



NETCARE

# Vacancy

Closing date: 03.05.2024

## Role profile

Role title	COPE Co-ordinator
Division	Akeso Division
Location	Akeso Arcadia Clinic
Reporting structure	Admin and Finance Manager

## Role summary

The Unit Co-ordinator is responsible for the co-ordination and communication activities in COPE between professional staff members and their clients, thus acting as the main point of contact for all referrals and enquiries, and being the main custodian of all information/documentation pertaining to the units.

## Key work output and accountabilities

### Co-ordination:

- Make and maintain patient files, ensuring that all required documentation is included.
- Transfer completed files to the archives and file correctly.
- Ensure that there are sufficient copies of any other relevant documents, including a list of resources and support groups if appropriate.
- Ensure that all patients are given their daily forms to be completed.
- Responsible for daily and weekly planning.
- Responsible for the update and maintenance of the communication board - admission and discharge dates, attending psychiatrist and patient details.
- Maintain Unit stats.
- Order stationery.
- All administration duties as required for the smooth running of the Unit.
- All COPE reception duties.
- Administering all telephonic enquiries and completing the required log sheet in order for patient to be admitted.

### Orientation:

- Welcome all new patients onto the Unit.
- Responsible for providing all units under their care with a basic brief about the programme structure, philosophy and therapeutic processes (telephonically or at the premises).
- Draw up a weekly planner for family sessions for each patient.
- Ensure that the patients hand in their mobile phones, any cash and other important documentation for safe-keeping during their stay.

### Communication:

- Assume primary responsibility for communication amongst team members, patients and other professional staff to ensure optimal functioning of the unit in the greater context of the clinic.
- Act as the main point of contact for all referrals, walk-ins and telephone enquiries.

- Provide therapeutic and financial information to those who enquire about the programme. Act as an administrative support to all members of the team.
- Take responsibility for answering any queries from the patients' family members or guardians not relating to clinical process.
- Act as a support to staff members: therapists, nurses and administration.
- Attending Ward rounds and keeping notes thereof.

#### **Assessments:**

- Assist, where appropriate, with the admission and discharge assessment process, scoring, scanning and emailing of the forms to the Outcomes Team at the Support Office.

#### **General:**

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

#### **Responsibilities:**

- Collate and maintain patient files, including admission forms, screening assessments, ensuring that all required documentation is included.
- Transfer completed files to the archives and file correctly.
- Ensure that there are sufficient copies of any other relevant documents, including a list of resources and support groups if appropriate.
- Daily and weekly planning of programmes and appointment schedules.
- Update and maintenance of the communication board – admission and discharge dates, and attending psychiatrists' and psychologists' patients' details.
- Maintain Unit stats, including group and TAG attendance stats.
- Order stationery and other relevant items as required by the COPE team.
- All administration and reception duties as required, including scheduling intake assessments.
- Assume primary responsibility for communication amongst team members, patients and other professional staff to ensure optimal functioning of the unit in the greater context of the clinic. This will include psychiatrists, psychologists, occupational therapists, social workers, nursing staff and administration staff.
- Arrange transport for programme activities, including outings and exposure therapy.
- Co-ordinate bookings of sessional rooms for COPE members, as well as external professionals.
- Prepare orientation packs for patients, and maintain adequate stock levels thereof.
- Communicate maintenance and housekeeping issues to the relevant parties.
- Keep records of patients' contact details and communicate support group information and other COPE-related issues to patients.
- Communicate daily patient handover from all the units to the relevant staff.
- Orientate new staff with regard to human resources documentation and communicate same to the Financial Manager.
- Co-ordinate and communicate with locums. Ensure that billing sheets are submitted timeously to the Financial Manager.
- Maintain sessional rooms and attend to housekeeping issues.

### **Skills profile**

#### **Education**

- Grade 12

#### **Work experience**

- Minimum of 3 years working experience in the healthcare environment

- Experience in an administration, co-ordinators or managerial role will be advantageous

## Knowledge

- Excellent communication skills
- Ability to grasp clinical concepts
- Ability to administer screening tools
- Excellent record-keeping skills
- Ability to interact empathically with patients
- Attention to detail
- A helpful manner
- Computer literacy – Microsoft Office suite

## Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers.  *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
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.
Teamwork	Capacity to cooperate with others to work towards a common goal.
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 compassion 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>
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## 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 [pta.recruitment@akeso.co.za](mailto:pta.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.

