



ERRATUM

The Department has recently issued Circular 04 of 2019 on the Office of the Premier and EC Health website, an Advertisement of Non-Clinical posts for various health institutions.

The following post has been advertised erroneously, please note the amendment below:

ASSISTANT DIRECTOR: LABOUR RELATIONS

Salary Range: R 376 596 – R 443 601 per Annum (Level 9)

Ref. No. ECHEALTH/AD-LR/SBDO/3/06/2019 – Sarah Baartman District Office

REQUIREMENTS: A National Diploma/Degree in HR, Public Administration, Labour Law, B Comm. Law or any relevant qualification with coupled with 3 years' experience in the field of which 3 years must be at supervisory level. Knowledge of Project Management, Applied Strategic Thinking, Applied Technology, Budgeting and Financial Management, Communication and Information Management, Citizen Focus and Responsiveness, Strategic Management, Develop Others, Financial Management, Diversity Management, Impact and Influence, Networking and Building Bonds, Managing Interpersonal Conflicts & Resolving problems, Planning and Organising, Team Leadership, Communications, Problem Solving and Decision Making, Negotiations, Continuous Improvement. Good communication skills (written and verbal skills) and a good command of English language. A valid driver's license.

DUTIES: Supervise the administration of grievances and disciplinary processes: Carry out investigations, grievance handling and disciplinary proceedings. Attend effectively to all litigations, Prepare documentation for consultations and negotiations & Control grievance procedures and promote labour relations support during negotiations. Supervise the rendering of technical advisory services i.r.o employee services: Give guidance to employees regarding procedures and practices related to employee relation matters, Facilitate communication to employees by providing guidance and consultation regarding problem solving, dispute resolution and litigation avoidance and Provide advice and guidance on all employee relations aspects. Manage performance and all the allocated resources: Encourage team effort in the unit, Encourage production of excellent quality work, Set work targets and monitor timelines, Allocate work tasks/activities to staff and provide the necessary guidance and support, Facilitate staff training and development, Develop staff Work Plans and Personal Development Plans (PDP's), Manage daily employee performance and make Performance Assessments/review & Manage records and ensure safekeeping of assets.

CALL CENTRE AGENT X 2

Salary Range: R173 703 – R 204 612 per Annum (Level 5)

Ref. No. ECHEALTH/CCA/HO/29/06/2019 – Bisho, Head Office

REQUIREMENTS: Post Matric qualification/Public relations/Contact centre certificate with 1 – 2 years as a contact centre agent. Proof of competency in handling different customers online. Must be able to be competent and understand CRM and CCC (Contact Centre Client). Must be computer literate with proof of competency. Must be fluent in languages spoken in Eastern Cape.

DUTIES: Support and provide superior service via phones, e-mails, faxes, face to face and written as a receiver and caller. Use questioning and listening skills that support effective telephone communication. Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects. Understand the impact of attitude in handling calls professionally. Effectively deal with job stress, angry

callers, and upset customers. Use the most appropriate way to communicate with different behaviour types on the telephone. Apply the elements of building positive rapport with different types of customers over the phone. Apply the proper telephone etiquette to satisfy various customer situations. Apply appropriate actions to effectively control a telephone call. Identify voice skills and how to enhance a good telephone presentation Meets commitments to customers and be able to work shifts in 24hour contact centre.

ADMIN CLERK: SUPPLY CHAIN

Salary Range: R173 703 – R 204 612 per Annum (Level 5)

Ref. No. ECHEALTH/AC-SC/BEDFH/43/06/2019 – Amathole District, Bedford Hospital

REQUIREMENTS: Grade 12 with 2-5 Years' experience with relevant finance related qualification will be an added advantage, good understanding of Procurement procedures. Knowledge of LOGIS, Good Communications and Interpersonal Skills, Computer Literacy (Excel, Ms Word, LOGIS). Ability to work individually and in a team.

DUTIES: Manage stores administration in the institution. Control procurement services. Monitor the implementation of stores procedure and prescriptions. Maintain stock levels. Do monthly Contract Management report, draft award letters for successful bidders. Draft services level agreements for awarded bidders, Verify and update lease register as per BAS report, verify and update contract register. Maintaining lease agreements.

DRIVER

Salary Range: R 122 595 – R144 411 per Annum (Level 3)

Ref. No. ECHEALTH/D-LV/StBH/56/06/2019 – OR Tambo District, St. Barnabas Hospital

NOTE: Requirements: Valid Code 10 driver's license with PDP instead of code 8.

SENIOR PORTER

Salary Range: R 122 595 – R144 411 per Annum (Level 3)

Ref. No. ECHEALTH/POR/StEH/83/06/2019 – OR Tambo District, St. Elizabeth Hospital

NOTE: The above mentioned post is Senior Porter Level 3 instead of Porter Level 2.

ADMIN CLERK

Salary Range: R173 703 – R 204 612 per Annum (Level 5)

Ref. No. ECHEALTH/AC/FPS/33/06/2019 – Forensic Pathology Aliwal North

NOTE: The above mentioned post Centre is Aliwal North, application should be posted to Chris Hani District Office- Human Resource Office Chris Hani District Office, P.O. BOX 1661, Queenstown 5320 or hand delivery at Chris Hani District Office, Ward F HR Office Enquiries; Ms Nyoka Tel No: 045 807 1110/1101

NOTE: Livingstone application should be posted to - **Livingstone Tertiary Hospital- Post to:** The Human Resource Manager, Recruitment Section, Private bag x Korsten, Korsten, 6014 or Hand deliver to Registry Department Nurses Home, 1st Floor, Corner Lindsay & Standford Road, Korsten 6014. Enquiries: Mr Mjindi 041- 405 2121.

Closing date for all posts still remains as the 28 June 2019