



# NETCARE



## Vacancy

Role Title	Clinical Application Support Specialist (CASS)
Division	Hospital Division
Location	Netcare Moot Hospital
Closing Date	11/02/2025

### Role Summary

The Clinical Application Support Specialist is role, which will support the implementation of Care On across the Netcare hospitals. This individual will facilitate the adoption and operationalisation in everyday practice and provide the operational support to end users, primarily to Nursing and Pharmacy within the Hospital with an aim to improve the efficiency and quality of clinical patient care. The Clinical Application Support Specialist will play a pivotal role in representing the project team during the project and after the project by providing input and constantly evaluating areas for improvement and solutions thereof.

This individual will include supporting the super user and the clinical end user as appropriate by answering queries, arranging any required training, proving recommended solutions, troubleshooting, escalating any unresolved problems and coaching employees. The individual will be required to work in consultation and collaborate with the relevant stakeholders to form synergistic partnerships to achieve organisational objectives and the Netcare strategy. They will serve as a point of contact between the end user and the technical and application stakeholder. They will work closely with the Nursing team and Pharmacy team in the achievement of the Care On project divisional goals while maintaining compliance with the Netcare standards including the strategy of Person centred Health and care which is digitally enabled. The Clinical Application Support Specialist will be expected to work as part of the Support team which will include working shifts and over weekends. This individual will also be expected to travel to different hospital sites as the rollout progresses

### Inherent Requirements

- Registration with the South African Nursing Council as a registered nurse/professional nurse **Or** an NQF level 7 in pharmaceuticals or a degree in emergency medical care.
- A grade 12 or equivalent NQF level 4 qualification.
- Clinical competence and experience in a variety of patient care settings in order to be able to make decisions with confidence on how certain technical functionality can be applied in the clinical setting.
- 3 years clinical experience as a Registered Nurse/Pharmacist/EMC in a private healthcare environment
- Currently involved in direct patient care and practising in a clinical area for 2-3 years.
- Experience as a shift leader or a supervisor overseeing a team.
- Knowledge of the basics of clinical related workflows.
- Experience in working on an electronic medical record (EMR) system.
- Experience providing system support to end users.
- Experience in training, coaching and mentoring.
- Working experience in a specialist Unit.

### Application process

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [Kefiloe.Molala@netcare.co.za](mailto:Kefiloe.Molala@netcare.co.za)

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.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days after the closing date of this advert should consider their application as unsuccessful. 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.

**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 compassionate about quality care and professional excellence.

#### OUR STRATEGY

**Person centered health and care:**  
Empowering Patients to participate in their health. Delivering the best quality and consistency of care.

**Digitally enabled** - Digitising all patient touch points to create a unified, integrated experience.

**Data driven** - a 360-degree view of our targeted clinical decision -making patient engagement, and informed business decisions.

Our redesigned health and care offering will be highly differentiated in SA and will create a sustainable competitive advantage for the Group – we call this *the Netcare moot*.

**Our basic service standard holds us accountable for the below seven behaviours:**

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 practice proper hand hygiene to show my care.

I always seek consent to show my compassion.

I always say thank you to show my appreciation.

I always embrace diversity to strengthen inclusivity and belonging.

**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 living with a disability.**

