



# Vacancy



ROLE PROFILE	
Role title	Receptionist x 2 – Fixed term contract
Division	Netcare Hospital Division
Location	Netcare Greenacres Hospital
Reporting structure	Reception Manager
Closing date	12 March 2020

ROLE SUMMARY
Attend to all patients, customers and visitors needs within the professional and legislative boundaries provided.

KEY WORK OUTPUT AND ACCOUNTABILITIES
<ul style="list-style-type: none"> <li>• Successful candidate will be required to work shifts.</li> <li>• Responsible for the preparation of the Reception area for each working day, and have all front desk activities fully operation at the start of business hours.</li> <li>• Assist patients to accurately complete appropriate forms and documents for the required information.</li> <li>• Capture admission and discharge information of patients in a professional, friendly and timeous manner, focusing on patients' and visitors' needs.</li> <li>• Risk profiling clients for affordability in line with the National Credit Act and requirements.</li> <li>• Identify financial risks pro-actively and communicate these to the patient and internal risk chain as per protocol.</li> <li>• Collect payments according to protocols and prepare financial registers daily, accountable for receipting functions as per policy.</li> <li>• Handle and manage the continuous flow of information between doctor's rooms, patient, medical schemes, MHC's and other service providers.</li> <li>• Maintain administrative records to the system and report statistics when required.</li> <li>• General administration duties as will be required from time to time.</li> </ul>

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SKILLS PROFILE	
EDUCATION	
<ul style="list-style-type: none"> <li>A Grade 12 or equivalent NQF level 4 qualification.</li> </ul>	
WORK EXPERIENCE	
<ul style="list-style-type: none"> <li>Receptionist experience, preferably in a hospital environment is an advantage.</li> <li>Computer literacy specifically in Microsoft Office.</li> <li>Accurate data-entry skills (40WPM typing speed minimum requirement).</li> <li>Excellent communication skills (articulate, well spoken).</li> </ul>	
KNOWLEDGE	
<ul style="list-style-type: none"> <li>SAP experience will be an advantage.</li> </ul>	
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	<p>The capacity to identify and respond to the needs of *internal and external customers.</p> <p><i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i></p>

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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.
VALUES AND BEHAVIOURS	
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 organisation.</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> </ul>

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- I always seek consent to show my compassion.
- I always say thank you to show my appreciation.
- I always embrace diversity to show I am not a racist.

## 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 [biancaf@netcare.co.za](mailto:biancaf@netcare.co.za) or alternatively fax application details to **041-3907088**.

#### Please note:

- Please note that reference checks for internal applicants will be conducted with the current and past Netcare direct line managers of the applicant and the relevant Netcare HR Managers. Employees are therefore 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 which you have applied for will be based on those that exist in the Division within which you will be employed.
- In the event of a candidate having 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 for a period of 6 months after which it will be destroyed in a secure manner. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection and we will immediately destroy your personal information in a secure manner.

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