

**NETCARE**

# Vacancy

**Closing date: 15.03.2024**

## Role profile

Role title	Nursing Unit Manager X2
Division	Akeso Clinics Division
Location	Akeso Parktown Clinic
Reporting structure	Nursing Services Manager

## Key work output and accountabilities

The Nursing Unit Manager will be responsible for coordinating improved quality nursing care by ensuring compliance to professional and ethical practice.

The incumbent will also be responsible for monitoring and ensuring that nursing care and service delivery is implemented and practiced within a multi-disciplinary quality assurance team. In accordance the incumbent will be accountable for coordinating capacity building, mentoring and training. Duties include, but not limited to:

- Manage all related nursing services and activities.
- Ensure that nursing standards, quality assurance and risk management is maintained within the hospital.
- Appropriate risk and incident reporting.
- Assign decision-making authority/task responsibility to appropriate persons in order to maximise organisation and employee effectiveness.
- Facilitate effective change and conflict management.
- Build strategic inter-departmental relationships to help achieve business goals.
- Manage, advise and influence the delivery of cost-effective quality nursing care.
- Management of the nursing budget as well as understanding the financial fundamentals of the healthcare business.
- Promote sound staff, patient and doctor relationships.
- Staff training: Development and implementation of full in-service training programme, including ongoing monitoring.
- Staff training: Identifying and implementation of external training.
- Organising meetings and attending meetings when needed.
- To be a member of the Health and Safety Committee.
- To be a member of the Clinical Governance Committee, in the absence of the NSM.
- To be a member of the Operational Management Committee, in the absence of the NSM.
- To be a member of the Employment Equity Committee, in the absence of the NSM.
- Assist with patient assessments when needed.
- Identification, implementation and monitoring of Quality Improvement Programmes (QIPs).
- Revision, development and update of nursing policies and procedures when needed.

- Ensure all Health and Safety regulations are adhered to.
- Perform various tasks as assigned by management.
- Maintain a high level of confidentiality.
- Plan and implement ongoing quality improvement

#### **PATIENT CARE:**

- Providing of mental and physical health care.
- Promote and preserve the caring and professional approach of the nursing team in patient-centred care.
- Liaise with doctors to support detailed feedback regarding patients care, providing good quality patient service.
- Assist with patient and doctors' complaints.
- Identify, implement and evaluate process improvements and quality assurance.

#### **PERSONNEL:**

- Promote and coordinate training and development of the nursing department.
- Mentoring, monitoring and management of nursing department.
- Liaise with National Nursing Services Manager and staff.
- Work closely with the Human Resources Department to assist with disciplinary inquiries and relevant labour law legislation.
- Ensure compliance with company procedures and protocols by actively working with the team and uphold SANC standards.
- Liaise closely with nursing agency regarding staff requirements.

#### **ADMINISTRATION / MANAGEMENT:**

- Cost effective management of nursing department.
- Assist with after-hours on-call duties.
- Review, implementation and evaluation of policies and procedures.

#### **RISK MANAGEMENT:**

- Investigate all incidents and ensure appropriate capturing on the Incident Management System (IMS).
- Liaise with the Public Liability Department with regard to all incidents of potential risk to the business.
- Provide resolutions to complaints in an effective and timeous manner. Identify areas of non-compliance through clinical audits and CSA assessments and implement and measure remedial actions and strategies.
- Monitor safety standards in accordance with the Machine and Occupational Safety Act (Act 6 of 1983). Report all accidents / incidents to Hospital Manager / Safety Representatives.
- Ensure compliance with all Netcare Policies and Procedures.

### **Skills profile**

#### **Education**

- Proof of Registration as a Registered Nurse with the South African Nursing Council (SANC).
- Proof of Registration as a Psychiatric Nurse with SANC.

#### **Work experience**

- Minimum of 2 years recent Psychiatric experience.
- Experience and / or qualification in a nursing management capacity (Nursing Manager/Unit Manager).
- Well-developed interpersonal and organisational skills.
- Excellent leadership qualities - able to function well and independently under pressure.

## Knowledge

- Knowledge and experience in disciplinary codes and procedures.
- Knowledge and experience in Quality Assurance and Risk Management.
- Knowledge and experience in Occupational Health & Safety and Infection Prevention & Control.
- A disposition towards high quality and excellent patient care.
- Ability to positively motivate others.
- Computer literacy.
- Solid decision making skills.
- Good written and verbal communication skills.

## Managerial 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.
Technical Knowledge	The capacity to perform a technical function to required standards.

## 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"> <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> <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 [pkt.recruitment@akeso.co.za](mailto:pkt.recruitment@akeso.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 processed for possible recruitment and selection 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 will retain your CV and other information provided on our electronic system for 12 months. 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.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

