

**NETCARE**

Vacancy

Closing date: 29.04.2024

Role profile

Role title	Reception Manager
Division	Hospital Division
Location	Netcare Greenacres Hospital
Reporting structure	Finance Manager

Role summary

The Reception Manager is responsible for the overall management of the Reception area and Reception staff to ensure the sustainable performance and operational efficiency of the department and to achieve specific key performance metrics, targets and CSA's

The Reception Manager will also be responsible for ensuring that all Patient admissions are accurately recorded and that all patients are discharged in a professional, friendly and timeous manner as well as creating and maintaining goodwill with doctors and liaise with nursing staff regarding bed bookings.

The Reception Manager is required to oversee and manager the Credit Control function at Reception ensuring that accurate estimations and deposit collections are done for both Private and International Patients as well as ensuring that Guarantee of Payments (GOPs) are accurate and are managed accordingly.

Key work output and accountabilities

- Ensure staff admit patients in a professional and person centred manner.
- Ensure that at all times, client expectations are met and a quality patient experience is delivered.
- Ensure quality and integrity of information obtained on admission, whether existing or new, this to help ensure that we collect clean data
- Ensure that accurate estimations are done on admissions.
- Ensure that the Patient or PRFA signs the estimate and that the signed estimate is attached to the case.
- Ensure employees collect deposits and surcharges where applicable
- Checking admission forms to ensure that they are correct.
- Ensure all relevant admission documents i.e. ID, medical aid card etc. are obtained from the Patient or Person Responsible for the Account (PRFA)
- Liaise with doctors regarding Theatre List and diagnosis.
- Liaise with nursing employees regarding bed bookings.
- Ensure that risk is managed and identified for all admissions, report any risks or fraudulent activities identified.

- Ensuring that all authorisations are requested on admission and that where relevant valid Guarantee of Payments (GOPs) with sufficient funds for the admission period are obtained, scanned and attached to the case
- Ensure that the Patient In Progress (PIP) Report is managed daily in order to ensure that there is sufficient funds available to cover the admission.
- Ensure the control and management of the co-payment collections, privates and international collections for patient in progress.
- Management of all COID Worklist in order to ensure that all errors are resolved within the turnaround time (TAT).
- Ensure employees discharge patients in a professional, orderly manner
- Ensure employees collect outstanding monies due by private patients
- Ensure correct procedures are followed on the computer system.
- Implementation, monitoring and maintenance of all reception systems and controls.
- Compliance with Group Policy and Procedures.
- Ensure compliance with policies and procedures and CSA criteria.
- Hands on system checked weekly/monthly.
- To ensure a smooth work flow in reception at all times.
- Do the banking of Reception, and make sure there is not mistakes on drop register and devices used when taking receipts.
- Management of daily occupancy verification
- Management of the Reception Scheduling Roster in line with the business requirements and ensuring that fairness is applied at all times when scheduling staff.
- Plan, organise and control own work environment by setting appropriate priorities and objectives in order to achieve performance.
- Monitor, report and manage duplicate PMI process and PMI Merging.
- Monitor, report and manage with Reception un-billing requests
- Telephonic enquiries and queries.
- Ordering stationary.
- Perform any reasonable task as instructed by the immediate supervisor.
- Compliance with Netcare digital and data driven initiatives
- Online pre-admissions strategic alignment – drive with all relevant stakeholders.
- Manage CareNet Complaints within stipulated SLA, including relevant escalation to Hospital Exco where required.
- Overall management of the Reception team including porters and Credit control teams and performance thereof.
- Implement strategic plans, objectives and budgets through effective recruiting, training, development, motivation & evaluation of staff.
- Develop talented leaders and high performers.
- Manage and assess employee performance.
- Assign decision making authority and task responsibility appropriately in order to maximise organisation and employee effectiveness.

- Facilitate effective change & conflict management.
- Assume responsibility for own personal and professional development.
- Keep up to date with Netcare's evolving policies and procedures.

Skills profile

Education

- Grade 12 or equivalent NQF Level 4 Qualification
- Qualification in Administration, preferable

Work experience

- 5 Years experience in a Reception / Patient Administration

Knowledge

- Computer Literate
- Working knowledge of SAP ISH, preferable

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"> • 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 strengthen inclusivity and belonging.

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 Celeste.VanHeerden1@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 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.

