



VACANCY: INDEPENDENT MEMBER OF THE COMPLAINTS AND DISPUTE RESOLUTION COMMITTEE (CDRC) OF SIZWE MEDICAL FUND

Sizwe Medical Fund (Sizwe/the Scheme) invites applications from interested, experienced qualifying candidates to serve as Independent Members of the Scheme's Complaints and Dispute Resolution Sub-Committee.

Background

Sizwe Medical Fund is a medical scheme registered in terms of Section 27 of the Medical Schemes Act 131 of 1998 (the Act). The scheme has been in operation since 1978. Its key focus is to provide affordable medical aid cover for all South Africans. The Scheme has approximately 46 000 principal members and sound financial reserves. It has, for the past five years, been accorded A+ credit rating by the Global Credit Ratings ("GCR").

Responsibilities

By virtue of section 29(1)(j) of the MSA, the Board of Trustees (BoT) is obliged to establish a Complaint/Dispute Adjudication Committee. Rule 29 of the Rules deals with complaints and disputes and also sets out the procedural aspects for lodging a complaint. It also sets out the establishment and composition of the disputes committee. The responsibilities will include the following, amongst others:

- Independently considering and presiding over any dispute that members may refer to it for consideration.
- Handling all complaints and or disputes with the highest integrity, honesty and fairness.
- Properly investigate every complaint and/or dispute referred to it.
- Resolving difficult and unique problematic cases.
- Responding to written complaints in writing within 30 days of receipt of same. Establishing a complaints and dispute adjudication policy, including a written guide to the dispute resolution procedure, as well as a Committee referral form to be accessible to members.
- Identifying recurring issues and suggesting ways to limit their occurrence. Ensuring a consistent standard in dealing with complaints.
- Ensuring a healthy relationship is maintained with the Council for Medical Schemes.
- Ad-hoc functions that the BOT may delegate to the Committee.

Requirements

- LLB with experience in the Medical Scheme sector
- Experience in labour related matters will be an added advantage
- Willingness to work with various stakeholders and statutory bodies

Additional Requirements

Please submit a comprehensive Curriculum Vitae (CV) and a covering letter which must clearly outline why you qualify to be a candidate in terms of the stated qualifying requirements to responses@sizwemedfund.co.za



Location

- Gauteng

Remuneration

- Reimbursement of travel and accommodation expenses.
- Remunerated.

Closing date: **16 March 2019 at 16H00.**

Applicants who have not received feedback within 4 weeks of the closing date must consider their applications as unsuccessful.