

Deputy Medical Director MGCC

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Company: Allianz Worldwide Partners

Location: Belgium

Category: other-general

Allianz Partners is the world leader in travel insurance, roadside assistance and personal services, every day is a new opportunity to make a difference. We are proud of our 17,000 employees spread across 6 continents in 34 countries and speaking 40 languages. For as many different scenarios as there are people, we're here to help our customers out of difficult situations, throughout the world, around the corner, or even in their home.

By caring about people, Allianz Partners fosters a culture where its employees are empowered to collaborate, push the boundaries and challenge the industry.

What are you going to do ?

The **Deputy Medical Director MGCC** is a key member of the Allianz Partners Medical assistance team, which is responsible for the provision of 24/7 emergency medical support and assistance services for our clients and customers anywhere in the world.

The **key responsibilities** are :

Medical Case Management,

Client Services / Onboarding of new business support

Management of medical team

One of the focuses of the Deputy Medical Director :

will be to support the Medical Director providing clinical direction, oversight and leadership to the medical and operational teams in the management of medical cases to ensure that all customers receive consistent, appropriate and high quality care relevant to their individual medical needs;

will involve domestic and international travellers who may be located anywhere in the world, and will be accessing these services through a travel insurance solution;

will be to provide a high level of clinical support to the medical and operational teams to facilitate the evaluation, management and ongoing co-ordination of medical cases;

will be to manage a team of physicians, registered nurses, and collaborate with case managers, cost containment agents and medical transportation agents, to provide the best medical input support to our clients and customers.

On a daily basis, complex cases will be discussed with the Deputy Medical Director as per our escalation matrix.

Lead the daily review of open critical cases with Supervisors and medical consultants to ensure appropriate actions are being taken;

Secure medical risk on logistic recommendations and ensure optimal transports;

Manage medical escort team and ensure quality and compliance to guidelines;

Participate in the medical training of case managers and frontline agents to ensure efficiency and appropriate communication with end customers.

Participation in daily, weekly or monthly global med-ops meetings is expected in cooperation with the Medical Director.

The Deputy Medical Director will also :

support the Medical Director as manager of the medical team is in charge of recruitment, training, ensuring business continuity and adherence and compliance to processes and best practices;

will participate as part of the regional role of the MGCC's Medical Director regional role in a global CMO community, participating in building the international medical assistance strategy and its deployment;

will additionally help foster and build industry relations, participate in various cross-functional teams and manage external providers, as needed;

Assist the Client services/Sales back-office team in preparing communication on processes

and organization impacting the medical area;

Provide medical input to consolidate Allianz Partners position and communicate with clients Operational and Medical teams on specific cases;

Provide medical expert reports to support the evaluation and defence of legal claims made as part of any dispute.

What do we need ?

Degree in medicine and related qualifications/MD , with a minimum of 3 years' of emergency medical practice, and medical assistance experience, with an active license;

Ability to analyse metrics, identify opportunities, and translate metrics into actionable plans;

Demonstrated ability to build strong relationships at all levels of the organization;

Demonstrated **ability to effectively lead people** , get results through others and provide coaching/constructive feedback;

Ability to engage and transfer knowledge to all parties in a manner that supports adult learning ;

principles, a collegiate exchange of ideas and treats all participants with mutual respect ;

An intuitive thinker - able to adapt and tailor communications to appropriate audiences;

Proven effective written communication skills;

Stress Tolerance : ability to cope with stress under pressure, manage stress positively, to use means to reduce stress at work;

Language required: **English fluent, French or Dutch highly recommended** , any other language will be highly appreciated

What do we offer ?

An exciting, multilingual and multifaceted job in a solid company located in the heart of Brussels near the North Station;

Enthusiastic and dedicated people;

A role which makes sense;

A permanent, full-time contract;

A coherent development plan and salary package complemented by a bonus, numerous extra legal benefits such as meal vouchers, travel allowance group and hospitalisation insurance and discounts at our partners.

Allianz Group is one of the most trusted insurance and asset management companies in the world. Caring for our employees, their ambitions, dreams and challenges, is what makes us a unique employer. Together we can build an environment where everyone feels empowered and has the confidence to explore, to grow and to shape a better future for our customers and the world around us.

We at Allianz believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

We therefore welcome applications regardless of ethnicity or cultural background, age, gender, nationality, religion, disability or sexual orientation.

Great to have you on board. Let's care for tomorrow.

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