



NETCARE

# Vacancy

Closing date: 25.01.2024

## Role profile

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| Role title          | Clinic Manager                |
| Division            | Netcare Primary Care Division |
| Location            | East London Medicross         |
| Reporting structure | Regional Operations manager   |

## Role summary

The Clinic Manager has an overall responsibility to manage and control the operational environment of East London Medicross and East London Greenfields Clinic. The successful incumbent will be accountable for achieving specific revenue and profit targets in combination with key performance metrics. The incumbent will also be responsible for the operational efficiency of the facilities, including all business areas as well as liaising with a diverse network of external and internal stakeholders in order to ensure operational excellence, business growth and long-term sustainability.

## Key work output and accountabilities

### Profitability attained

- Adequate controls to ensure correct daily billing.
- Monitor weekly update of Medprax file.
- Calculation of doctor consulting fees as per contractual agreement.
- Manage overhead expenses according to budget.
- Enforce correct procurement process.
- Ensure that all GRV's are done daily.
- Compliance to procure from Netcare preferred suppliers.
- Control and manage variable staff cost.
- Ensure timeous submission of all supplier invoices for payment.
- Ensure compliance to month-end process.
- Monthly variance reporting to finance.
- Ensure follow-up on exceptional variances for correctness.
- Ensure formal communication to finance should adjustments be made.
- Monthly detailed review of financials (Income Statement).
- Review outstanding GRV report and ensure action and resolution.
- Provide input as required for budget.

### Working capital management

- Ensure patient validation process is in place.
- Ensure daily real time switching.
- Follow-up on exception reports.

- Manage switch rejection reports.
- Ensure daily collections of all private accounts, levies and long outstanding debts.
- Manage the maintenance of the debtor book i.r.o. classification of debtors, small balance write-offs, etc.
- Monthly calculation of debtor days and collection targets.
- Enforce process to ensure the correctness of the patient details on the system.
- Ensure that all patients receive an invoice/statement before leaving the clinic.
- Monitoring and controlling of bad debts.
- Ensure that all cash is banked on a daily basis.
- Ensure daily reconciliation of cash/payments.
- Manage and monitor Remittance in Transit recon monthly.
- Follow-up on long outstanding amounts on Remittance in Transit recon.
- Ensure timeous allocation of medical aid remittances.
- Ensure follow-up process for rejections on medical aid remittance.
- Assist in determining the minimum stock levels.
- Management of stock e.g., daily cycle counts, daily clearing of negative stock, etc.
- Monthly calculation of stock days.
- Ensure that the stock days do not exceed the maximum level as determined by the Policy.
- Enforce daily GRV process for all stock received.
- Daily controlling of stock profit percentage.

### **Risk management**

- Ensure proper segregation of duties.
- Ensure compliance to Company Policy & Procedure.
- Manage compliance to repeat audit findings.
- Enforce a billing audit process.
- Ensure monthly sign-off of dummy payslips.
- Ensure that each clinic has an updated register for all contracts (staff, doctors, suppliers).
- Ensure compliance to contractual obligations.
- Ensure daily back-up of the server.
- Password protection policy for all staff.
- Register of all staff with access to software and relevant authorization levels.
- Compliance to occupational health & safety.

### **Capital expenditure and asset management**

- Ensure compliance to Company Policy & Procedure.
- Manage capital expenditure according to annual budget allocation.
- Ensure that all company assets are bar coded.
- Ensure physical asset verification of assets on an annual basis.
- Ensure compliance to Netcare preferred supplier list where applicable.
- Physical facility infrastructure to be continuously managed and maintained.
- Input required for replacement of assets when compiling the budget for the new year.

### **Transformation**

- Drive achievement of transformation goals as set out by the Transformation Committee.

### **Stakeholder relationship**

- Ensure effective and formal communication.
- Arrange monthly meetings with all practitioners to discuss relevant issues.
- Ensure proper maintenance of facility and ensure a professional environment.

### **People management**

- Ensure a structured working environment for staff.
- Arrange monthly meetings for all relevant staff to discuss operations and provide feedback.
- Timely and accurate submission of all HR related forms.
- Control and manage absenteeism and ensure updated records.
- Identify training needs of staff and arrange appropriate training.
- Ensure proper induction for all new staff members.
- Ensure relevant formal training for all new staff members.
- Maintain attendance registers for all staff.
- Performance criteria to be determined for all staff.
- Measurement of deliverables for all staff e.g., meeting of deadlines, improvement of debtor book, etc.
- Ensure compliance to uniform policy.
- Manage all disciplinary actions.
- Compliance to appropriate clinic staff ratios/skill mix.
- Ensure business continuity should staff be on leave.

### **Performance management**

- Determine and manage performance criteria for all staff.
- Identify training needs and arrange appropriate training.

### **Ensure organisational growth**

- Ensure retention of current practitioners.
- Marketing initiatives to ensure volume growth.
- Encourage staff team efforts in a clinic to ensure a customer friendly environment.
- Encourage internal marketing between departments.

## **Skills profile**

### **Education**

- Grade 12 / Matric
- Degree or Diploma in business, health or finance.

### **Work experience**

- A minimum of 6 years' experience in leadership/ management role.
- Experience of working in a business oriented and customer focused environment.
- Experience in budget development, management and tight cost control.
- Experience in the healthcare industry would be advantageous.

## Knowledge

- Computer literate.
- Basic knowledge regarding relevant legislation.
- Bilingualism.
- High attention to detail, accuracy and exceptional organising skills are essential.
- Demonstrate high standards of achievements and the ability to work across multidisciplinary teams.
- Demonstrate the ability to ensure continuous process improvement.

## Managerial Skills

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|-------------------------------------|---|
| 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 | The capacity to identify and respond to the needs of *internal and external customers.<br><br>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors, and any other person that requires a relationship |
| 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

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| Netcare values | 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 |
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|                 | <p>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 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 [pcdreruitment@netcare.co.za](mailto:pcdreruitment@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.

