

**NETCARE**

# Vacancy

Closing date: 09.11.2023

## Role profile

Role title	Team Leader – Receptionist
Division	Netcare Primary Care Division
Location	Medicross East London
Reporting structure	Clinic Manager

## Role summary

The Team Leader – Receptionist has an overall responsibility to provide a professional service to all customers in line with the Netcare strategic themes.

The Incumbent is further responsible for answering phones, patient scheduling and registration, charge entries, work queues, payment posting, batch balancing and cash reconciliation and balancing.

The incumbent also acts in a supervisory function to other reception employees.

## Key work output and accountabilities

### Effective Communications

- Ensure effective Communication (telephonic, emails etc.)
- Conduct daily testing of extensions and faults to be recorded and reported to the responsible HOD.
- Ensure night service is switched off prior to clinic opening.
- Determine the availability of practitioners and clinic staff and inform reception staff.
- Ensure that the correct answering message is recorded to reflect the clinics current.

### Effective Patient Scheduling

- Attend to all On-Line-Appointment requests.
- Maintain the practitioner's duty roster on the On-Line-Appointment website.
- Ensure availability of practitioners is correctly indicated on ME+ system.
- Ensure that the practitioner availability board is correctly maintained and is visible to the patients.
- Ensure that the practitioner availability and detail is correctly maintained on Real time Online booking system.
- Ensure that all electronic booking requests is acknowledged and replied to.

## **Auditing**

- Conduct auditing of new files - all new files must be checked for compliance as per the standard operating procedure within 48 hours from opening.
- Old files need to be maintained / replaced on an ad hoc basis.
- Ensuring files with a 2 year non activity period are archived on a regular basis.
- Ensure filing cabinets are operational and report faults to the responsible manager.

## **General Tasks**

- Ensure reception and waiting areas are clean and neat at all times.
- Ensure that all electronic media (TV, radio) is operational.
- Ensure chairs are neatly arranged.
- Ensure compliance as per the Standard Operating Procedure.

## **Handling of emergencies**

- Refer patients to nursing station immediately.
- Assist in transporting the patient to the nursing station if necessary.
- Ensure that the patient is handed over to a nurse or practitioner.
- Follow up on patient details once patient has been stabilised as per the Standard Operating Procedures.

## **Customer satisfaction**

- Ensure a customer friendly environment.
- Ensure a professional environment at all times.
- Ensure compliance with companies customer care values.
- Ensure effective and formal communication.
- Monitor patient waiting time and keep patient informed.
- Notify booked patients of doctors cancellations.
- Manage the patient flow at reception and pay point.
- Alert Nursing station of any potential or visible high risk patients.
- Attend to and assist in resolving any patient complaints.

## **Transformation goals**

- Assist with the identification of potential talent.
- Ensure alignment to the EE plan.

## **Skills profile**

### **Education**

- Grade 12 or equivalent NQF 4 certificate.

- Higher certificate in Business Management NQF level 5 (Essential).

## Work experience

- 2 years' experience in frontline reception in a clinic/hospital environment.
- SAP experience.
- ME + experience.

## Knowledge

- Knowledge of medical aids.
- Computer literacy.

## 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

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 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> </ul>
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	<ul style="list-style-type: none"> <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 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.

