



PLAINSVIEW HOSPITAL

Thika road/Ruiru town Junction

Next to Jamia Mosque

Thika Road.

P.O BOX 208, Ruiru

Tell: 0711717863

Cell: 0719891942

- **Job Type:** Full Time
- **Job Title:** Care/Case Manager
- **Job Field:** [Medical / Health](#)

Role of Purpose

To Monitor ongoing quality, productivity, efficiency and cost effectiveness of services and liaison person with third party payers.

Duties and Responsibilities

- Conducts daily in patient rounds of the specific scheme beneficiaries admitted in the hospital. To ensure timely and appropriate admission, diagnosis and treatment, care of patients and advise the hospital and the corporate accordingly.
- Ensure only authentic pre-authorizations are issued for clients seeking medical services in collaboration with the clinical medical team.
- Draw monthly reports for specific corporate clients inclusive of trends, analysis, market intelligence for improved business development
- Liaise daily with other concerned units especially credit control and clinical department to seek amicable solutions to problems related to our billing and invoicing system.
- Conduct a regular review of the case process to identify gaps to enhance profitability as well as efficiency and effectiveness in the case management process.
- Enhance customer experience – establish and maintain good relationships with external and internal stakeholders such as underwriter's, brokers, agents and policy holders.
- Source, analyze and provide relevant information to the management for further decision making.
- Support development of a preventative care program through health talks, wellness that is a key value proposition to the hospital business chronic disease management program.
- Prepare the business reports on a daily or weekly basis as and when need be.
- Ensure incidents are documented by respective staff and discussed with the head of department at all times.
- Attend inter-phasing departmental meetings and convene meetings every fortnight to identify gaps in care co-ordination in-order to improve services.
- Collaborate and co-ordinate with other departments, Consultants and other Clinicians to improve overall health service delivery in the department.
- Conduct continuous impact assessments and identify the most appropriate strategies to bridge established gaps in order to enhance efficiency in service delivery.
- Induction of new staff working in inter phasing departments as per the departmental/unit procedure manuals.

- Continuously improve on the hospital business

Qualifications

- Diploma in Clinical Medicine/Nursing
- Valid practice license.
- Up to date BLS certificate
- 3 years proven experience as a care manager
- In-depth knowledge of health and safety guidelines and procedures
- Extensive knowledge of insurance policies
- Knowledge of legal regulations and best practices in healthcare
- Excellent knowledge of emergency care
- Good organization, communication and interpersonal skills
- Complied with the requirements of Chapter Six (6) of the Constitution of Kenya.

How to Apply

If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) to recruitment@plainsviewhospital.org not later than **Friday 3rd October 2025**. Your CV/Resume **MUST** include full names, I.D No. and contact details of 3 referees.

NOTE

- **ONLY SHORTLISTED** candidates will be contacted.
- This position will be filled on a rolling basis

Plainsview Hospital is an equal opportunity employer.