



# Vacancy



## ROLE PROFILE

Role title	Unit Manager – HighCare
Division	Hospital Division
Location	Netcare Vaalpark Hospital
Reporting structure	Nursing Manager
Closing date	20 July 2022

## ROLE SUMMARY

The Unit manager will be responsible for co-ordinating improved quality nursing care by ensuring compliance to professional and ethical practice.

The incumbent will also be responsible for monitoring and ensuring that nursing care and service delivery is implemented and practiced within a multi-disciplinary quality assurance team. In accordance the incumbent will be accountable for co-ordinating capacity building, mentoring and training.

## KEY WORK OUTPUT AND ACCOUNTABILITIES

- Manage acuties and skill mix in such a way as to ensure cost effective quality care
- Manage all costs emanating from the department
- Ensure correct billing, stock management and purchasing
- Facilitate timeous and accurate compilation of files
- Identify quality improvement opportunities and ensure appropriate strategy and Quality Improvement initiatives are developed and measured
- Investigate all negative incidents and ensure appropriate capturing on IMS
- Monitor safety standards in accordance with the Machine and Occupational Safety Act (Act 6 of 1983). Report all accidents and incidents to Line Manager / Safety Representatives
- Ensure compliance with protocols, policies and Acts
- Ensure that all equipment is in working order and properly maintained
- Control of asset register

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- Ensure the unit is providing safe, cost effective quality patient care in line with the Clinical Governance strategy and evidence based practice
- Evaluate the patient's journey through patient experience and stakeholder input
- Evaluate nursing quality indicators and clinical outcomes
- Communicate effectively with patients regarding their care
- Promote health and wellbeing of patients and staff
- Ensure the principles of infection prevention and all standard precautions are adhered to
- Implementing group quality initiatives
- Ensure achievement of transformation goals as set out by the Transformation Committee
- Actively participate as a member of a team to achieve goals
- Active involvement in own professional development to maintain a satisfactory level of skill and knowledge
- Keep up to date with Netcare's evolving policies and procedures
- Keep abreast of current research in the applicable discipline
- Create an environment where staff are aware of the role they play in the provision of quality nursing care and their value to the organization
- Assign decision making, authority, tasks and responsibility to appropriate persons in order to maximize organisation and employee effectiveness.
- Develop a talented nursing workforce.
- Co-operate with Netcare Education Division to ensure appropriate nursing training for the delivery of quality care
- Facilitate a culture that is supportive of talent management and the initiation of required implementations to hone nursing talent
- Monitor staff attendance and/or absenteeism and ensure action is taken accordingly
- Enforce staff dress code within and on leaving the Hospital
- Facilitate effective change and conflict management
- Orientation of new staff and students
- Facilitate staff development both personal and professional
- Coaching and mentoring of staff
- Ensure professional conduct and appearance of staff
- Promote staff wellbeing
- Work effectively and co-operatively with others to establish and maintain good working relationships that are mutually beneficial.

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- Create and maintain a positive environment where the differences of others are recognized, understood, and valued, so that all can reach their full potential and maximize their contributions.
- Develop collaborative relationships to help accomplish work goal
- Maintain customer intimacy through building relationships with doctors, nursing staff, suppliers and building patient loyalty
- Build strategic inter-departmental relationships to help achieve business goals at Exco and departmental level within the hospitals
- Foster an effective working relationship with service providers

## SKILLS PROFILE

### EDUCATION

- Registered with SANC as a Registered Nurse
- Trauma or ICU experience. Trained will be an advantage
- Must be a Registered Nurse with at least 4 year experience
- Post Basic HighCare / Trauma Qualification
- Qualification in Nursing Administration would be advantageous
- Experience in management of a Highcare complex would be advantageous

### WORK EXPERIENCE

- An intermediate level of Computer proficiency
- Proven track record in a managerial capacity – minimum 1 year managerial experience
- Strong Leadership and interpersonal skills
- Computer literacy and hands-on
- Organisational abilities
- 2 or more years' experience in a private hospital setting & in manage experience recommended
- Experience in clinical leadership

### KNOWLEDGE

- Any managerial or relevant business education will be advantageous
- Computer Literacy (Word & Excel)
- Sound knowledge of the Budgetary Process

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MANAGERIAL/ SPECIALIST SKILLS	
Coaching Others*	The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
Leading and Managing Change*	The capacity to implement and support change initiatives and to provide leadership in times of uncertainty.
Performance Development*	The ability to evaluate and develop different levels of capacity within a team to achieve set objectives.
Taking Action	Capable of recognising the need for action, considering possible risks and taking responsibility for results.
Decision Making	Capable of making decisions timeously and taking responsibility for the consequences.
Managing Self	Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame.
Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers.  <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
Adapting and Responding to Change	Capable of supporting and advocating change initiatives and managing own reaction to change.
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.
LEADERSHIP SKILLS	

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Visioning	The ability to provide direction in terms of action towards certain future outcomes.
Empowering	Creating conditions of willingness and participation amongst teams by providing sufficient, encouragement, information, resources and authority to make the necessary decisions to accomplish tasks.
Energising	Having the capacity to motivate and mobilise, impart strength, vitality and enthusiasm to teams to actualise the organisation's vision of the future.
Designing and aligning	Ensuring the optimal alignment of employee behaviour with the organisation's vision and values.
Rewarding and feedback	Fostering a performance culture by creating a framework of appropriate incentives and rewards to direct and motivate the achievement of desired performance behaviours and goals.
Team building	Creating team players and team effectiveness by using appropriate methods and a flexible interpersonal style to instil a cooperative atmosphere conducive to building a cohesive team.
Outside orientation	Awareness of outside constituencies, emphasizing particularly the need to respond to the requirements of customers, suppliers, partners, shareholders and other interest groups, such as local communities affected by the organisation.
Global mindset	Possessing a global frame of reference that enables one to scan the external world environment for different perspectives and to adopt successful practices. The capacity to inculcate a global mentality in others by instilling shared values and cross cultural sensitivity.
Tenacity	The capacity and courage to persevere with one's purpose in a persistent and determined manner despite opposition or setbacks, until the desired objective is obtained or it becomes clear that the objective is no longer attainable. Inspiring others, through active example, to have the courage of their convictions.
Emotional intelligence	The capacity to foster trust and create an emotionally intelligent workforce whose members know themselves and know how to deal respectfully and understandingly with others. The ability to regulate and manage one's emotions in a healthy and productive manner.
Life balance	Articulating and modelling the importance of the need for life balance for the long term welfare of oneself and one's employees.

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Resilience to stress	Appropriately balancing these various pressures to maintain stable performance.
VALUES AND BEHAVIOURS	
Netcare Values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> <li>Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organisation.</li> <li>Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> <li>Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> <li>Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.</li> <li>Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare Way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours which you will be accountable to uphold:</p> <ul style="list-style-type: none"> <li>I always greet everyone to show my respect.</li> <li>I always wear my name badge to show my identity.</li> <li>I am always well groomed to show my dignity.</li> <li>I always practise proper hand hygiene to show my care.</li> <li>I always seek consent to show my compassion.</li> <li>I always say thank you to show my appreciation.</li> <li>I always embrace diversity to show I am not a racist.</li> </ul>

## APPLICATION PROCESS

### NETCARE IS AN EQUAL OPPORTUNITY EMPLOYER

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

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Interested candidates who meet the above criteria are requested to e-mail a detailed CV to

[Inga.kamzembe@netcare.co.za](mailto:Inga.kamzembe@netcare.co.za) .

**Please note:**

- Please note that reference checks for internal applicants will be conducted with the current and past Netcare direct line managers of the applicant and the relevant Netcare HR Managers. Employees are therefore encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function which you have applied for will be based on those that exist in the Division within which you will be employed.
- In the event of a candidate having any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we retain your CV and other information provided for a period of 6 months after which it will be destroyed in a secure manner. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection and we will immediately destroy your personal information in a secure manner.



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