



VACANCY: JOINT MEDICAL HOLDINGS

DIVISION:	CITIMED AMBULANCE SERVICES
JOB TITLE:	OPERATIONS/ FLEET MANAGER

PURPOSE OF POSITION

- Responsible for the day-to-day operations and administration of the Citimed Ambulance Service.

KEY PERFORMANCE AREAS

Administration

- Oversees, directs and maintains the overall operations of the Citimed Ambulance Services
- Prepares update reports when requested by the Group General Manager or JMH Group Management
- Develops and administers the annual Citimed Ambulance Services budget in cooperation with the Group General Manager.
- Monitors expenditures and receipts of the Citimed Ambulance Services
- Financially plans for future equipment needs
- Reviews and approves Citimed's staff leave and overtime
- Manages stock control by arranging for purchasing equipment, materials and supplies in accordance with the budget and cost effectiveness including long range capital and equipment needs.
- Enters all run reports into the appropriate database, keeps records and updates when appropriate
- Credit control management of Citimed accounts

Operational

- Coordinates and supervises Citimed's daily operations and training activities and staff through intervening supervisors
- Develops and oversees the formation of the Citimed's Ambulance Service's policies and goals
- Ensures safety and efficiency in the workplace by establishing policies and procedures to ensure the highest level of care is being rendered
- Monitor crew functions during emergency calls when appropriate
- Effective control, maintenance and repairs of emergency vehicles and equipment
- Does ambulance maintenance checks, stock checks, fixing of equipment and other necessary checks when appropriate
- Manages the cleaning and maintenance of the Citimed's building and grounds when appropriate
- Insurance Claims, Damage Reports, Assets Register
- Plan for replacement capex
- Manages the inbound ambulance services telephone line. Information, guidance and assistance; messages and/ or directs calls to appropriate personnel are done to Citimed's professional standards
- Substitutes for other staff during temporary absences or where relevant
- Performs other related duties as required

Staff Management

- Ensure relevant new staff recruitment paperwork is completed
- Encourage operational input from all Citimed staff
- Works with Citimed staff, providing leadership, support and assistance
- Coordinates training for new Citimed staff; conducts or assists with training as necessary
- Address personnel issues in a timely and professional manner
- Work with Training Coordinator to ensure all necessary training is completed
- Promotes proper training and supervision
- Monitor Citimed work and leave schedules
- Setting high standards of performance for self and others
- Disciplinaries – report and investigation should staff not adhere to policies
- Managing staff shuttle
- Manage staff within the department

Compliance

- Submits necessary paperwork to the Group General Manager including but not limited to call-out paperwork, ambulance license paperwork
- Keeps patient files/ administration up to date
- Ensures Citimed's Ambulance Services is compliant with all regulatory checks

Miscellaneous

- To perform any other duties commensurate with the responsibilities, the grade of the post and skill and qualifications of the post holder.
- Project management responsibilities as and when required

Clinical

- Staff Policies and Procedures within the Clinical aspect
- PRF Clinical Guidance
- Clinical in-service training
- Biohazard material correctly used and picked up

COMPETENCIES (The following will be advantageous)

MINIMUM REQUIREMENTS (Educational Qualifications & Experience)

- Relevant qualification i.e. NDip EMT/ BTech/ EMC BHSc
- Preferred Bachelor's degree in Emergency Management Services, Business Management/ Administration, Medical studies or related fields
- Relevant knowledge of Health & Safety Regulations, HPCSA protocols & CPD Compliance
- Thorough knowledge of national and local policies, procedures and regulations pertaining to emergency services including rescue operations and natural and man-made disaster planning and operations
- Thorough knowledge of resources available for emergency assistance from local and national level
- Through knowledge of emergency medical principles, practices and procedures
- Considerable knowledge of management, supervision and administrative techniques
- Considerable knowledge of and skill in administering emergency medical procedures and techniques

<p style="text-align: center;">SKILLS (Practical & Technical)</p>	<ul style="list-style-type: none"> • Skills in work as a Paramedic • Ability to plan, organize and supervise Emergency Management Services; to develop and to organise programs and activities to achieve the level of emergency medical services required by the citizens; and to interpret, to explain and apply a wide variety of policies, procedures and regulations • Ability to respond quickly, effectively and professionally in emergencies and stressful situations • Ability to prepare reports and to make effective public presentations • Ability to use sound judgment and determine best options and decisions for handling emergency matters • Ability to supervise EMS staff, including knowledge of budgeting, personnel and purchasing requirements and to train and mentor other employees. • Ability to establish and maintain effective working relationships with law enforcement agencies, volunteer fire services, public officials, hospitals, schools and the general public • Ability to plan and analyse department operations, develop alternatives and determine costs • Ability to prepare and administer an annual budget • Ability to work and communicate effectively • Customer service knowledge and the ability to handle consumer complaints and concerns promptly • Ability to take the initiative, develop ideas and problem solve • Positive leader
<p style="text-align: center;">BEHAVIOURAL ATTRIBUTES (Personality Characteristics)</p>	<ul style="list-style-type: none"> • Professionalism and initiative • Well-spoken and respectful • Must be able to adhere to all company rules and policies.
<p style="text-align: center;">JMH VALUES (Commitment)</p>	<ul style="list-style-type: none"> • We respect the dignity of an individual. • We are committed to giving our doctors top quality service. • We are committed to building an atmosphere of trust, and to train and develop our staff to their fullest potential. • We are committed to providing our shareholders with a fair rate of return on their investment. • We will act in a responsible manner towards our physical and social environment.

NB: Only short-listed candidates will be contacted.

POPIA CLAUSE – HR ADVERTS

Your information is collected and processed in accordance with the Protection of Personal Information Act No 4 of 2013 (POPIA).

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.

If unsuccessful, your personal information is securely destroyed and is not retained by the company.

Closing date for applications is 17th September 2021

Yours faithfully