

**NETCARE**

# Vacancy

Closing date: 18.12.2023

## Role profile

Role title	Technical Services Supervisor
Division	Hospital Division
Location	Netcare Umhlanga Hospital
Reporting structure	Technical Services Manager

## Role summary

The Technical Services Supervisor is responsible for managing risks related to Hospital Technical infrastructure and assets related to all plant and equipment.

## Key work output and accountabilities

- Manage and coordinate all maintenance functions of the hospital's premises, building and equipment.
- Plan and implement reactive and preventive maintenance procedures.
- Perform maintenance tasks as stipulated in "Equipment Type Skills Assessment TGL v1.1".
- Implement safety measures and compliance with regulatory and statutory regulations.
- Manage Technical related Purchasing and Expenditure.
- Perform cost control, budgeting and developing cost saving strategies.
- Ensure accurate record keeping and complete reporting.
- Prepare monthly reports as requested on staff, contractors, facility and assets of the hospital.
- Liaise with people from all levels (doctors, management, employees).
- Provide a professional and effective service to all colleagues, staff and customers.
- Assist with training of nursing, pharmacy, admin and management staff on technical related issues.
- Interact in a professional manner with colleagues, staff and clients.
- Supervise all applicable staff in the Technical Department.
- Train and assist Technical staff where required.
- Ensure proper planning of resources in accordance with PAS 55 principles.
- Ensure the correct skills are provided for the specific job.
- In consultation with HR Manager, assist the Technical Services Manager to develop training and succession plans to ensure that staff are trained to the statutory competency requirements for their specific roles.
- Assume responsibility for own personal and professional development.

- Keep up to date with Netcare's evolving policies and procedures.
- Ensure professional conduct at all times.

## Skills profile

### Education

#### ESSENTIAL:

- Electrical or Mechanical Trade Diploma at NQF level 6 or NQF Level 5 Engineering Qualification – Essential.
- Millwright trade test or electrical trade test or mechanical trade test – Essential.
- Served in a recognised apprenticeship program – Essential.
- Member of the South African Federation of Hospital Engineers (SAFHE) – Preferred.

### Work experience

#### ESSENTIAL:

- A minimum of 2 years relevant technical and supervisory experience in a hospital and/or hospitality related industry.
- Computer literacy in MS Office.
- Experience with engineering projects.
- SAP experience.
- Preventative and corrective maintenance experience.
- Experience with industrial HVAC units including chillers, air handling units, compressors, vacuum pumps and gas plants.
- Experience with generators, UPS systems and Isolocs.
- Experience with HV electrical reticulation 11Kv and below.

#### PREFERRED:

- Background in project management.
- Industrial experience.

### Knowledge

- Familiar with relevant regulatory and statutory regulations – Essential.
- Knowledge of National Building Regulations – Essential.
- Occupational Health and Safety Act's regulations relating to machinery – Essential.
- Knowledge of the R158 building regulations, specifically with regards to hospitals, theatres and industrial kitchens – Essential.

### 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	<p>The capacity to identify and respond to the needs of *internal and external customers.</p> <p><i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i></p>
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.
<b>LEADERSHIP SKILLS</b>	
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.
Resilience to stress	Appropriately balancing these various pressures to maintain stable performance.

## VALUES AND BEHAVIORS

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> </ul>
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	<ul style="list-style-type: none"> <li>• Passion - The creative, passionate and innovative drive to do things better than before. To develop and implement successful healthcare solutions for all.</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.

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

[Umhlangaapplications@netcare.co.za](mailto:Umhlangaapplications@netcare.co.za)

Please quote the following reference number in the subject line of your email:

**Technicalservicesupervisor CD18.12.2023**

#### 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 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 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 on our electronic system. 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.

