



NETCARE

# Vacancy

Closing date: 17 July 2023

## Role profile

Role title	Intermediate Life Support Practitioner (Ambulance Emergency Assistant) / ECT/ ECA
Division	Hospital Division
Location	Netcare 911 Margate
Reporting structure	Operations Manager

## Role summary

To enhance operational efficiencies, client liaison and retention, service delivery and quality.

## Key work output and accountabilities

- Complete all company and legal documentation essential in the completion of your duty, and to ensure that copies of such documentation are handed to the Operations Manager
- Ensure hospital records are completed in accordance with their internal requirements whenever a patient is delivered to them via the casualty/emergency unit.
- Complete E- Patient Report Forms accurately for every patient treated.
- Complete all paperwork required for overtime worked and leave required.
- Perform any other reasonable duties as requested by Operational Manager
- Respond to any emergency if requested and administer Intermediate Life Support treatment to any patient requiring as per the HPCSA protocols and regulations.
- Immediately call for backup should the condition of the patient require treatment that exceeds your scope of practice and competency.
- Log all calls with the Netcare 911 Call Centre and obtain a Case Number for every call attended and make sure this number appears on all pages of the PRF / EPRF
- Ensure the cleanliness of the station on a daily basis.
- Ensure proper and adequate stock control and replacement immediately after a call if possible.
- Attend CME training to maintain CPD compliance.
- Submit to involvement in community projects if required.
- Have necessary knowledge and display adequate levels of competence in the treatment of patients as per your training and qualification, and familiarise yourself with any changes to the treatment protocols as prescribed by the HPCSA.
- Adhere to all company policies and procedures applicable to your job, failing which disciplinary action may be instituted against you

- Ensure a detailed check of the vehicle and equipment assigned to you before commencement of your shift on CARS, and to your Operations Manager Ensure the cleanliness of all vehicles and equipment on a daily basis and a thorough cleaning session once a week.
- Maintain all equipment in satisfactory working condition in accordance with manufactures' details.
- Ensure sufficient care is taken to prevent loss of equipment, and report all losses/stolen 'to management.
- Ensure accurate record keeping for all drugs used and in your possession.
- Ensure that you comply with Compensation for Occupational Injuries & Diseases Act requirements and report all injuries sustained on duty immediately to the Operations Manager, Call Centre
- Ensure that all public areas in the Netcare 911 premises are kept neat and tidy at all times.
- Act in the manner conducive to basic safety regulations whilst on duty
- Ensure safe and considerate driving techniques at all times whilst in control of the company vehicle.
- Ensure that the scene of an incident is safe to approach and if not, make safe such a scene according to the regulations in your specific level of emergency care training.
- Ensure reporting of any unusual occurrence of company importance, whilst on duty, to the Operations Manager immediately.
- Wear the appropriate protective gear on each scene as necessary.
- Ensure proper and adequate stock control and replacement immediately after a call if possible.
- Adhere fully to all HPCSA protocols at all times.
- Required to respond to all emergency calls within one minute and all non-emergency calls within three minutes, unless you inform the emergency call contact centre immediately of an adequate reason why you are unable to do so.
- Be an ambassador to the company by always displaying compassion and empathy towards your patients, their family members and friends.
- Keep family members informed about patient treatment.
- Hand all patients over to hospital staff as per protocol
- Wear protective gloves when treating or transporting all patients.
- Respect the confidential nature of the information patients share with you even after their death.
- Be courteous and professional when interacting with patients.
- Accurately document all patients' valuables
- Identify self-development needs in terms of job requirements and career progression and bring these to the attention of the immediate manager.
- Formulate action steps to close the gap between the ideal and actual state of competence.
- Pursue self-development in one or both of the following areas:
  - Formal Studies
  - Informal / self-studies
  - Share knowledge with relevant team members.
  - Follow agreed upon (authorised) action steps until desired competence is achieved.
- Be punctual and behave appropriately to the business environment.
- Meet deadlines.

- Ongoing Customers satisfaction according to set standards
- Be a model of excellent customer service, ensuring that all customers experience an excellent and satisfactory interaction at all time.
- Listen with empathy while always remaining professional

## Skills profile

### Education

#### Essential

- Current registration with the HPCSA: Professional Board of Emergency Care Personnel as an AEA / ECT or ECA. Up to date with latest HPCSA CPG guidelines.
- A valid PDRP for passengers
- A valid Code 10 Driver's License

### Work experience

- Must be over 21 years old.
- 2 Years post graduate patient care experience in an operational environment would be beneficial.
- Computer proficiency would be beneficial (Microsoft Office)

### Knowledge

- Good general knowledge and understanding of legislation pertaining to the specific business environment of Netcare 911

### 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.

### Values and behaviours

<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 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>
<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 [MargateHR@netcare.co.za](mailto:MargateHR@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 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.

