



NETCARE

# Vacancy

Closing date: 20.07.2023

## Role profile

Role title	Clinical Nurse Leader
Division	Netcare Primary Care Division
Location	Medicross Constantia Park
Reporting structure	Clinic Manager

## Role summary

The Clinical Nurse Leader (CNL) will be responsible to implement and deliver safe, competent and person-centred quality nursing and clinical care, to provide quality assurance and ensure execution on prescribed treatment plans within the clinical units in the most cost effective and efficient way. The incumbent will act as a clinical resource and a leader for all nursing and clinical related functions performed by Medicross employees in the following areas:

- The planning, sourcing, delivery and co-ordination of competent, quality nursing care,
- Support and supervise less experienced staff, acts as a preceptor for new staff, and assists in the clinical teaching of other staff,
- Contributes to the ongoing research, development and review of best practice in nursing and clinical related functions,
- Provides leadership in all clinical situations; and
- Acts as an influential role model for best professional practice.

## Key work output and accountabilities

### Build and maintain stakeholder/customer relationships

- Build and maintain productive working relationships with all key stakeholders, internal and external customers through on-going communication and feedback.
- The Clinical Nurse Leader to participate in Clinic Management meetings and other related forums e.g., GP and dental meetings, Clinical Nurse Leader meetings, Community forums etc.
- Ensure that all nursing staff provides person centred health and care to all our patients and other stakeholders to ensure complete stakeholder/customer satisfaction.
- Accurately capture and provide timeous information, including clinical information to customers and stakeholders as required.
- Attend to and record all stakeholder/customer clinical complaints and escalate where required to line manager.
- Timeously intervene, investigate and rectify all customer clinical related complaints and provide appropriate feedback to relevant stakeholders.
- Maintain patient safety, dignity and confidentiality.

- Ensure and manage patient flow in the nursing department to minimise waiting periods.
- Originating action to improve existing work processes and conditions for improved quality of outputs, improved clinical governance, reduce risks and ensure compliance in line with scope of practice and policies.

### **Person Centred Health and Care**

- Ensure that all nursing staff provides a quality customer service within their scope of practice.
- Ensure accurate medication administration and oversee activities to ensure the elimination of medication administration errors.
- Ensure that protocols of professionals are adhered to at all times and aligned to the relevant clinical scope of practice, policies and procedures as well as legislative body requirements.
- Assist and support clinic reception and all clinical departments as and when required with clinical related tasks.
- Investigate and report to National and Regional teams all near misses and negative clinical incidents and ensure appropriate root cause analysis, remedial actions and capturing on Incident Management System (IMS).
- Ensuring the principles of infection prevention and all standard precautions are adhered to; ensure a safe, clean hygienic clinic environment at all times.

### **Growing with passionate people**

- Actively participate in the recruitment, selection and on-boarding processes for nursing staff and other relevant staff.
- Ensure that all nursing staff are trained, competent and aligned to effectively perform their daily tasks.
- Ensure staff are up to date with latest clinical and other processes and procedures, and compliance training is completed.
- Ensure all human resources and other relevant Company policies and procedures are trained and adhered to.
- Communicate, provide training and implement new and revised policies and procedures in impacted departments.
- Ensure all staff, including agency staff, are appropriately registered with the relevant governing body.
- Ensure adequate nursing resources to cope with emergencies.
- Be an active member of the clinic leadership team taking responsibility for the effective and smooth running of the clinical areas.

### **Financial management**

- Comply with all financial policies and procedures with regards to procurement of ethical and surgical stock and consumables, overall stock management and stock take processes aligned to minimum and maximum stock levels to accommodate patient needs and prescribed treatment plans to prevent wastage.
- Implement processes to ensure accurate capturing of administered stock and consumables.
- Engage with Clinic Manager, Regional Technical Supervisor and Regional Clinical Manager to ensure equipment needs analysis is done for budget /capital expenditure purposes. This will include but is not limited to new medical equipment, preventative services, and repair and maintenance within legal specifications.

### **Operational efficiencies**

- Ensure adequate nursing resources, nursing hours aligned to acuities and skill mix to execute prescribed treatment plans in accordance with the Incorporated Practice (INC) administration agreement.
- Ensure duty rosters and electronic clocking is maintained and signed off on a weekly/monthly basis for nursing agency and permanent staff.

- Ensure the disposal of healthcare risk waste (HCRW) and human tissue in accordance with legislation.
- Ensure availability of all medical and non-medical consumables in accordance with the procurement policies and procedures.
- Ensure effective management and recording of schedule 5 - 6 drug registers in accordance with legislation.
- Manage and ensure correct patient data and records on the Electronic Healthcare Record and all manual and electronic platforms.
- Ensure POPIA compliance.
- Record and manage maintenance of medical equipment and ensure services are done as per the relevant SOP's and equipment requirements.
- Implement and ensure compliance to systems, standard operating procedures and policies within the clinical areas according to Scope of Practice and legislation.

### **Safety, Health, Environment and Quality (SHEQ) management**

- Implement the regulatory framework governing clinical practice within the area of responsibility.
- Conduct SHEQ risk assessment as part of Risk Management team including the Nursing risk matrix to identify and report on risks within clinical areas, implement control measures and evaluate effectiveness of control measures.
- Investigate non-compliance to safety and control measures, perform root cause analysis and implement remedial actions to mitigate accordingly.
- Monitor safety standards in accordance with the Occupational Health and Safety Act and Regulations (Act No 85 of 1993 as amended) within clinical and other relevant areas.
- Implement, monitor and report on the workforce surveillance programme according to Group strategy.
- Monitor and review environmental surveillance testing as required.
- Maintain and sustain the Quality Management System and related health care standards as required to retain ISO 9001 certification.
- Identify quality improvement opportunities and ensure appropriate strategy and Quality Improvement initiatives are developed and measured.
- Implement Group quality initiatives.

### **Personal development**

- Assume responsibility for own personal and professional development.
- Keep up to date with Netcare's evolving policies and procedures.

### **Data management**

Ensure accuracy and compliance of all data collected.

## Skills profile

### Education

- 4 Year Diploma in General Nursing or B.Cur Degree.
- Registration with the South African Nursing Council as a Registered Nurse.
- Must be able to influence, motivate, develop and lead a team to ensure quality and productive clinical and professional nursing care.
- Must be able to demonstrate an advanced understanding of best practices and clinical governance processes.

### Work experience

- 1 – 2 Years' experience in a leadership role.
- 5 Years' clinical experience post qualification.

### Knowledge

- Computer proficiency in relevant packages (Microsoft Office).
- Good verbal and interpersonal communication skills.
- Ability to work well under pressure and to maintain effectiveness during changing conditions.
- Ability to work effectively and co-operatively with others by establishing and maintaining good working relationships.
- Excellent planning, organizing and control / follow-up skills are essential.
- Must be customer care oriented.
- Must be able to use initiative.

### Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers.  *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
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.

### Values and behaviours

<p>Netcare values</p>	<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 organization.</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 compassion 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>
<p>The Netcare way</p>	<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 engage 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.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [pcdrecruitment@netcare.co.za](mailto:pcdrecruitment@netcare.co.za)

### Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are 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 you have applied for will be based on those in the Division within which you will be employed.
- If a candidate has 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 processed for possible recruitment and selection 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 will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

