



# JOINT MEDICAL HOLDINGS PROPRIETARY LIMITED

Registration No. 2011/010448/07

## VACANCY: JOINT MEDICAL HOLDINGS

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| <b>DIVISION:</b>  | ISIPINGO HOSPITAL    |
| <b>JOB TITLE:</b> | RECEPTION SUPERVISOR |

### PURPOSE OF POSITION

The individual in this role oversees the daily supervision of reception staff and related operations, ensuring adherence to established procedures, protocols, and timelines, and providing necessary reports to the Hospital Manager.

### KEY PERFORMANCE AREAS

- Delivery of a high quality Administration Service to patients, doctors and staff on a daily basis.
- Responsible for Administration controls, particularly receipting of cash, credit control.
- Managing the balance of staff between the various reception functions.
- Be supportive of staff when confronted with difficult patient queries / situations.
- Ensuring the effective and efficient registering of new patients.
- Make sure staff members release patients in a timely, professional manner.
- Adopt strategic strategies, targets, and budgets by motivating, training, and evaluating personnel in an efficient manner.
- Manage and assess performance.
- Supporting practice, policies and protocols including health and safety and infection control.
- Ensuring efficient management of the task of caring for doctors and promptly addressing their requests to enhance their effectiveness in assisting patients equitably and in accordance with their needs.
- Facilitate effective change & conflict management
- To support staff through conflict resolution, effective time management, workload prioritization and individual staff development.

### COMPETENCIES (The following will be advantageous)

#### MINIMUM REQUIREMENTS (Educational Qualifications & Experience)

- Knowledge of medical aid rules, pre-authorization & confirmations essential.
- Previous supervisory skills essential with strong interpersonal skills.
- Understanding of Hospital Billing system essential.
- Computer Literacy.
- Internet and Microsoft office is essential.
- Previous experience in dealing with the public (preferable within a medical environment).
- Must have own transport.
- Ability to work shifts, i.e. night and day shift when necessary.

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| <p><b>SKILLS</b><br/>(Practical &amp; Technical)</p>  | <ul style="list-style-type: none"> <li>• Excellent Communication Skills</li> </ul>  |
| <p><b>BEHAVIOURAL ATTRIBUTES</b><br/>(Personality Characteristics)</p>  | <ul style="list-style-type: none"> <li>• Professionalism and initiative</li> <li>• Well-spoken and respectful</li> <li>• Must be able to adhere to all company rules and policies.</li> </ul>   |
| <p><b>JMH VALUES</b><br/>(Commitment)</p>   | <ul style="list-style-type: none"> <li>• We respect the dignity of an individual.</li> <li>• We are committed to giving our doctors top quality service.</li> <li>• We are committed to building an atmosphere of trust, and to trainand develop our staff to their fullest potential.</li> <li>• We are committed to providing our shareholders with a fair rate of return on their investment.</li> <li>• We will act in a responsible manner towards our physical and social environment.</li> </ul> |
| <p>CV's together with supporting documents should be submitted to: <a href="mailto:isirecruit@jmh.co.za">isirecruit@jmh.co.za</a></p> |   |
|   | <p style="text-align: center;"><b>NB: Only short listed candidates will be contacted.</b></p> <p style="text-align: center;"><b>Closing date for applications is 19 May 2024</b></p> <p style="text-align: center;"><b>Yours faithfully</b><br/><b>Jenny Bux Group HR Manager</b></p>   |

