



## Role profile

Role title	Nursing Administrator
Division	Netcare Primary Care Division
Location	Medicross The Berg
Reporting structure	Clinic Manager

## Role summary

The incumbent will be responsible for the administration of the nursing department and will also be responsible for assisting with improved quality nursing care by ensuring compliance to professional and ethical practice, Nursing act, 2005 (Act no.33 of 2005), all Healthcare legislation, Basic Conditions of employment, Policies and Procedures and Core standards.

The incumbent will be responsible for assisting with monitoring and ensuring that nursing care and service delivery is implemented and practiced within a multi-disciplinary quality assurance team.

## Key work output and accountabilities

### Reception, Bookings and Payments

- Open patient file on ME+.
- Allocate incoming patients as per triage policy.
- Fulfil the reception function for nurses station, answering calls, taking messages, monitoring access.
- Make insurance bookings / appointments.
- Load insurance.
- Fax invoice & insurance to MBCH.
- Receive proof of payment.
- Provide patients health care education sheets.
- Be willing to listen, help and take action of all customer complaints.

### Stock Control

- Monitor and order stationary required.
- Order Waste man stock.
- Participate in stock takes and assist with inventory.
- Assist in cycle count as per schedule.
- Assist in stock management as requested by Charge Nurse.
- Order Ampath stock.

## Housekeeping

- Ensure the nurses station and nursing department are kept neat and tidy.
- Ensure with team correct Waste disposal.
- Ensure with team correct Contaminated linen handling.

## Co-ordination

- Follow up with the lab to fax or email results.
- Phone for stat bloods to be collected.
- Receive results and distribute to the doctors.
- Capture STATS.
- Distribute MCRs to doctors every two hours.
- Monitor and record in- service training attendance.

## Skills profile

### Education

- Grade 12 or equivalent NQF Level 4 Qualification.
- Enrolled with the South African Nursing Council.

### Work experience

- 2-3 years' experience in a secretarial or Administration position.
- Computer literate.
- Knowledge of SAP is advantageous.

### Knowledge

- Ability to work well under pressure and to maintain effectiveness during changing conditions.
- Ability to work effectively and co-operatively with others by establishing and maintaining good working relationships.
- Excellent planning, organising and control / follow-up skills are essential.
- Must be customer care oriented.
- Must be able to use initiative.

### 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.
<b>Values and behaviours</b>	
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>
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 show I am not a racist.</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.

