



NETCARE

Vacancy

Closing date: 14.02.2024

Role profile

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| Role title | Receptionist FTC (Sessional Rooms) |
| Division | Hospital |
| Location | Netcare Sunninghill Hospital |
| Reporting structure | Reception Manager |

Role summary

The Receptionist has exceptional interpersonal communication skills and is often the first point of contact to the visitors and patients of the hospital. The Receptionist is responsible for the complete admissions process and handling of associated queries with various stakeholders.

Key work output and accountabilities

- Admitting patients into the Hospital which includes Pre-Admissions
- Accurate recording of patient information into the system
- Validation of the information received in the admission of the patient
- With the assistance of the various admission systems or web applications, engage with patients on medical aid rules, benefits, and co-payments to ensure that the business financial risk is adequately managed
- Obtain and appropriately store all the necessary documentation
- If required ensure all payments or letters of guarantee are received prior to admission
- Obtain and follow up on authorisations required for patient admission
- Obtain signatures on the relevant documentation / Terms and Conditions explained
- Maintain patient confidentiality at all times and adhere to governance processes pertaining to patient dignity and care.
- Receive payments in the form of cash and credit cards only
- Generate a system receipt for all payments received and ensure that the receipt made out for the correct value, method of payment and to the person making the payment
- Drop all money received into the drop safe
- Balancing and reconciliation of payments
- Management of the petty cash float
- Attending to general inquiries and assisting in the resolution thereof in a professional manner
- Directing visitors, patients and external stakeholders as and when required
- Assist with any ad hoc duties assigned by Management
- Operating of the Switchboard, where necessary
- Maintain and sustain effective working relationships with all internal and external stakeholders
- Awareness of all relevant policies and standard operating procedures

- Adherence to all of these policies and standard operating procedures
- Adherence to internal control frameworks and quality standards
- Reporting of any known transgression to these policies and standard operating procedures to your line manager.
- Assume responsibility for own personal and professional development.
- Keep up to date with Netcare's evolving policies and procedures.

Skills profile

Education

- Grade 12 or equivalent NQF Level 4 Qualification.

Work experience

- Previous experience in a hospital environment.
- SAP ISH Experience

Knowledge

- Computer literacy.
- Exceptional Interpersonal communication skills
- Knowledge of medical aid scale of benefits

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. *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

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 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.

- Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.
- Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.
- Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.
- Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.
- Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.

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:

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 strengthen inclusivity and belonging.

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 SunninghillHR@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.

