

GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

DEPARTMENT OF HEALTH

NO. R. 2649

17 October 2022

National Department of Health

The Department of Health is registered with the Department of Labour as a designated Employer and the filling of the following posts will be in line with the Employment Equity Act (including people with disabilities).

HEALTH OMBUD

Remuneration: The Minister of Health, with the concurrence of the Minister of Finance, will determine the remuneration and other terms and conditions of service of the Ombud.

(REF: HO 1/2022)

Performance Based 7-year non-renewable contract

The Honourable Minister of Health, **Dr MJ Phaahla** hereby invites all suitable persons to submit their applications for appointment as Ombud. The Ombud is appointed in terms of section 81 (1) of the National Health Act, 2003 (Act No. 61 of 2003) ("the Act"), as amended. The mandate of the Ombud in accordance with the Act is to promote and protect the health and safety of the users of health services by considering, investigating, and disposing of complaints in the national health system (private and public health establishments) relating to non-compliance with prescribed norms and standards. Section 81A of the Act stipulates the functions of the Ombud.

Duties and Responsibilities: • The successful candidate will ensure consistency and fairness in conducting investigations as well as the expedient resolving of complaints relating to prescribed norms and standards, including amongst others, the following responsibility areas: • Summon any person to appear before him/her to give evidence under oath or affirmation, or to produce document on the matter being investigated • Submit reports on investigations and recommend appropriate remedial actions to the Chief Executive Officer (CEO), in order to ensure the safety of users of public health services • Make available findings and recommendations of investigations to the complainant or the respondent or both, as the case may be • Report on the activities of his/her office to the Minister of Health • Report to the appropriate authority maladministration and any other act which constitutes an offence or which is prejudicial to public health services • Conduct comprehensive analysis of patterns and trends regarding norms and standards complaints, as well as recommend early warning systems to mitigate future risks • Raise awareness on the existence of and services provided by the Office of Ombudsperson.

Requirements: • A University qualification that entitles him/her to be registered with the Health Professions Council of South Africa as a health practitioner • At least 10 years' experience in the health sector environment at Senior Management level • Broader knowledge and understanding of the National Health Act • Knowledge of health research and information systems • Proven leadership skills • Knowledge of Government objectives and Knowledge of public health regulations • Knowledge of service delivery frameworks and Knowledge of National Development Plan (NDP) goals • Good communication skills (written and verbal) with private sector organizations, international organisations, Office of the Auditor-General, provinces and other departments, as well as the public at large • Excellent analytical and Organizational skills • A high level of liaison and negotiation skills appropriate for this broad level • Management skills at strategic leadership level • The ability to function well under pressure.

Enquiries: Ms. M Mushwana, email: mihloti.mushwana@health.gov.za

Closing date and time: Friday, 04 November 2022 at 16:00pm

APPLICATIONS: Kone Solutions has been retained to handle responses for the above advertised position. Please forward your application via email to Tumi Morake at: rh@konesolutions.co.za

Note: Applications should be submitted on the **new Z83 form**, obtainable from any Public Service Department, and should be accompanied by a CV (previous experience must be comprehensively detailed) and certified copies of qualification certificates (including Senior Certificate/Grade 12 certificate regardless of the qualification requirement indicated in the advert), service certificates, ID and driver's licence. Applications received after the closing date and those that do not comply with the requirements will not be considered. It is the applicant's responsibility to have foreign qualifications and national certificates (where applicable) evaluated by the South African Qualifications Authority (SAQA).

The Department reserves the right not to fill the post. The successful candidate will be subjected to personnel suitability checks and other vetting procedures. Applicants are respectfully informed that correspondence will be limited to short-listed candidates only. If notification of an interview is not received within 3 months of the closing date, candidates may regard their applications as unsuccessful.



health
Department:
Health
REPUBLIC OF SOUTH AFRICA



OHO
Ofisweni LodiKandela Anomaphelo Lomaphelo
Office of the Health Ombud
Kambeni ya Mamekheli ne Maphele

