

**NETCARE**

Vacancy

Closing date: 09.02.2024

Role profile

Role title	Ward Administrator – Maternity
Division	Admin
Location	Netcare Femina Hospital
Reporting structure	Unit Manager

Role summary

The incumbent will be responsible for the co-ordination of all secretarial and administration work in the ward and responsible for receiving all new patients, visitors, and doctors in the ward and to let them feel welcome. The incumbent is further responsible for assisting in maintaining stock levels in the ward and should work closely with the allocated stock controller.

The incumbent will further be required to assist the ward staff and the Unit Manager.

Key work output and accountabilities

- Patients/Public Service by liaising with patients, relatives, doctors and external organisation
- Equipment, maintenance and stationery requisitions
- Stock control and Management
- Proactive management of the DNYB of patient files
- Control Visitors
- Creating a friendly, polite and calm atmosphere in the Ward/Reception area
- Promoting positive staff morale
- Updating and supplying records, reports and statistics
- Attending training and development when scheduled
- Perform a public relations function by liaising with patients, relatives, doctors and external organisations
- Assist Unit Managers with monitoring of off-duties, leave and cost containment
- Administrative duties which include but not limited to:
 - General Administration
 - General reception and answering of phones
 - Ordering of stationary and meal tickets

- Inventory management
- Discharge and billings of patients
- Capture daily stats and compile monthly reports
- Scheduling appointments
- Takes minutes at monthly meetings
- Staff scheduling and timecard management
- Ad-hoc duties as requested by the Unit Manager

Skills profile

Education

- Grade 12 or equivalent NQF Level 4 Qualification
- Secretarial / Business Administration qualification would be advantageous
- Computer literacy

Work experience

- 2-3 years' experience in a secretarial position
- Previous Administrative experience within a Medical environment will be advantage
- Experience in a Nursing environment highly recommended

Knowledge

- Knowledge of Kronos, SAP ad OrderCo would be advantageous
- Working knowledge of the Microsoft Office suite.

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	<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"> • 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	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:

- 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 FeminaApplications@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.



