

AVP, Medical Director

Summary:

The AVP, Medical Director member of SLF's Global Medical Team (GMT) is a physician expert in insurance medicine who serves as a medical resource for all aspects of our Enterprise-wide business. The GMT comprises a group of global experts supporting all products (Group and Individual) in areas including but not limited to: Underwriting, Claims, Product, Risk Management, Innovation, Education, and Corporate functions such as Crisis Management and maintenance of SLF's underwriting Manuals including the Worldwide Manual. The GMT embodies collaboration with our diverse internal business partners, to create innovative and positive results for our clients and business. GMT members are effective ambassadors, representing SLF externally.

Accountabilities:

Business Operations and Resource Management

1. Maintaining and updating SLF's risk selection policy

- Monitor and review current advances in medicine
- Makes regular recommendations for updates to the SLF World Wide Underwriting Manual and other SLF Manuals as needed. In partnership with Corporate Underwriting and Claims Risk Management, monitors feedback from the underwriting departments regarding practicality and competitiveness of SLF's risk selection policy.

2. Providing medical expertise and managing medical resources

- Support the business groups by assisting in day-to-day case referrals for high Risk/High Net Worth cases as determined by Operating Guidelines, claims reviews and periodically providing absence coverage for SLF Medical Consultants.
- Provide second opinions on complex and difficult cases, and escalations.
- Provide medical expertise for product development and marketing teams on medical aspects of products e.g. definitions of covered critical illnesses.
- Support partners in Corporate Underwriting and Claims Risk Management as needed.
- Supports the Corporate Chief Medical Director by providing expert medical opinions with respect to escalations including medical/legal issues from SLF's Law Department.
- Supports the Corporate Chief Medical Director by providing medical expert advice to the Human Resources Department, Crisis Management Team, Executive Office and Board of Directors for medical issues (e.g. pandemic planning)
- Answer Ad Hoc medical questions as needed.
- Collaborate with SLF's business groups to help support problem solving of medical issues, as requested.

3. Education and development of underwriting and claim adjudication personnel

- Provide training and ongoing education to underwriting, medical and claims personnel globally

4. Supports the Corporate Chief Medical Director in Governance, Compliance and Risk Management

- Supports implementation of the Medical Enterprise-Wide Operating Guidelines including performing Medical
- Consultant Quality Reviews.
- Monitor emerging risks related to developments in science and medicine (e.g. new diseases or medical tests) and recommend actions as required
- Support the Business Units as needed regarding Reportable Diseases
- Support SLF's Privacy and Confidentiality policy related to medical information

- Support SLF's compliance with the medical aspects of industry regulations

5. Supports SLF's Innovation and Partnerships work

- Provide analyses of medical issues relevant to the mandate of this Lab
- Support new and evolving medical aspects of SLF Innovation including the Digital Health Solutions team.

6. Representation and Company Image

- Represent SLF in industry organizations on medical issues
- Represent SLF where a physician representative is appropriate
- Represent SLF in discussions with external partners such as reinsurers
- Work with Public and Corporate Affairs, Communications, and client-facing business groups to ensure medical accuracy of internal or external communications

Knowledge/Skills/Experience/Competencies:

- Medical degree from an accredited medical school in Canada/United States or equivalent
- Specialist certification in Internal Medicine or related subspecialty such as Cardiology is desired, but optional
- Board of Insurance Medicine Certification (or working towards) is desirable but optional
- Experience
- Minimum 3 – 5 years' experience in clinical medical practice
- Minimum 3 – 5 years' experience in insurance medicine supporting an underwriting department is desired, but optional
- Experience in revising underwriting guidelines and consulting on underwriting manuals is desired, but optional

Languages

- Fluency in languages in addition to English such as French, Cantonese, Mandarin or other languages is an asset, not a requirement.

Competencies

- Demonstrated expertise in electrocardiogram interpretation
- Demonstrated managerial skills such as interpersonal skills, communication skills, critical thinking and analytical skills and judgment
- Ability to explain medical information clearly and accurately verbally and in writing to non-medical employees and clients
- Good skills in computer software applications
- Good business acumen and attention to detail
- Able to work, compromise and collaborate with peers, non-medical and senior staff with diverse views
- Responsiveness to feedback, coaching, and continuous improvement
- Availability for off-hour meetings to support our operations in various time zones