

The Health Professions Council of South Africa vision is realised through protecting the public and guiding the professions.

**CHIEF MEDIATOR
(Paterson Grade: D3)
Permanent Employment Contract
Remuneration Package: R1, 183, 066 per annum (Cost to Council)**

MINIMUM REQUIREMENTS FOR THE POSITION:

- Bachelor's degree in health-related field.
- Registered with Health Professions Council of South Africa (HPCSA).
- 10 years practicing experience in a healthcare environment.
- Additional 5 years' experience in mediation of complaints or alternative dispute resolution.

ADDED ADVANTAGE

- Certificate in Mediation and Alternative Dispute Resolution.
- CPD compliant.

COMPETENCY REQUIREMENTS

- Advance knowledge of dispute resolution mechanism
- Ethical conduct and practices of health practitioners
- Knowledge of relevant legislations
- Communication skills
- Interpersonal skills
- People Management skills
- Excellent advisory and consultation skills
- Facilitation & Negotiation skills
- Professional Report writing
- Questioning and listening skills
- Capable of functioning in a highly confidential environment

PRINCIPAL ACCOUNTABILITIES & KEY PERFORMANCE AREA

- Executing analysis related to the mediation of cases and making evidence-based recommendations.
- Identifying patterns and problem areas and making recommendations to management and Council on areas of improvement.
- Conduct research and provide well substantiated advice on complicated matters to facilitate resolution or provide appropriate advice.
- Research to focus on new developments internationally and locally pertaining to health professions and recent case law impacting on the Health Professions and the Council.
- Refer all matters not falling within the jurisdiction of the Council to relevant authorities and report this fact to the complainant.
- Accurate recordkeeping of all matters received and ensure that such matters are constantly updated to reflect progress.
- Prepare settlement agreements for disputants.
- Determine the amount of liability according to the relevant evidence, laws, and administrative and judicial precedents.
- Identify systemic issues leading to poor service delivery or breaches of parties' rights.
- Generate mediation reports, detailed reports of the number of complaints, the nature of complaints and their status.
- Compile Management Reports, ad-hoc reports and provide monthly reports on all cases being administered and finalized.

All shortlisted candidates may be subjected to a competency exercise.

In line with the Council's Employment Equity plan and commitment to diversify its workforce, preference will be given to suitably qualified candidates from the following groups: White Male, White female, Coloured female and People with disabilities.

All interested applicants should forward their application letter, together with detailed Curriculum Vitae, copies of qualifications, and registration with HPCSA to HR-Executive@hpcsa.co.za quoting the job title in the subject line. The position may require frequent travelling.

N.B Failure to attach required copies will result in your application not being considered.

HPCSA reserves the right not to make any appointment to this position



Closing date: 08 March 2024

If you have not heard from us within 30 days of the closing date of the application, please consider your application as being unsuccessful. Communication will be with shortlisted candidates only.