.
- Contribute to the development and implementation of annual business plans, service targets, and operational plans for inpatient services.
- Lead the achievement of approved inpatient service, quality, and revenue targets through effective performance management and continuous improvement.
- Prepare, manage, and monitor annual work plans, budgets, staffing, and resource requirements for inpatient services.

Key Responsibility 2: Leadership, Staff Management and Service Quality

- Provide leadership and supervision to inpatient services, ensuring achievement of clinical, operational, quality, and revenue objectives.

- Coordinate and manage inpatient units, including Maternity, Labour Ward, Theatre, Postnatal Ward, Nursery, and General Inpatient services, ensuring adequate staffing and efficient service delivery.
- Lead workforce planning, staff deployment, performance management, and effective communication within the inpatient team and across departments.
- Coach, mentor, and build the capacity of inpatient staff through training, supervision, and continuous professional development.
- Monitor service quality, patient safety, and staff performance, ensuring compliance with hospital policies, clinical standards, and regulatory requirements.

Key Responsibility 3: Clinical Service Delivery and Client Safety

- Ensure the delivery of high-quality, safe, and patient-centred inpatient services while maintaining patient confidentiality and adherence to professional and ethical standards.
- Provide clinical and nursing care as required, including maternal, newborn, and child health services, patient education, and health promotion activities.
- Ensure accurate, complete, and timely documentation of patient records, clinical notes, and inpatient service reports.
- Monitor, investigate, and report clinical incidents in accordance with hospital patient safety and quality management procedures.
- Support clinical audits, quality improvement initiatives, operational research, and implementation of evidence-based practices to improve patient outcomes.

Key Responsibility 4: Administration, Resources, and Performance Management

- Ensure effective management of inpatient medical supplies, including procurement, storage, inventory control, stock monitoring, and timely replenishment.
- Support the review and implementation of service pricing, cost control, and revenue optimization initiatives for inpatient services.
- Oversee administrative and operational activities required for the efficient day-to-day management of inpatient services.
- Identify, recommend, and implement approved service improvement initiatives to enhance patient volumes, quality of care, operational efficiency, and financial sustainability.
- Undertake additional responsibilities and projects as assigned by the Hospital Manager to support the achievement of hospital objectives.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Must possess a Diploma or Bachelor's Degree in Nursing, Clinical Medicine, Public Health, Health Services Management, or a related healthcare field.
- Valid professional registration and practicing license with the relevant regulatory council.
- Minimum of 3–5 years' experience in inpatient, maternal and child health, or hospital service delivery, with at least 2 years in a supervisory or leadership role.
- Demonstrated experience in managing clinical teams, outpatient operations, quality improvement initiatives, and client experience.
- Good understanding of hospital operations, patient flow management, healthcare quality standards, and regulatory requirements.
- Strong leadership, communication, problem-solving, and people management skills.
- Proficiency in Microsoft Office applications and electronic medical record (EMR/HMIS) systems.
- Experience in maternal, newborn, and child health services is an added advantage.

Skills

- Excellent customer service and interpersonal skills; Strong communication and active listening; Problem-solving and conflict resolution and Clinical Quality and Client-centred approach.
- Strong follow-through and accountability; Coordination and teamwork; Attention to detail; Ability to work under pressure; and Confidentiality and professionalism
- Data collection and basic analysis

OUTPATIENT DEPARTMENT IN CHARGE (1 Position)

Duty Station: Dar es Salaam

Job Summary:

Under the general direction of the Hospital Manager, the OPD In charge leads and oversees all outpatient clinical services, ensuring effective service delivery, clinical quality, patient safety, operational efficiency, and exceptional client experience.

The role is accountable for the performance of OPD services, workforce management, quality improvement, and the achievement of clinical, operational, and financial targets within the hospital.

Among the Key Responsibilities:

Key Responsibility 1: Strategy and Planning

- Lead the delivery of high-quality, client-centred outpatient Maternal, Newborn, Child Health and Reproductive Health services, ensuring achievement of clinical, service, and client experience standards.
- Drive the achievement of OPD service volume and revenue targets through effective performance management, client retention, referral management, and continuous service improvement.
- Lead the planning, implementation, and monitoring of annual business plans, service growth initiatives, work plans, budgets, and resource utilization for the OPD.
- Monitor and review OPD performance, including service utilization, quality indicators, operational efficiency, client satisfaction, and financial performance, and implement corrective actions as required.
- Identify and implement opportunities to expand service uptake, strengthen referral networks, and enhance Mwenge Hospital's market position and business growth within the catchment area.

Key Responsibility 2: Team Leadership

- Coordinates the OPD unit and organizes, deploys and supervises the OPD staff in accordance with HR policies.
- Sets up effective communication system within the OPD staff and other units of the hospital, technical and operational teams.
- Establishes the priorities and focus of the OPD services under the hospital and ensures proper alignment with overall priorities of the hospital.
- Coaches and provides expertise in developing strong technical skill amongst the OPD team
- Monitors and track hospital services provided by the OPD staff and controls the quality;
- Ensures that OPD staff are motivated in their service provision;
- Ensures all human resource issues for the OPD staff in handling according to the MSI HR procedures;
- Assesses training needs and arranges training in consultation with the Hospital Manager in building the capacity of OPD staff regularly;
- Conducts mid-year KPI review and annual performance appraisals for the OPD staff.

Key Responsibility 3: Clinical Service Delivery and Quality Assurance

- Ensure the delivery of high-quality, safe, and client-centred OPD services in line with hospital standards
- Provide clinical care, health education, and health promotion services within the OPD.
- Ensure accurate and timely documentation, maintenance, and accessibility of patient records.
- Monitor, report, and manage clinical incidents, service performance, and quality indicators in accordance with hospital policies.
- Supervise OPD service delivery, promote continuous quality improvement, and ensure compliance with clinical and regulatory standards.

Key Responsibility 4: Administration, Resources, and Performance Management

- Ensure effective management of OPD medical supplies, including procurement, receipt, storage, inventory control, issuance, reconciliation, and timely replenishment
- Support the review and implementation of service pricing and revenue optimization initiatives for MCH and OPD services.
- Perform administrative and operational duties required for the efficient day-to-day functioning of the MCH Centre and OPD.
- Identify, recommend, and implement approved service delivery and operational improvements to enhance client volumes, quality of care, operational efficiency, and financial sustainability
- Prepare and submit periodic operational, service, and financial performance reports, participate in stock-taking and audits, and undertake any other duties assigned by the MCH Centre Manager.
- Undertakes any other relevant duties that may be assigned to you by the Hospital Manager

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Must hold a Diploma or Bachelor's Degree in Nursing, Clinical Medicine, Public Health, Health Services Management, or a related healthcare field.
- Valid professional registration and practicing license with the relevant regulatory council.
- Minimum of 3–5 years' experience in outpatient, maternal and child health, or hospital service delivery, with at least 2 years in a supervisory or leadership role.
- Demonstrated experience in managing clinical teams, outpatient operations, quality improvement initiatives, and client experience.
- Good understanding of hospital operations, patient flow management, healthcare quality standards, and regulatory requirements.
- Strong leadership, communication, problem-solving, and people management skills.
- Proficiency in Microsoft Office applications and electronic medical record (EMR/HMIS) systems.
- Experience in maternal, newborn, and child health services is an added advantage.

Skills

- Excellent customer service and interpersonal skills; Strong communication and active listening; and Problem-solving and conflict resolution.
- Clinical Quality and Client-centred approach; Strong follow-through and accountability; Coordination and teamwork.
- Attention to detail; Ability to work under pressure; Confidentiality and professionalism; Data collection and basic analysis

MEDICAL DOCTOR (1 Position)

Duty Station: Dar es Salaam

Job Summary:

Under the direction of the Hospital Manager, the Medical Doctor is responsible for providing high-quality, evidence-based, and client-centred medical care while contributing to the achievement of Mwenge Hospital's clinical, operational, and financial objectives.

The role is accountable for the diagnosis, treatment, and management of patients, ensuring patient safety, clinical quality, client satisfaction, efficient utilization of resources, growth of hospital services, and optimization of revenue and return on investment (ROI).

Among the Key Responsibilities:

Key Responsibility 1: Clinical Service Delivery and Patient Care
- Assess, diagnose, treat, and manage patients in accordance with approved clinical guidelines and standards.
- Develop and implement appropriate treatment plans and ensure continuity of care.
- Perform medical procedures within the scope of practice and professional competence.
- Ensure accurate, timely, and complete clinical documentation and patient records.
- Promote patient safety, infection prevention, and clinical quality at all times.

Key Responsibility 2: Service Growth and Revenue Optimization.
- Grow outpatient, inpatient, maternity, surgical, diagnostic, and preventive health service utilization.
- Support achievement of departmental and hospital revenue targets through ethical clinical practice.
- Promote appropriate investigations, procedures, admissions, and follow-up services based on clinical need.
- Support client retention and strengthen referral relationships with external providers and organizations.
- Participate in hospital initiatives aimed at increasing service uptake and market growth.

Key Responsibility 3: Clinical Quality and Continuous Improvement
- Participate in clinical audits, mortality reviews, and quality improvement initiatives.
- Ensure compliance with hospital policies, clinical guidelines, and regulatory requirements.
- Report and manage clinical incidents according to hospital procedures.
- Support implementation of evidence-based practices and clinical governance initiatives.
- Participate in training, mentorship, and continuous professional development activities.

Key Responsibility 4: Resource Management and Business Sustainability
- Ensure cost-conscious utilization of medicines, investigations, consumables, and hospital resources.
- Support effective claims documentation and minimize insurance claim rejections.
- Collaborate with administration, nursing, pharmacy, and finance teams to improve operational efficiency.
- Contribute to efficient patient flow, reduced waiting times, and optimal bed utilization.
- Identify opportunities to improve service efficiency, profitability, and hospital ROI.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Must hold a Doctor of Medicine (MD) degree or an equivalent medical qualification from a recognized and accredited Institution.
- Must have valid registration and practicing license with the Medical Council.
- Minimum of 3 years of clinical practice experience in a hospital setting.
- Experience in maternal and child health, emergency medicine, or family medicine is an added advantage.
- Proficiency in Microsoft Office and electronic health systems.

Skills

- Clinical diagnosis and patient management; Emergency and acute care management; Client-centred care and Clinical decision-making.
- Communication and interpersonal skills; Quality improvement and patient safety; Documentation and report writing and Revenue and resource optimization.
- Teamwork and multidisciplinary collaboration; and Computer literacy (EMR/HMIS and MS Office).

NURSE MIDWIFE (2 Positions)

Duty Station: Dar es Salaam

Job Summary:

Under the supervision of the Hospital Matron, the Staff Nurse/Midwife is responsible for providing safe, high-quality, client-centred nursing and midwifery care in accordance with professional standards, hospital policies, and clinical guidelines.

The role contributes to positive client outcomes through effective assessment, planning, implementation, and evaluation of care while promoting client safety, quality improvement, and exceptional client experience.

Among the Key Responsibilities:

Key Responsibility 1: Clinical Care and Service Delivery
- Provide comprehensive nursing and midwifery care to patients in outpatient, inpatient, maternity, labour, postnatal, and newborn care settings.
- Assess, monitor, and manage patients according to established clinical guidelines and protocols.
- Administer medications and treatments as prescribed and monitor patient responses.
- Provide health education and counselling to patients and families.
- Participate in emergency care and respond promptly to patient needs.

Key Responsibility 2: Maternal and Newborn Care.
- Provide antenatal, labour, delivery, postnatal, and newborn care services.
- Monitor maternal and neonatal wellbeing and escalate complications promptly.
- Promote breastfeeding, newborn care, family planning, and maternal health education.
- Support safe delivery practices and infection prevention measures.
- Ensure continuity of care through appropriate referrals and follow-up.

Key Responsibility 3: Patient Safety and Quality Management
- Maintain accurate, complete, and timely patient records and nursing documentation.

- Adhere to infection prevention and control standards.
- Report and document clinical incidents, adverse events, and safety concerns.
- Participate in quality improvement activities, audits, and clinical reviews.
- Ensure confidentiality and ethical management of patient information.

Key Responsibility 4: Resource Management and Teamwork
- Ensure proper use and safekeeping of medicines, equipment, and clinical supplies.
- Monitor stock levels and report shortages promptly.
- Collaborate effectively with multidisciplinary teams to ensure coordinated patient care.
- Participate in staff meetings, trainings, and continuous professional development activities.
- Undertake any other duties assigned by the Hospital Matron or Hospital Manager.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Must hold a Diploma or Bachelor's Degree in Nursing and Midwifery from a recognized and accredited Institution.
- Must have valid registration and practicing license.
- Minimum of 2 years' clinical experience in a hospital or maternity setting is an added advantage.
- Experience in maternal, newborn, and child health services is preferred.

Skills

- Clinical nursing and midwifery skills; Patient-centred care; Maternal and newborn care; Communication and counselling; and Patient safety and infection prevention.
- Teamwork and collaboration; Problem-solving and decision-making; Documentation and record management; and Time management and organization.
- Computer literacy (MS Office and HMIS/EMR)

MEDICAL CLAIMS OFFICER (1 Position)

Duty Station: Dar es Salaam

Job Summary:

To ensure accurate, timely, and clinically appropriate processing, verification, and reconciliation of medical insurance claims. The role will focus on reviewing clinical documentation, treatment plans, ICD-10 coding, and insurance requirements to minimize claim rejections, identify appeal opportunities, and improve overall claims revenue.

Among the Key Responsibilities:

Key Responsibility 1: Claims Review, Clinical Verification & Insurance Compliance
- Review and verify clinical documentation, treatment plans, investigations, procedures, medications, and coding accuracy.
- Ensure ICD-10 codes accurately align with services provided and insurance requirements.
- Assess claims against insurance policies, coverage criteria, and contractual guidelines.
- Identify and resolve documentation, coding, or clinical discrepancies that may lead to claim rejection.

- Flag non-covered, restricted, or non-compliant services before claim submission.

Key Responsibility 2: Claims Processing, Reconciliation & Appeals Management.

- Conduct daily claims vetting, verification, and reconciliation, including government and private insurance claims.
- Ensure all submitted claims are complete, accurate, clinically justified, and appropriately coded.
- Reconcile submitted claims against payments received and outstanding balances.
- Review rejected claims, determine validity of rejections, and prepare appeal documentation where appropriate.
- Track appeals and follow up on claim recoveries and outstanding resolutions

Key Responsibility 3: Clinical Coding Improvement & Provider Engagement

- Analyse ICD-10 coding trends, rejection patterns, and payment outcomes.
- Identify recurring coding, documentation, and clinical practice issues affecting claims performance.
- Provide feedback and guidance to clinicians on documentation quality, coding accuracy, and insurance requirements.
- Support doctors and clinical teams to improve claim acceptance rates and reduce avoidable rejections.
- Promote best practices in clinical documentation and revenue cycle compliance.

Key Responsibility 4: Reporting, Analytics & Revenue Performance Improvement

- Prepare regular reports on claims submitted, paid, rejected, appealed, recovered, and outstanding.
- Monitor key claims performance indicators, rejection rates, recovery rates, and financial impact.
- Identify trends and opportunities to improve claims quality, reimbursement, and revenue recovery.
- Provide recommendations to management on corrective actions, process improvements, and risk mitigation.
- Support continuous improvement initiatives to enhance claims efficiency and financial performance.

MINIMUM REQUIREMENTS:

Qualifications & Experience

- Diploma in Clinical Medicine, Nursing, Health Information Management, or a related health field.
- Training or experience in medical insurance claims and ICD-10 coding is an added advantage.
- At least 2 years of relevant experience in medical insurance claims management, preferably within a healthcare facility.
- Experience in NHIF claims processing, daily claims reconciliation, ICD-10 coding, claims verification and rejected claims management will be an added advantage
- Good understanding of clinical documentation, investigations, treatment plans, and medical terminology.
- Knowledge of health insurance claims processes.
- Strong attention to detail, confidentiality, and ability to meet daily deadlines.

Skills

- Strong analytical and reconciliation skills.
- Good communication and interpersonal skills, particularly when engaging clinicians.
- Proficiency in health information systems and Microsoft Excel.
- Clinical and analytical judgement; Claims and revenue-cycle management; ICD-10 coding knowledge

- Problem-solving and critical thinking; Data analysis and trend identification
- Effective communication and stakeholder engagement
- Accountability and follow-through

If you feel that you are able to meet the requirements and you are motivated enough to be part of the team, please send your applications including your curriculum vitae (CV) and a cover letter detailing your suitability and why you are interested in the post to the address below:

Director of People and Culture
MSI Tanzania
11 Majuva Street – Mwenge
P. O. Box 7072, Dar Es Salaam.

Telephone: **+255 22 2774991 / 4**
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E-mail: jobs@mst.or.tz

Closing date: All applications should reach the addressee by **29th November 2026.** Please note that only shortlisted candidates will be contacted.