



NETCARE

Vacancy

Closing date: 17.01.2024

Role profile

Role title	Technical Clerk
Division	Hospital Division
Location	Netcare Rehabilitation Hospital
Reporting structure	Technical Manager

Role summary

The Technical Clerk is responsible for the coordination of activities between the Technical Services department and the hospital staff including, the placing of orders for stock and equipment, tracking of orders to ensure timeous delivery and the management of outstanding orders.

Key work output and accountabilities

The duties of the post include but are not limited to the following, and are carried out in accordance with Netcare's Policies and Procedures:

Maintenance execution

- Assist Technical Services Manager/ CEM to ensure that all work requests are processed through Netcare's Web Based Maintenance Request Application.
- Assist the Technical Services Manager/ CEM to ensure that all Work Requests are reviewed timeously.
- Ensure that the Hospital staff is informed of scheduled work planned for their areas of responsibility.
- Maintain asset related information on the computerised maintenance management system (CMMS) as well as managing of maintenance plans/items on the system.
- Assist the Technical Services Manager/ CEM with the planning and scheduling of Work Orders.
- Assist the Technical Services team to comply with Netcare's Quality Audit requirements.
- Operate as the Technical Services department's first point of contact.
- Ensure the Technical Services department is kept up to date with communications such as new or revised policies and technical bulletins.

Stock and equipment ordering:

- Place orders with suppliers in MyMarket according to Netcare policy.
- Ensure the effective application of Netcare policy for approved and standardised suppliers.
- Track all orders with suppliers/couriers to ensure timeous receipt of items.
- Provide accurate GRV data and invoices to finance for capture onto Netcare Procurement System. Liaise with finance to ensure that data capturing of goods received is done correctly.
- Ensure correct barcode labels are assigned to assets related to technical services and capture data in GRV templates.
- Communicate effectively with Central Payments Department (CPD) clerks for supplier payment queries.
- Communicate effectively to assist other team players.
- Assist in management of stock in accordance to Netcare policy with special emphasis on designated stock areas.

Reporting:

- Report on all Purchase Orders and provide relevant information to the line manager.
- Understand and be able to interpret the Engineering and KPI monthly reports to the Technical Services team.
- Assist Technical Services Manager/ CEM to compile reports as per Netcare Policy and departmental requirements.
- Assist with the collation of data and feedback to key internal stakeholders.

General Tasks:

- Manage associated administrative tasks.
- Perform any safety related tasks as requested by the line manager.
- Collate and file documents for the department as per Netcare policy.

Build and maintain stakeholder relationships:

- Work effectively and co-operatively with others to establish and maintain good working relationships that are mutually beneficial.

Skills profile

Education

Essential:

- Grade 12 or equivalent NQF Level 4 Qualification

Preferred:

- Sound knowledge of maintenance work coordination

Work experience

Essential

- Experience/Knowledge with CMMS/SAP PM advantageous
- Intermediate computer literacy
- Experience in a stock ordering / management environment
- Ability to work under pressure
- Excellent communication skills at all levels

NON MANAGERIAL/ SPECIALIST SKILLS

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. <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
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"> • 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 empathy 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 show I am not a racist.

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 and internal application form to rehabrecruitment@netcare.co.za using the reference **REHTC090124** in the subject line of your email.

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.

