

**NETCARE**

# Vacancy

Closing date: 29.04.2024

## Role profile

Role title	Unit Manager – ICU
Division	Hospital
Location	Pelonomi Private Hospital
Reporting structure	Nursing Service Manager

## Role summary

The 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.

## Key work output and accountabilities

The duties of the post include but are not limited to the following and are carried out in accordance with Netcare's Policies and Procedures. The objective of this post is to render and promote cost effective quality patient care in accordance with hospital standards and policies.

- Assign decision making, authority, tasks, and responsibility to appropriate persons in order to maximize organisation and employee effectiveness.
- Develop a talented nursing workforce.
- Co-operate with Netcare Education Division to ensure appropriate nursing training for the delivery of quality care.
- Facilitate a culture that is supportive of talent management and the initiation of required implementations to hone nursing talent.
- Monitor staff attendance and/or absenteeism and ensure action is taken accordingly.
- Enforce staff dress code within and on leaving the Hospital.
- Facilitate effective change and conflict management.
- Orientation of new staff and students
- Facilitate staff development both personal and professional.
- Coaching and mentoring of staff.
- Ensure professional conduct and appearance of staff.
- Promote staff wellbeing and problem solving
- Effective time management, honesty, and integrity
- Apply aspects related to Human Resources, including performance management and disciplinary procedures.
- Ensure service delivery to all patients and doctors.
- Maintain and improve nursing standards in the unit.
- Build effective relationships with doctors/specialists, service providers, hospital management, staff, patients and family.
- Ensuring ongoing effective Clinical Facilitation in the Unit

- Manage acuities and skill mix in such a way as to ensure cost effective quality care.
- Manage all costs emanating from the department.
- Ensure correct billing, stock management and purchasing.
- Facilitate timeous and accurate compilation of files.
- Identify quality improvement opportunities and ensure appropriate strategy and Quality Improvement initiatives are developed and measure.
- 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
- Ensure the unit is providing safe, cost-effective quality patient care in line with the Clinical Governance strategy and evidence-based practice.
- Evaluate the patient's journey through patient experience and stakeholder input.
- Evaluate nursing quality indicators and clinical outcomes.
- Communicate effectively with patients regarding their care.
- Ensure the principles of infection prevention and all standard precautions are adhered to.
- Ensure achievement of transformation goals as set out by the Transformation Committee
- Active involvement in own professional development to maintain a satisfactory level of skill and knowledge.
- Keep up to date with Netcare's evolving policies and procedures.
- Create an environment where staff are aware of the role, they play in the provision of quality nursing care and their value to the organization.
- Work effectively and co-operatively with others to establish and maintain good working relationships that are mutually beneficial.
- Create and maintain a positive environment where the differences of others are recognized, understood, and valued, so that all can reach their full potential and maximize their contributions.
- Develop collaborative relationships to help accomplish work goal.

Build strategic inter-departmental relationships to help achieve business goals at departmental level within the hospitals.

## Skills profile

### Education

- Compliance with the SANC code for a Registered Nurse and all applicable health care legislation
- Registration with the South African Nursing Council as a Registered Nurse/Diploma in General Nursing
- A diploma/certificate in Management or Nursing Administration would be an advantage Trauma/Critical Care post grad qualification will be advantageous

### Work experience

- 3 years' experience in the relevant units will be an advantageous Managerial experience in hospital environment is essential

### Knowledge

Capacity to implement and maintain standards of health practice required from all accredited bodies and appropriate health legislation

### 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> </ul>
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	<ul style="list-style-type: none"> <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 strengthen inclusivity and belonging.</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 [Thato.Marogoa@netcare.co.za](mailto:Thato.Marogoa@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.

