

**NETCARE**

Vacancy

Closing date:
08.11.2023

Role profile

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| Role title | Ward Administrator (Neonatal ICU) |
| Division | Hospital Division |
| Location | Netcare Akasia Hospital |
| Reporting structure | Unit Manager |

Role summary

The incumbent will be responsible for the co-ordination of all secretarial and administration work in the ward. The Ward Administrator is also responsible for :

- Receiving all new patients, visitors, and doctors in the ward and to make them feel welcome.
- Assisting in maintaining stock levels in the ward and should work closely with the allocated stock controller.
- Assist the ward staff and the Unit Manager with assigned duties.

Key work output and accountabilities

Telephone Etiquette:

- Answers the telephone in a friendly and professional manner.
- Takes messages for staff, patients and doctors.

Bed Bookings:

- Document bookings from the Bed Booking Clerks and allocate beds to new patients in the ward.
- Admit the patient into the ward.
- Ensure all new admissions are on the patients name board with the time and date of theatre.
- Update patient board when patient arrives.

Admissions:

- Welcome the patient.
- Accompany the patient to his/her room
- Ensure the patient receives a ward information form.
- Place patient stickers in the Ward Admission Register.
- Clinical work station must be accurate-check that the patient is in the correct room and bed. Correlate SAP, CareON and IMT(Correct patient in correct bed)

Transfers:

- Ensure suitable arrangements are made with the ward that patient is being transferred to or from.

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- Ensure the transfer form has been completed by the relevant nurse and filed in the patients file- (Non-CareON hospitals)
- Obtain a bed number and unit and hospital for any interfaculty transfer
- Inform and confirm the relevant nursing staff about the transfer arrangement. Ensure that Transfer process has been completed on CareON by the relevant nursing staff.
- Ensure the doctor and the patients families are informed of the transfer.
- Ensure ward transfer are done timeously on SAP.

Discharges:

- Inform the patients' family of discharge when requested.
- Ensure the patient is discharged timeously on SAP.
- Ensure that discharge process has been completed on CareON by the relevant nursing staff.
- Ensure discharge files are accurately completed and sent to billings.
- Assist Nursing Staff to make follow up appointments for the discharged patient.

Ward Staff Administration:

- Assist with staff shift planning in the ward if required.
- Schedule nursing staff hours on Kronos system. Assist with editing of time cards on Kronos.
- Ensure that the nursing staff are informed of new memorandums distributed by the business. Update internal communication book and unit specific digital group.
- Transcribe off duties to staff allocation book.
- Take minutes of staff meetings.

Stock Control:

- Assist the Unit manager with stock related issues.
- Capture manual charge sheets when required.
- Assist with management of stock in the absence of a Stock Controller. Work closely with the allocated stock controller to ensure optimum stock levels.
- Ensure stock levels are at the required levels (stationery and ward stock).

General Tasks:

- Maintain excellent customer care with all ward stakeholders.
- Capture required data onto SAP.
- Ensure patient name board is kept updated.
- Do daily hospitality rounds in unit.
- Do daily FAD rounds in unit and provide feedback to Unit Manager.
- Check that all TVs and bells are in working order and provide feedback to Unit Manger
- Ensure the delivery of flowers to patients.
- Complete job cards. Log job cards timeously and follow up on completion.
- Ensure that the nurse's station & ward reception area is neat and tidy at all times. Ensure CareON charging station is clean and assist the UM/Shift leader with the control of the IPADS
- Ensure that patient statistics are captured.
- Update IMT daily - IMT-Merge patient information, Load devices, Stop devices, Check and load CRE and MRSA info
- Care ON-Update patient information.
- SharePoint-Update death register.

- Assist with linen control.

Personal and professional development:

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

Skills profile

Education

- Essential: Grade 12 or equivalent NQF Level 4 Qualification.
- Preferred: Business Administration and / or Secretarial Qualification.

Work experience

- Essential: 2-3 years' experience in administration position.

Knowledge

- Essential: Computer literate.
- Preferred: Knowledge of SAP IS-H is advantageous.

Non Managerial/ Specialist Skills

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| 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

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| Netcare values | 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 compassionate about quality care and professional excellence. |
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| | <ul style="list-style-type: none"> • Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization. • Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential. • Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding. • Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families. • Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate. |
| 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"> • I always greet everyone to show my respect. • I always wear my name badge to show my identity. • I am always well-groomed to show my dignity. • I always practise proper hand hygiene to show my care. • I always engage to show my compassion. • I always say thank you to show my appreciation. • I always embrace diversity to strengthen inclusivity and belonging. |

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 Sine.Malunga@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.

