



NETCARE

# Vacancy

Closing date: 19.03.2024

## Role profile

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| Role title          | NIGHT MANAGER            |
| Division            | HOSPITAL DIVISION        |
| Location            | NETCARE N1 CITY HOSPITAL |
| Reporting structure | NURSING SERVICES MANAGER |

## Role summary

The Night Manager will assume overall responsibility for the hospital ensuring a safe environment to all patients, staff and stakeholders. The incumbent will be responsible for all operational activities in the absence of other Managers. In accordance the incumbent will be accountable for coordinating capacity building, mentoring and training

## Key work output and accountabilities

•The duties of the post include the following, and are carried out in accordance with Netcare Policies and Procedures and/or as determined by audit requirements:

### Nursing management

- Maintain alignment with hospital Nursing Strategy.
- Ensuring the effective management of all nursing related services and activities, according to the policies, procedures and objectives of Netcare.
- Ensuring that the nursing standards, quality assurance and risk management is maintained in the hospital.
- Assisting the Nursing Manager and Unit Managers to develop and implement action plans to improve problem areas and to monitor progress at night.
- Monitor results of the Staff Survey and assisting the Nursing Manager and Unit Managers to address problem areas and staff concerns.
- Maintaining the process of Maximising Performance and Balanced Score Cards.
- Ensuring all aspects relating to human resource management is effectively and consistently applied at night, including performance management and disciplinary procedures.
- Maintaining a student friendly, academic environment in the hospital at night and to work closely with the Clinical Facilitation Department to address problems and to implement solutions where applicable.
- Encouraging in-service training for nursing staff based on their Individual Development Plans, including the Netpartner training program.
- Identifying learning opportunities for staff and students.

- Monitoring absenteeism rates of nursing staff and assist the Nursing Manager and Unit Managers to manage appropriately.
- Determine acuity and workload of all wards/units and allocate staff appropriately.
- Liaise with agencies to provide additional staff where required.
- Monitor quality care delivered by all staff including agency staff.

#### **Patient care**

- Develop and continue quality circles in the departments.
- Co-ordinate and monitor all nursing activities in the hospital.
- Ensure smooth delivery of care by regular ward rounds and audits.
- Monitor the management of all medication.
- Regular checks of emergency equipment.
- Facilitate patient referrals where required.
- Identify quality improvement opportunities and ensure appropriate strategy and quality improvement initiatives are developed and measured.
- Ensuring the principles of infection prevention and all standard precautions are adhered to.
- Liaise with the treating Doctors and ensure their orders are carried out.
- Implementing group quality initiatives.

#### **Staff leadership and development**

- Foster an environment where staff are aware of the role they play in the provision of quality patient care and their value to the organization.
- Enforce staff dress code within and on leaving the hospital
- Facilitate staff development both personal and professional
- Coaching and mentoring of staff

#### **Stakeholder relationships**

- Build and maintain effective relationship with doctors, staff, patients and visitors
- Build strategic interdepartmental relationships
- Effective management of doctor and patient complaints and priority to improve customer care

#### **Risk Management**

- Investigate all negative incidents and ensure appropriate capturing on IMS
- Monitor safety standards in accordance with the Machine and Occupational Safety Act (Act 6 of 1983). Report all accidents and incidents to Line Manager / Safety Representatives
- Ensure compliance with protocols, policies and Acts
- Ensure that all equipment is in working order and properly maintained
- Control of asset register

#### **Personal and professional development**

- Assumes responsibility for own personal and professional development
- Keep up to date with Netcare's evolving policies and procedures
- Keep abreast of current research in their discipline

## Skills profile

### Education

- A relevant nursing qualification (Diploma in General Nursing/ B Cur Degree)
- Registration with SANC as a Registered Nurse
- A qualification in BLS/ALS is beneficial
- Compliance with the SANC code for a Registered Nurse and all applicable health care legislations.

### Work experience

- Relevant experience in the nursing discipline
- Capacity to implement and maintain standards of health practice required from all accredited bodies and appropriate health legislation
- 2 or more years' experience in a private hospital setting is advantageous
- Experience in clinical leadership

### Knowledge

- Sound financial knowledge and the ability to interpret financial data
- An intermediate level of computer proficiency

### Leadership skills

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| 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 mobilize, impart strength, vitality and enthusiasm to teams to actualize the organization's vision of the future.  |
| Designing and aligning | Ensuring the optimal alignment of employee behaviour with the organization'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 organization. |
| Global mindset         | Possessing a global frame of reference that enables one to scan the external world environment for different perspectives and to adopt   |

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|                        | 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 deal respectfully and understandingly with others. The ability to regulate and manage one's emotions healthily and productively.   |
| 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 behaviours

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| 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 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> </ul>   |

- 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:

[Sihle.Ngangqu2@netcare.co.za](mailto:Sihle.Ngangqu2@netcare.co.za)

**Reference: Night Manager 03/24**

#### 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.

