

INTERNAL VACANCY

<u>ORGANISATION</u>	:	HOSPICEWITS
<u>DEPARTMENT</u>	:	PALLIATIVE SERVICES HOUGHTON
<u>TITLE</u>	:	PALLIATIVE SERVICES MANAGER
<u>DATE</u>	:	MARCH 2018
<u>REPORTS TO</u>	:	CEO

PURPOSE

The Palliative Services Manager is responsible for the day-to-day operation of Palliative Services in Houghton and coordinates the key performance areas of all departments and ensures they function as one.

KEY RESPONSIBILITIES

Management and Supervision of staff

- Day to day management and supervision of clinical, professional, clerical and administrative staff.
- Establish work schedules and assignments for staff, according to patient numbers.
- Establish objectives and evaluative or operational criteria for units they manage.
- Discipline and performance management of staff
- Ensure patient and family complaints are dealt with effectively and timeously
- Monitor the use of diagnostic services, inpatient beds, facilities, and staff to ensure effective use of resources.
- Be available to do clinical duties including co-visits with homecare nurses.
- Be available to perform locum homecare clinical duties when Home Care Sister is on leave or absent
- Assess and monitor the quality of care in IPU ensuring quality and standards are followed as per accreditation

Record Keeping and Administration

- Prepare activity reports to inform management of the status and implementation plans of programs, services, and quality initiatives.
- Develop and maintain record management systems to store and process data such as personnel activities and information
- Ensure efficient and effective administration of the unit including ensuring staff have the requisite tools of trade
- Check and record drugs on a monthly basis and submit reports to CEO
- Monitoring budgets and maintaining finances within tight constraints.

Interdisciplinary team meetings and team work

- Coordination of clinical interdisciplinary team meetings including attending homecare meetings once a week
- Liaising with Doctors, Manco team and HR Manager where appropriate
- Attending meetings, writing reports and delivering presentations to a variety of audiences.

Quality Assurance

- Liaise closely with Quality Improvement Officer to ensure all requirements for continued Accreditation and Quality assurance are met.
- Ensure continuous development of staff to stay abreast of industry developments
- Ensure accurate patient records and information

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- Actively participate in the Management meetings
- Prepare management reports
- Prepare Board Reports.

QUALIFICATIONS/EXPERIENCE

- Qualified registered nurse with Administrative qualification.
- 5 – 10 years' experience in a healthcare environment, preferably palliative services, with at least 2 years' experience as a Nursing Services Manager/Matron or Unit Manager managing a team of nursing staff.

SKILLS/KNOWLEDGE

- Proven managerial and leadership skills.
- Excellent people management skills, including performance management, teamwork, motivation and conflict handling skills.
- Administrative skills and a background in healthcare administration.
- Business skills to handle long-term planning, development of operating objectives and budgets, and creation of an overall system for efficient delivery of patient care services.
- Health care industry knowledge is essential.
- Interpersonal skills for supervising and mentoring staff, relating to the community and interfacing with government departments.
- Involved in recruiting, hiring, and training nurses and other clinical staff.
- Computer literacy in MS Office and clinical systems.

Please email all CVs to Mandisa Sindana at MSindana@hospicewits.co.za