



NETCARE

Vacancy

Closing date: 13.04.2022

Role profile

Role title	Human Resources Intern
Division	Hospital Division
Location	Netcare Rehabilitation Hospital
Reporting structure	HR Manager

Role summary

- The Human Resources Intern is required to perform a full generalist human resources function, which includes industrial relations, recruitment and selection, training, counselling and administration processes.
- The incumbent will further meet tight deadlines, be accurate, to follow policies and procedures and interact with members of the staff, management, external companies and agencies associated with Netcare as well as members of the public.

Key work output and accountabilities

- Demonstrate basic business sense and be aware of key industry drivers.
- Understand how the business works and earns an income and apply this knowledge to less complex workforce situations in the local environment to ensure that HR processes and systems deliver business outcomes.
- Display a basic practical understanding of the business mission and value proposition and how functional business structures, levels of work, reporting lines, systems and work processes support these objectives.
- Ensure a basic command of the business language to consider and ask business relevant questions.
- Display a basic understanding of financial accounting principles to collate and/or calculate payroll information and other HR costs.
- Apply basic knowledge of organisational salary structures, scales and ranges for staff graded C5 and below to prepare letters of offer (basic salary, overtime and benefit allowances), to calculate annual / interim salary increases in line with Remuneration policies and procedures, and to handle routine payroll queries.
- Demonstrate knowledge of and adhere to internal best practices for standard operational HR practices, processes and procedures.
- Advise on changes to implement to ensure best practice and operation efficiency.
- Coordinate project activities and small sub-projects under management guidance; ensure project activities have a clearly defined framework and a scope that is focused and short in duration.

- Implement projects that involve enhancements / adjustments to work practices, processes and systems to ensure ongoing improvement.
- Plan project activities and brief and monitor resources and stakeholders regarding roles, responsibilities and progress.
- Draft a monthly newsletter.
- Adhere to all personnel administration policies, processes, systems and procedures; ensuring that personnel records are accurate and up to date.
- Handle all routine personnel administration queries and work requests and resolve these efficiently and effectively within required SLA's and turnaround times.
- Oversee the personnel administration of Human Resource Assistants.
- Apply basic practical training / adult learning techniques (instructional methods, demonstration, and presentation) to impart technical HR and organisational induction information in a group learning context.
- Train new staff on the complete Netcare Orientation (including Caring the Netcare Way and EPD) training program.
- Understand the fundamental difference between training and learning and apply this knowledge in less complex learning situations.
- Gather, collate, analyse and diagnose basic skills development needs in the business; seek to clarify learner expectations and establish clear objectives that are useful, relevant and organised around what the business and learners require.
- Recommend and coordinate enhancements /updates to HR learning materials and In-service training programmes as needed.
- Collate and monitor training schedules (as required) in line with clear learning and development policy requirements.
- Learn from others regardless of their position and educate self through study and analysis.
- Assist closely with a training needs analysis and the compiling of an ATR and WSP.
- Demonstrate satisfactory knowledge of targeted recruitment and selection practices for non-managerial positions to advertise vacant positions, to shortlist suitable candidates and to conduct a structured /standard interview for recruitment purposes.
- Maintain effective working relationships with local learning institutions and recruitment agencies to expand pool of candidates.
- Leverage referral hiring – ask current employees to suggest candidates who are qualified and might fit requirements.
- Provide a counselling / advisory service to staff on all HR related matters.
- Provide a counselling /advisory service to all staff on work related matters and social problems. Forward referrals to a professional body such as ICAS where appropriate.
- Provide a non threatening and supportive environment for voluntary disclosure of HIV positive employees and continuing education of HIV/Aids.
- Assist with the organisation and implementation of employee wellbeing programs.
- Communicate the importance of change to help others understand change and the urgent need for change.
- Align work systems and processes to support the change.
- Take action and make decision to reflect the organisation's new focus and priorities.

- Address resistance to change by helping others to overcome resistance, and by empathising with those who feel loss as a result of change.
- Live the organisational values and behave ethically. Align own behaviour, decisions and actions with defined values and codes of conduct.
- Communicate and help others to understand and realise the importance of organisational vision and values.
- Adhere to Labour Legislation including the Labour Relations Act (LRA), Basic Conditions of Employment Act (BCEA) and The Occupational Health and Safety Act (OHSA).
- Facilitate and coordinate the Disciplinary Enquiry process under management guidance, ensuring that due process is followed in compliance with Employer and Employee legal rights and Group policies.
- Apply knowledge of IR Procedures to effect employment suspensions, to investigate allegations and to collate and report on evidence gathered.
- Coordinate grievances, ensuring that grievance procedures are correctly followed and that all matters of grievance are lodged and handled appropriately by management.
- Demonstrate practical knowledge and understanding of the Balanced Scorecard performance appraisal process and forms by explaining how these are applied in order to evaluate employee performance against defined work standards and goals.
- Apply knowledge of the performance management cycle (i.e. clarifying expectations, setting objectives, identifying goals, providing feedback, and evaluating results) to support line management and staff in detecting, discussing and correcting poor performance.
- Adhere to poor performance management processes.
- Understand how intangible rewards can be used as an incentive to motivate staff and apply these basic principles where necessary in less complex work situations to motivate employees and improve morale.
- Drive the Reward and Recognition program and ensure implementation by line management.
- Provide support and guidance to line managers.
- Assume responsibility for own personal and professional development.
- Keep up to date with Netcare's evolving policies and procedures.

Skills profile

Education

ESSENTIAL:

- A three year degree or a diploma in human resources management or an equivalent NQF level 7 qualification.

Work experience

- N/A

Knowledge

- Knowledge of Remuneration, Talent Management, Transformation, Recruitment and Selection, Learning and Development, Organisational Design and Reengineering, IR and Performance Management.

- Practical working knowledge of HR information and payroll / benefits administration systems to capture, access and extract data from a range of different HR databases/files.
- Knowledge of all relevant Labour Relations Legislation.
- Good working knowledge of the Basic Conditions of Employment Act.
- Intermediate Computer literacy.

NON MANAGERIAL SKILLS	
Coaching Others*	The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
Leading and Managing Change*	The capacity to implement and support change initiatives and to provide leadership in times of uncertainty.
Performance Development*	The ability to evaluate and develop different levels of capacity within a team to achieve set objectives.
Taking Action	Capable of recognising the need for action, considering possible risks and taking responsibility for results.
Decision Making	Capable of making decisions timeously and taking responsibility for the consequences.
Managing Self	Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame.
Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers. <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
Adapting and Responding to Change	Capable of supporting and advocating change initiatives and managing own reaction to change.
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.

Values and behaviours

Netcare values

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 passionate about quality care and professional excellence.

- Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.
- Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.
- Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.
- Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.
- Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.

The Netcare way

Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:

- 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 practise proper hand hygiene to show my care.
- I always engage to show my compassion.
- I always say thank you to show my appreciation.
- I always embrace diversity to show I am not a racist.

Application process

NETCARE 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 Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

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

Please use Reference: **REHAB-HRI-0422** in the subject line.

Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment 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.
- If your application is not successful, we retain your CV and other information provided on our electronic system. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

