



**NETCARE**

# Vacancy

Closing date: 20.09.2022

## Role profile

Role title	Reception Team Leader
Division	Netcare Primary Care Division
Location	Medicross Rustenburg
Reporting structure	Clinic Manager

## Role summary

The Reception Team Leader has an overall responsibility to provide a professional service to all customers in line with the Netcare strategic themes.

The Incumbent is further responsible for answering phones, patient scheduling and registration, charge entries, work queues, payment posting, batch balancing and cash reconciliation and balancing.

The incumbent also acts in a supervisory function to other reception employees.

## Key work output and accountabilities

### Effective Communications

- Ensure effective Communication (telephonic, emails etc.)
- Conduct daily testing of extensions and faults to be recorded and reported to the responsible HOD
- Ensure night service is switched off prior to clinic opening
- Determine the availability of practitioners and clinic staff and inform reception staff
- Ensure that the correct answering message is recorded to reflect the clinics current

### Effective Patient Scheduling

- Attend to all On-Line-Appointment requests
- Maintain the practitioner's duty roster on the On-Line-Appointment website
- Ensure availability of practitioners is correctly indicated on ME+ system
- Ensure that the practitioner availability board is correctly maintained and is visible to the patients
- Ensure that the practitioner availability and detail is correctly maintained on Real time Online booking system
- Ensure that all electronic booking requests is acknowledged and replied to

## Auditing

- Conduct auditing of new files - all new files must be checked for compliance as per the standard operating procedure within 48 hours from opening
- Old files need to be maintained / replaced on an ad hoc basis
- Ensuring files with a 2 year non activity period are archived on a regular basis
- Ensure filing cabinets are operational and report faults to the responsible manager

## General Tasks

- Ensure reception and waiting areas are clean and neat at all times
- Ensure that all electronic media (TV, radio) is operational
- Ensure chairs are neatly arranged
- Ensure compliance as per the Standard Operating Procedure

## Handling of emergencies

- Refer patients to nursing station immediately
- Assist in transporting the patient to the nursing station if necessary
- Ensure that the patient is handed over to a nurse or practitioner
- Follow up on patient details once patient has been stabilised as per the Standard Operating Procedures

## Customer satisfaction

- Ensure a customer friendly environment
- Ensure a professional environment at all times
- Ensure compliance with companies customer care values
- Ensure effective and formal communication
- Monitor patient waiting time and keep patient informed
- Notify booked patients of doctors cancellations
- Manage the patient flow at reception and pay point
- Alert Nursing station of any potential or visible high risk patients
- Attend to and assist in resolving any patient complaints

## Transformation goals

- Assist with the identification of potential talent
- Ensure alignment to the EE plan

## Skills profile

### Education

- Grade 12 or equivalent NQF 4 certificate

- Higher certificate in Business Management NQF level 5 ( Essential)

### Work experience

- 2 years' experience in frontline reception in a clinic/hospital environment
- SAP experience
- ME + experience

### Knowledge

- Knowledge of medical aids
- Computer literacy

### NON- MANAGERIAL/ SPECIALIST 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	The capacity to identify and respond to the needs of *internal and external customers.  <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
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.
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>Leadership skills</b>	
Visioning	The ability to provide direction in terms of action towards certain future outcomes.
Empowering	Creating conditions of willingness and participation amongst teams by providing sufficient encouragement, information, resources and authority to make the necessary decisions to accomplish tasks.
Energising	Having the capacity to motivate and mobilize, impart strength, vitality and enthusiasm to teams to actualize the organization's vision of the future.
Designing and aligning	Ensuring the optimal alignment of employee behaviour with the organization's vision and values.
Rewarding and feedback	Fostering a performance culture by creating a framework of appropriate incentives and rewards to direct and motivate the achievement of desired performance behaviours and goals.
Team building	Creating team players and team effectiveness by using appropriate methods and a flexible interpersonal style to instil a cooperative atmosphere conducive to building a cohesive team.
Outside orientation	Awareness of outside constituencies, emphasizing particularly the need to respond to the requirements of customers, suppliers, partners, shareholders and other interest groups, such as local communities affected by the organization.
Global mindset	Possessing a global frame of reference that enables one to scan the external world environment for different perspectives and to adopt successful practices. The capacity to inculcate a global mentality in others by instilling shared values and cross-cultural sensitivity.
Tenacity	The capacity and courage to persevere with one's purpose in a persistent and determined manner despite opposition or setbacks until the desired objective is obtained or it becomes clear that the objective is no longer attainable. Inspiring others, through active example, to have the courage of their convictions.
Emotional intelligence	The capacity to foster trust and create an emotionally intelligent workforce whose members know themselves and deal respectfully and understandingly with others. The ability to regulate and manage one's emotions healthily and productively.
Life balance	Articulating and modelling the importance of the need for life balance for the long-term welfare of oneself and one's employees.
Resilience to stress	Appropriately balancing these various pressures to maintain stable performance.
<b>Values and behaviours</b>	

<p>Netcare values</p>	<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 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>
<p>The Netcare way</p>	<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

[Ciska.Albrecht@medicross.co.za](mailto:Ciska.Albrecht@medicross.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 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 used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment 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 retain your CV and other information provided on our electronic system. 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.

