



NETCARE

# Vacancy

Closing date: 17.11.2023

## Role profile

Role title	Clinical Application Support Specialist
Division	Hospital Division
Location	Netcare Milpark Hospital
Reporting structure	Nursing Manager

## Role summary

*Person centred health and care focuses on dignity and respect, information sharing, participation and collaboration. Person centred care highlights a way of thinking and acting that focuses on a partnership with an individual to ensure that their immediate needs are met. Providing choices and respecting the choices made by them whilst at all times still delivering that exceptional level of care with a strong focus on respect and compassion. The focus is on a holistic approach to wellness, putting the Netcare patient and their families at the centre of the Netcare quality care model, maximising patient satisfaction while at the same time digitally enabling the Netcare of tomorrow.*

The Clinical Application Support Specialist is a new and exciting role which will support the implementation of Care On across the Netcare hospitals. This individual will facilitate the adoption and operationalisation in everyday practice and provide the operational support to end users, primarily to Nursing and Pharmacy within the Hospital with an aim to improve the efficiency and quality of clinical patient care. The Clinical Application Support Specialist will play a pivotal role in representing the project team during the project and after the project by providing input and constantly evaluating areas for improvement and solutions thereof.

This individual will include supporting the super user and the clinical end user as appropriate by answering queries, arranging any required training, proving recommended solutions, troubleshooting, escalating any unresolved problems and coaching employees.

The individual will be required to work in consultation and collaborate with the relevant stakeholders to form synergistic partnerships to achieve organisational objectives and the Netcare strategy. They will serve as a point of contact between the end user and the technical and application stakeholder. They will work closely with the Nursing team and Pharmacy team in the achievement of the Care On project divisional goals while maintaining compliance with the Netcare standards including the strategy of Person centred Health and care which is digitally enabled.

The Clinical Application Support Specialist will be expected to work as part of the Support team which will include working shifts and over weekends. This individual will also be expected to travel to different hospital sites as the rollout progresses.

## Key work output and accountabilities

- Provide user guidance and support during all system changes and in particular the Care On project.
- Interact with the end user and communicate important information regarding the electronic medical records (EMR) project.

- Maximise productivity by agreeing deliverables and solving end user queries within the agreed turnaround time and according to the Service Level agreement (SLA).
- Continuously focus on troubleshooting to identify potential problems and escalate unresolved queries to a third party.
- Ensure that where a third party is involved that there is continuous follow up to achieve resolution of the query.
- Analyse workflow processes and communicate to Management, areas identified that could potentially assist in improving patient services and satisfaction aligned to the Netcare strategy of Person Centred Health and care.
- Schedule and conduct teleconference calls with the relevant stakeholders if necessary to resolve any outstanding issues.
- Participate in related project meetings as required.
- “Walk the floor” on a daily basis and communicate with end users, assess needs and priorities, document these and prepare and present timeous up to date and current data for communication to Management.
- Coordinate and consult with internal and external clients to gather information about project needs, objectives, functions, features, input and output requirements and maintenance of project plans and ensure that the feedback of these discussions is provided to the application, training and support team.
- Act as an expert on the system and a super user to all Nursing teams in the Hospital environment.
- Assume responsibility for logging calls on Sigma where resolution has not been reached and escalate where necessary aligned to the SLA.
- Liaise with the Application, Training and Support team with regards to electronic medical records (EMR) related problems and routine maintenance.
- Generate system reports as and when required by Management.
- Ensure that updates to the system software are made, liaise and follow up with the relevant stakeholders to ensure the completion of this task.
- Ensure that minimum requirements are met to determine system readiness, this may include passing certain assessments to qualify one to use the system.
- Ensure the enrolment of agency staff onto the system. (May change to an automatic enrolment)
- Ensure all troubleshooting including but not limited to the resolution of:
  - Log in issues
  - Enrolment queries
  - Password complaints
- Ensure that “downtime” processes are adhered to in line with the Standard Operating Procedures (SOP’s) and the training provided in this regard.
- Assess end user training needs and deliver training which is of an excellent standard.
- Assist in formulating training material and ensure continuous and consistent end user day to day support as well as informal and ongoing training.
- Conduct training identified as well go live support.
- Communicate information of scheduled courses to Management and end users to ensure that training is well attended.
- Provide refresher training to all users of the system on an ongoing basis in line with business needs.
- Provide training to employees on system upgrades and enhancements and/or downtime processes.

- Coordinate assessment results, provide feedback and arrange additional training if necessary.
- Coordinate all logistical requirements regarding training i.e. venue, registers, catering etc.
- Ensure that all training registers are completed and submitted to the relevant stakeholders in line with the Netcare Human Resources requirements.
- Play an active role in providing on the job coaching where employees are battling to improve their understanding of the system.
- Identify any potential gaps in training and inform the application, training and support team of any updates to the training content to ensure that these areas are addressed. Apply various training methodologies to ensure the ongoing improvement of training delivered to end users.
- Provide support to Netcare patients and visitors by addressing any complaints raised about possible delays with the new system and show support by communicating relevant information to these patients and visitors.
- Facilitate and coordinate input from cross-functional teams and ensure that this is provided to the application, training and support team.
- Observe Hospital processes and through these observations communicate effective improvement projects throughout the hospital.
- Assist with business decisions relating to system implementation, modification, maintenance etc. Review and recommend digital solutions and the use of relevant platforms to improve the level of patient care.
- Drive the change processes with moving to a digital platform, support and encourage the team through the process and assist stakeholders and employees in understanding the benefits to business.
- Serve as a primary point of contact between the end user, Hospital Management and the IT team to ensure continuous improvement and the effectiveness of the system.
- Ensure full compliance to statutory regulations, policies, procedures, best practice and professional standards.
- Participate in the process towards compliance of all system interventions.
- Keep up to date with Netcare's evolving policies and procedures.
- Identify risks, maintain a risk register and mitigate any risks identified.
- Ensure alignment of the system to governance requirements and the regulatory framework and manage any uncertainties from the business that may arise as a result of such concerns.
- Develop and maintain collaborative relationships with relevant stakeholders in the business to ensure that adequate support is provided and that goals are accomplished.
- 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.
- Leverage relationship networks and partnerships to gain influence and support for work initiatives.
- Demonstrate personal commitment to internal and external stakeholders by fulfilling responsibilities, involving others, gaining support for ideas generated and removing obstacles to team accomplishments.
- Establish and consolidate good interpersonal relationships by listening to others and objectively considering their ideas and opinions even when they conflict with their own ideas.
- Assume responsibility for own personal and professional development.

## Skills profile

### Education

- Current registration with the South African Nursing Council as a registered/professional nurse at an NQF level 7 Or an NQF level 7 in pharmaceuticals or a degree in emergency medical care.
- Clinical competence and experience in a variety of patient care settings in order to be able to make decisions with confidence on how certain technical functionality can be applied in the clinical setting.

### Work experience

- 3 years clinical experience as a Registered Nurse/Pharmacist/EMC in a private healthcare environment
- Currently involved in direct patient care and practising in a clinical area for 2-3 years.
- Experience as a shift leader or a supervisor overseeing a team.
- Knowledge of the basics of clinical related workflows.
- Experience in working on an electronic medical record (EMR) system.
- Experience providing system support to end users.
- Experience in training, coaching and mentoring.
- Working experience in a specialist Unit.

### Knowledge

- Knowledge and support of the ever evolving Netcare strategy of patient centred Health and care. Continuously deepen the awareness of the strategy to address new challenges within the Healthcare sector, to build a competitive advantage and sustainability through the Netcare moat strategy.
- An intermediate to advanced level of Computer Literacy and proficiency in MS Office applications.
- Knowledge with regards to nursing and health care flow, standardisation of documentation, Standard Operating Procedures (SOP's) and policies as well as process requirements.
- Knowledge of international accreditation will be advantageous
- Knowledge of health-related policies, procedures and legislation.
- Superior interpersonal skills (developing and maintaining positive relationships; communicating clearly and effectively with people at all levels with verbal and nonverbal communication; working with others to identify, define and solve problems).
- Demonstrates excellent organisational skills: organised and structured. Manage timelines to ensure that work is completed timeously.
- Multi-tasking ability and the ability to handle stressful situations, difficult stakeholders (internal and external) appropriately and superior levels of patience and conflict resolution abilities.
- Ability to inspire others to believe in the culture of person centred Health and care.
- Ability to network and gain support for proposed ideas.
- Ability and experience in recognising developmental areas in others and supporting them through coaching to overcome these.
- Excellent attention to detail.
- Ability to drive the change management process alongside the change management team.

- Ability to challenge the current status quo, to ask the critical and relevant questions and to effectively deal with conflict should there be disagreements in thinking amongst stakeholders.
- Knowledge of any electronic medical record (EMR) system.

### Non-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.  *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
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.

### Values and behaviours

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 passionate about quality care and professional excellence.
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	<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 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 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 [Milpark.Recruitment@netcare.co.za](mailto:Milpark.Recruitment@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.

