



NETCARE

Vacancy

Closing date: 15.01.2024

Role profile

Role title	Emergency Care Assistant (ECA)
Division	Netcare 911 – Netcare Pretoria East Hospital
Location	Netcare Pretoria East Hospital
Reporting structure	Operations Manager

Role summary

To enhance operational efficiency and service delivery through quality patient care, fostering a client centric focus through being a brand ambassador and living the Netcare way.

Key work output and accountabilities

Administrative Duties

- Complete all company and legal documentation essential in the completion of your duty, and to ensure that copies of such documentation are handed to the Operations Manager for filing
- Share knowledge with relevant team members.
- Follow agreed upon (authorised) action steps until desired competence is achieved
- Ensure hospital records are completed in accordance with their internal requirements whenever a patient is delivered to them via the casualty/emergency unit
- Complete EPRF's – (Electronic Patient Report Forms) accurately for every patient treated
- Complete any and all paper work required for overtime worked and leave required
- Perform any other reasonable duties as requested by Operational Manager

Quality Improvement

- Quality assurance to maintain work standards ,integrity of data reporting
- Respond to any emergency if requested and administer treatment to any patient requiring as per the HPCSA protocols and regulations
- Depending on specialization provide assistance with medical rescue , emergency communications or specialized transport
- Immediately call for backup should the condition of the patient require treatment that exceeds your scope of practice and competency
- Log all calls with the Netcare 911 Call Centre and obtain a Case Number for every call attended and make sure this number appears on all pages of the PRF/EPRF
- Assist with in-service training where appropriate
- Ensure the cleanliness of the station on a daily basis
- Ensure proper and adequate stock control and replacement immediately after a call if possible
- Attend CME training to maintain CPD compliance
- Submit to involvement in community projects if required

- Required to have necessary knowledge and display adequate levels of competence in the treatment of patients as per your training and qualification, and familiarise yourself with any changes to the treatment protocols as prescribed by the HPCSA
- Required to adhere to all company policies and procedures applicable to your job, failing which disciplinary action may be instituted against you

Vehicle and Equipment

- Ensure the effective control of equipment in the Department as per set guidelines
- Ensure a detailed check of the vehicle and equipment assigned to you before commencement of your shift on CARS, and to report such discrepancies to your Operations Manager (CARS sheet)
- Ensure the cleanliness of all vehicles and equipment on a daily basis and a thorough cleaning session once a week.
- Maintain all equipment in satisfactory working condition in accordance with manufactures' details
- Ensure sufficient care is taken to prevent loss of equipment, and report all losses/stolen to management;
- Ensure that all rechargeable equipment is kept serviceable
- Maintain rechargeable batteries.
- Update contents check lists accordingly
- Ensure accurate record keeping for all drugs used and in your possession
- Complete a drug checklist before commencement of shift and provide a handover drug count on completion of the shift

Health and Safety

- 100% Compliance with Compensation for Occupational Injuries & Diseases Act requirements
- Ensure compliance with Compensation for Occupational Injuries & Diseases Act requirements and report all injuries sustained on duty immediately to the Operations Manager, Call Centre
- Ensure that all public areas in the Netcare 911 premises are kept neat and tidy at all times
- Act in the manner conducive to basic safety regulations whilst on duty
- Ensure safe and considerate driving techniques at all times whilst in control of the company vehicle
- Ensure that the scene of an incident is safe to approach and if not, make safe such a scene according to the regulations in your specific level of emergency care training
- Ensure reporting of any unusual occurrence of company importance, whilst on duty, to the Operations Manager immediately.
- Wear the appropriate protective gear on each scene as necessary
- Ensure proper and adequate stock control and replacement immediately after a call if possible

Patient Care

- Required to respond to all emergency calls within one minute and all non-emergency calls within three minutes, unless you inform the emergency call contact centre immediately of an adequate reason why you are unable to do so
- Be an ambassador to the company by always displaying compassion and empathy towards your patients, their family members and friends
- Keep family members informed about patient treatment
- Wear protective gloves when treating or transporting all patients
- Respect the confidential nature of the information patients share with you even after their death
- Be courteous and professional when interacting with patients.
- Accurately document all patients valuables
- Record and maintain a scheduled drug register in accordance with the Netcare drug policy

- Ensure drug registers are filled out when appropriate drugs have been administered
- Ensure regular drug stock counts are conducted
- Consult with an ECP or MO before interventions as per the HPCSA ECA protocol
- Ensure that interventions that require reported practice are presented to an ECP or MO within 48 hrs of said intervention

Self-Management and Development

- Identify self-development needs in terms of job requirements and career progression and bring these to the attention of the immediate manager
- Formulate action steps to close the gap between the ideal and actual state of competence
- Share knowledge with relevant team members.
- Follow agreed upon (authorised) action steps until desired competence is achieved
- Be punctual and behave appropriately to the business environment
- Meet deadlines

Customer satisfaction

- Ongoing Customers satisfaction according to set standards
- Be a model of excellent customer service, ensuring that all customers experience an excellent and satisfactory interaction at all time
- Listen with empathy while remaining professional at all times

Skills profile

Education

- Current registration with the HPCSA: Professional Board of Emergency Care Personnel as an Emergency Care Assistant (ECA)
- Currency with HPCSA CPG updates.
- Communication skills (written and verbal)
- Must be over 21 years old and have a valid PDRP for passengers and a valid Code 10 Driver's License

Work experience

- 1 years Post-graduate patient care experience in an operational environment would be beneficial
- Relevant computer proficiency would be beneficial (Microsoft Office)
- Interpersonal relationship skills
- Analytical and Technical skills

Knowledge

- Relevant computer proficiency would be beneficial
- Good general knowledge and understanding of legislation pertaining to the specific business environment of Netcare 911
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- Will need to work underground (where applicable)

Non Managerial skills / 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>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</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.

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 to ptaeastcv@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 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.

