



UNIMED OPERATIONS DEPARTMENT

VACANCY ANNOUNCEMENT

MEDICAL SERVICES OFFICER (UM 8) 1 POSITION

Applications are invited from suitably qualified candidates to fill the posts of **Medical Services Officer** tenable at the University of Malawi, Department of Operations. This is a tenured position.

QUALIFICATIONS:

- Applicants should have a Bachelor of Sciences in Clinical Medicine, Bachelor of Medicine, Bachelor of Surgery, Bachelor of Science in Nursing and Midwifery or related qualifications.
- Registered with the relevant regulatory authorities.
- 5 years' experience in a related position

KEY DUTIES AND RESPONSIBILITIES:

1. Monitoring and maintaining adequate stock of claim books and updating healthcare delivery data-capturing tools such as claim forms and pre-authorisation forms.
2. Processing medical claims in accordance with clinical guidelines and scheme rules, while pre-authorising and approving medical benefits.
3. Identifying and recording all claim issues and rejections, and facilitating their resolution.
4. Tracking, identifying, and reporting members who have exceeded their annual limits.
5. Providing beneficiaries with medical advice on treatment options and ensuring they have accurate information on service providers, benefits, exclusions, limits, and scheme rules.
6. Recommending reputable service providers to the Head of Operations and maintaining an updated service provider database.
7. Ensuring service providers remain up to date with scheme rules and standard operating procedures, and continuously assessing their adherence.
8. Managing confidential medical information of beneficiaries in line with scheme policies.
9. Providing technical advice to the Head of Operations on all matters related to health services.
10. Implementing the prescribed health promotion activities of the scheme.
11. Recording routine data on medical claims and service utilisation.
12. Producing monthly reports on service utilisation and medical claims.
13. Analysing service utilisation data and using insights to improve healthcare delivery.
14. Monitoring and managing day-to-day operational activities to optimise workflows.

Applications including a detailed CV, copies of certificates, and names of three traceable referees should be submitted not later than Friday **25th September 2026**, to the address below:

**The Registrar
University of Malawi
P.O. Box 280
Zomba
Malawi**

Or

E-mail: vacancies@unima.ac.mw