



# JOINT MEDICAL HOLDINGS PROPRIETARY LIMITED

Registration No. 2011/010448/07

## HCY: ASCOT PARK HOSPITAL

**DIVISION:**

**ASCOT PARK HOSPITAL**

**JOB TITLE:**

**PATIENT LIASON OFFICER (PLO)/ MANAGEMENT SECRETARY**

### **PURPOSE OF POSITION**

Provide secretarial, administrative and Patient Liaison Officer support to ensure efficiency and effective service to stakeholders.

### **KEY PERFORMANCE AREAS.**

#### **PATIENT LIAISON OFFICER**

- Daily round to patients to obtain, analyse and record patient experience via patient questionnaire.
- Record feedback electronically onto Patient Myth system
- Preparation of monthly report for Hospital on patient feedback and complaints.
- Handle patients' complaints, compliments and suggestions and recording of such according to SOP
- Maintain complaints register for all complaints.
- Report results of feedback to Unit Managers.
- Formation of complaints, compliments, and suggestions committee.

#### **MANAGEMENT SECRETARY**

- Perform secretarial duties for the Hospital Manager and NSM.
- Manage the Hospital Manager and the Matron's diary.
- Local Faxing, fast speed / Dictaphone typing and handling of mail.
- Payroll coordinating (Overtime, Allowances, leave and other claims)
- Complete the laundry activity schedule every Friday and circulate to the hospital manager.
- Complete monthly Allocation list and management off duties and distribute to the relevant persons.
- Attend to queries (Staff, Doctors, representatives, patients, ancillary & outsourced services, other stakeholders, and staff from other JMHCY hospitals).
- Collate quotes and order numbers from HOD's for the approval and review BY Hospital Manager.
- Arrange and confirm appointments.
- Organize and co-ordinate training sessions, meetings, travel arrangements, functions, shopping as required by HM's office.
- Attending to visitors (high profile visitors, Doctors, and other visitors).
- Coordinate the flow of information and distribution of documents/other items both internally and externally.
- Attend to queries (Staff, Doctors, representatives, patients, ancillary & outsourced services, other stakeholders, and staff from other JMHCY hospitals).
- Organize and co-ordinate training sessions, meetings, travel arrangements, functions, shopping as required by HM's office.
- Coordinate internal and external events in conjunction with marketing and HR Department.
- Typing of letters, Memorandum's, and Notices.
- Liaising interdepartmentally.

### **COMPETENCIES (The following will be advantageous)**

<p><b>MINIMUM REQUIREMENTS</b> (Educational Qualifications &amp; Experience)</p>	<ul style="list-style-type: none"> <li>• Grade 12 qualification is essential.</li> <li>• Knowledge of Word, Excel, Pastel and MS Outlook essential.</li> <li>• Relevant qualification will be advantageous.</li> <li>• Must be fluent in both IsiZulu and English.</li> <li>• Minimum of 3 years' experience performing secretary duties.</li> <li>• Must be willing to work overtime when necessary.</li> <li>• Must be willing to undertake admin ad hoc duties.</li> <li>• Must have knowledge on handling salaries (Overtime and Allowances)</li> <li>• Excellent telephone and interpersonal skills essential</li> <li>• Must have super numeric skills.</li> <li>• Must be able to work under extreme pressure.</li> </ul>
<p><b>SKILLS</b> (Practical &amp; Technical)</p>	<ul style="list-style-type: none"> <li>• Take on initiative and be a self-starter.</li> <li>• Good Communication and Verbal Skills</li> </ul>
<p><b>BEHAVIOURAL ATTRIBUTES</b> (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> <li>• High level of confidentiality.</li> </ul>
<p><b>JMH VALUES</b> (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 train and 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:ascotrecruit@jmh.co.za">ascotrecruit@jmh.co.za</a></p>	
<p><b>NB: Only short-listed candidates will be contacted.</b></p> <p><b><u>POPIA CLAUSE – HR ADVERTS</u></b></p> <p>Your information is collected and processed in accordance with the Protection of Personal Information Act No 4 of 2013 (POPIA).</p> <p>By applying to this advert, you consent to JMH (Pty) Ltd collecting and processing your personal information for the purpose of determining your eligibility for the advertised position.</p> <p>If unsuccessful, your personal information is securely destroyed and is not retained by the company.</p> <p><b>Closing date for applications is 26 January 2023</b></p> <p><b>Yours faithfully</b> <b>Jenny Bux</b> <b>Group HR Manager</b></p>	