



NETCARE



Vacancy

Role Title	Ward Clerk
Division	Akeso Division
Location	Akeso Gqeberha Clinic
Closing Date	08 August 2025

Role Summary

The Ward Clerk / Ward Secretary is responsible for full co-ordination of all administration within the Ward / Nursing Department. The Ward Clerk/ Ward Secretary is also responsible for receiving all new patients, visitors, and doctors in the ward and to make them feel welcome. The incumbent will further be required to assist admin and nursing staff. Ward Clerk duties will include but are not limited to:

- Ensuring customer centricity is at the centre of all we do, driving greater convenience and integrated, personalised experiences.
- Delivering the best quality and consistency of care.
- Answering the telephone in a friendly and professional manner and deal with enquiries.
- Taking of messages and communicate these to the relevant staff members / patients and doctors.
- Welcoming the patient
- Placing the required stickers in the bulletin book
- Capturing and reconning scripts
- Capturing and reconning patient's ward stock
- Verification of patients daily
- Assisting with administrative admissions where necessary

Inherent Requirements

- Minimum Grade 12 or equivalent NQF level 4
- Secretarial qualification
- 2-3 years' experience in an administration or secretarial position preferably in a hospital/nursing environment
- Experience in psychiatry and addictions arena beneficial
- Computer literate in Microsoft Office, Google
- Attention to detail
- Friendly disposition
- Knowledge of ICD 10 codes
- Previous experience in liaison with medical aids

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to gq.recruitment@akeso.co.za.

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection 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.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days after the closing date of this advert should consider their application as unsuccessful. We will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the afore mentioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

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 compassionate about quality care and professional excellence.

OUR STRATEGY

Person centered health and care: Empowering Patients to participate in their health. Delivering the best quality and consistency of care.

Digitally enabled - Digitising all patient touch points to create a unified, integrated experience.

Data driven - a 360-degree view of our targeted clinical decision -making patient engagement, and informed business decisions.

Our redesigned health and care offering will be highly differentiated in SA and will create a sustainable competitive advantage for the Group – we call this *the Netcare moat*.

Our basic service standard holds us accountable for the below seven behaviours:

I always greet everyone to show my respect.

I always wear my name badge to show my identity.

I am always well-groomed to show my dignity.

I always practice proper hand hygiene to show my care.

I always seek consent to show my compassion.

I always say thank you to show my appreciation.

I always embrace diversity to strengthen inclusivity and belonging.

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 living with a disability.