

Job Details	
Position Title	Beneficiary Support Executive
Direct Supervisor	Head of Beneficiary Support Services
Job Location	Sharjah, United Arab Emirates
Prepared/Revised: October, 2026	

Job Summary and Scope of Responsibilities
<p>MAJOR FUNCTIONS</p> <p>Acts as a primary point of contact by providing support for cancer patients who are UAE residents after initial diagnosis and until patients have sufficient knowledge of services and resources available for care by the organization. Engages with health professionals, hospitals/pharmacies and cancer treatment centres to coordinate patients' financial support cases effectively.</p>

Primary Duties and Responsibilities
<p>ESSENTIAL FUNCTIONS</p> <ul style="list-style-type: none"> • Administrative Tasks <ol style="list-style-type: none"> 1. Daily communication, responding to inquiries related to the services of the Beneficiary Department, and instructing patients with all the required information (by phone calls & emails). 2. Builds and maintains effective relationships with healthcare professionals and cancer treatment centers to provide all the required support for patients. 3. Continuous update for list of hospitals/pharmacies and their contact details. 4. Develop and maintain relationships with companies and organizations to seek support for cancer patients in different aspects, schedule and attend necessary meetings as required. 5. Keep looking for possible methods to improve the Department works in order to achieve its objectives & implement them following discussion with the direct line manager. • Patient Support and Coordination <ol style="list-style-type: none"> 6. Receiving patients' applications for financial support requests (Daily Basis). 7. Educates patients about FOCP's procedures and services provided for financial assistance. 8. Follow up with patients until the application file is completed and then submit it for approval by the manager and department Head. 9. Communicate with the hospitals to inquire about health information, treatment plan, and costs of treatments of patients. 10. Communicate with pharmacies to obtain medication information/ dosage & method of delivery of medications to the patients or hospitals. 11. Receive files & follow-up with patients referred by hospitals & Patient Support Programs in the UAE. 12. Build & maintain effective relationship with hospitals & pharmacies to confirm the accuracy of the patients details and documents. 13. Prepares Patients Monthly Expenses to be submitted it to the Finance Department. 14. Maintaining monthly & yearly reports about the financial support analysis in the Department.

Minimum Educational, Technical Qualifications/Certifications Required

Bachelor of Health Care Certification & fluent in both Arabic and English languages (written and verbal)

Minimum Professional Experience Required

Fresh graduates are welcome to apply; no prior professional experience is required

Special Requirements and Conditions

Applicants must be male Arab nationals

Competencies/Knowledge, Skills and Abilities

Core Competencies	Behavioural Competencies	Functional Competencies
<ul style="list-style-type: none"> • Excellent communication, written and verbal skills in English and Arabic • Excellent planning and forecasting abilities • Excellent time management and ability to meet schedules and deadlines • Negotiation capability • Knowledge sharing • Ability to meet deadlines • Time management • Effective communication • Focus on results • Teamwork • Initiative and innovation • Makes the right decisions and take responsibility • Work planning and organization 	<ul style="list-style-type: none"> • Proactive approach • Alertness and attention to details • Handles ambiguity diplomatically and influentially • Ability to get along with diverse personalities, ethnicities and nationalities • Positive attitude • Good reasoning abilities and sound judgment • Decisiveness • Analytical thinking 	<ul style="list-style-type: none"> • Excellent knowledge and understanding of any nonprofit organizational law and an understanding of how such a entities functions internally • Excellent computer skills (MS Office Suite) • In-depth understanding of office management procedures and departmental and legal policies • analytical mind with problem-solving skills • Excellent organizational and multitasking abilities • A team player with leadership skills