



## VACANCY

<b>Job Title</b>	Patient Services Manager
<b>Division</b>	Hospital
<b>Location</b>	Johannesburg Surgical Hospital
<b>Reporting Structure</b>	Hospital Manager

### Job Summary

As the Patient Services Manager at Johannesburg Surgical Hospital, you will be responsible for overseeing and coordinating all aspects of patient care services to ensure the highest level of quality, safety, and patient satisfaction. You will play a critical role in managing patient relations, leading a team of healthcare professionals, and implementing strategies to optimize patient experiences.

### Requirements

- Proven experience in a healthcare management role, preferably in a hospital setting.
- Strong leadership and managerial skills with the ability to motivate and inspire a diverse team of healthcare professionals.
- Excellent communication and interpersonal skills to build positive relationships with patients, families, and staff.
- Sound knowledge of healthcare regulations, patient rights, and industry standards.
- Proficient in using healthcare information systems and related software.
- Exceptional problem-solving and decision-making abilities.
- Ability to handle stressful situations with composure and tact.
- Must be highly organized and detail-oriented to ensure smooth operations and adherence to protocols.
- Demonstrated commitment to continuous improvement and enhancing patient experiences

### Qualifications

- Bachelor's degree in Healthcare Administration, Nursing, or a related field. A Master's degree will be advantageous.
- Certification in Healthcare Management or related certifications will be considered a plus

### Experience

- Minimum of 5 years of progressive experience in healthcare management, preferably in a hospital or surgical centre environment.
- Proven track record of successfully managing patient services, staff, and resources to achieve organizational goals.
- Experience in leading quality improvement initiatives and ensuring compliance with healthcare regulations and standards.
- Previous experience in handling patient complaints and implementing measures to enhance patient satisfaction.

### Responsibilities

- Oversee and coordinate all patient care services to ensure efficient and effective operations.
- Lead, mentor, and support a team of healthcare professionals, including nurses, patient care coordinators, and support staff.
- Implement strategies to optimize patient experiences and satisfaction levels.
- Collaborate with medical staff, nursing teams, and other departments to streamline patient care pathways.
- Develop and enforce policies and procedures that comply with healthcare regulations and best practices.
- Monitor and analyze patient feedback and implement improvement initiatives as needed.
- Manage patient complaints and concerns, ensuring swift resolution and exceptional service recovery.
- Collaborate with the Quality Assurance department to maintain and enhance service quality standards.
- Participate in budget planning and resource allocation to ensure efficient utilization of resources.

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- Stay updated with the latest healthcare trends, regulations, and advancements to recommend innovative patient care solutions.
- Conduct regular staff evaluations, training, and development programs to enhance team performance and competency.
- Develop and maintain positive relationships with patients, families, and the community, promoting the hospital's reputation for excellent patient care.

### Company needs

As a Patient Services Manager, you will be expected to align your efforts with the company's mission and vision. Your role will play a vital part in ensuring patient satisfaction, safety, and well-being, which are core values of Johannesburg Surgical Hospital. You will work closely with other departments and contribute to the overall success of the hospital by providing exceptional patient services and fostering a positive work environment for the healthcare team. Your leadership, communication, and strategic abilities will contribute to the hospital's continued growth and reputation as a leading healthcare facility in the region

### **Johannesburg Surgical Hospital is an equal opportunity employer.**

The Company's approved Employment Equity Plan and targets will be considered as part of the recruitment process aligned to the Company's Employment Equity strategy.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [careers@jsh.co.za](mailto:careers@jsh.co.za)

### **Please Note:**

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 purpose 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 your prior consent.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.