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| **crestGh** | **Faculty/Division** | **Dean of Students** |  **Job Grade** |
| DATE PROFILE WAS LAST REVIEWED | March 2012 |

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|  |  |  | NAME |
| **JOB TITLE** | Sub-Warden | INCUMBENT |  |
| **DEPARTMENT/SECTION** | Health Care Centre | **SUPERVISOR/MANAGER** | Head of the Health Care Centre |
| **JOB TYPE**  | Student Support | **DIVISION HEAD** | Dean of Students |

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| ***MAIN JOB OBJECTIVE/S*** |
| The main purpose of this job is to assist the Health Care Centre sisters in providing a service within the Centre by caring for the patients of the Centre and providing a good front-line service for patients, visitors to the Centre and staff.  |

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| ***DESCRIPTION OF KEY RESPONSIBILITY AREAS***  | ***STANDARD EXPECTED*** |
| ***STUDENT CARE including: -***1. Responsible for ensuring that he/she informs the Sister on duty that she/he is at work.
2. Responsible for ensuring that the telephone, in-patient bells and the door bell is answered timeously when on duty.
3. Responsible for assisting students and staff who are sick and arrive at the Health Care Centre. Where necessary must ensure that the situation and student is contained and if necessary providing comfort and support to the student and/or staff member concerned.
4. Responsible for the rendering of first aid services if necessary.
5. Must ensure that the relevant Sister on duty is contacted if necessary and/or informed when there are new patients. In the instance where a Sister is required to attend to a student or staff member then he/she must remain with the student/staff member until the Sister on call arrives. Where appropriate and/or necessary, assist the Sister on duty with the patient.
6. Responsible for managing any crisis situations that arise and calling for the appropriate assistance.
7. Responsible for ensuring that the noise levels are contained at the appropriate levels and observe the quiet times.
8. Responsible for the following when on duty: -
	* Making drinks for patients daily at 20h00
	* Checking patients before going to bed and making sure that the TV and lights are switched off and that the footlights are switched on at night and off during the day
	* Check on patients during the night if the Sister on duty has indicated that this needs to done. Ensure that any paperwork required is completed.
	* Ensure that the Report Book is kept up to date on out-patients who come for attention after hours. Short reports must be written for each out-patient.
	* Ensure that all incidents are reported to the Sister on duty.
 | Sister on duty to be informed timeously when job incumbent arrives and leaves work. If there is a problem, then the Sister on duty must be informed by the job incumbent.The job incumbent is expected to interact with students/staff members in a friendly, caring and non-judgemental manner. S/he seeks to contain the situation as far as is possible. The person is able to remain calm under pressured situations. The job incumbent does not attempt to make any professional judgements and is very cognisant of his/her limitations as a non-professional. Confidentiality is respected.Job incumbents is expected to contain any crisis situations and call for the appropriate assistance.Job incumbent is expected to ensure that noise levels are kept to a minimum during clinic hours (07h00 to 18h30) and to ensure that quiet times are strictly observed.Job incumbent is expected to exercise his/her duties and care for patients in a friendly and caring manner. Paperwork must be completed daily and should be easy to retrieve.Any incidents must be reported to the Sister on duty on a daily basis. In emergency cases the Sister on duty must be notified immediately. |
| ***GENERAL DUTIES including: -***1. Responsible for ensuring that the Health Care Centre is kept neat and tidy at all times. Bathrooms in particular must be kept clean and mopped if there is any spillage of any kind.
2. Responsible for ensuring that the door bell, in-patients bells etc. are in working order and report faulty equipment immediately.
3. Fridge is to be kept neat and tidy and all old items and items that have expired must be thrown away.
4. Ensure that the office, front door and the clinic is locked when she/he goes to bed.
5. Phones must be checked to ensure that they are correctly forwarded and the bells in the office must be switched off.
6. 5 hours of administration per week.
 | Job incumbent is required to ensure that the Health Care Centre is kept clean and tidy. General hygiene conditions must be adhered to. Equipment must be checked on a daily basis with faulty equipment such as light bulbs, bells etc. being reported in writing immediately for repair. All maintenance requisitions must be logged using the University’s maintenance logging system. |

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| ***DIRECT CONTACTS OF THE JOBHOLDER (INTERNAL AND EXTERNAL)*** |

**INTERNAL CONTACT:**

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| **TYPE OF CONTACT** | **DAILY/MONTHLY****ANNUAL** | **PURPOSE OF CONTACT** |
| Students | Daily when on duty | To assist with emergencies. |
| Health Care Centre sisters | Daily and when on duty | Interaction as regards the smooth running of the Health Care Centre as regards administrative duties.  |

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| JOB REQUIREMENTS |
| In the 12 months preceding the application for sub-warden, an applicant will not be short-listed where s/he has been found guilty and convicted of University disciplinary offence/s by any disciplinary authority in the University and sentenced:1. to a fine or equivalent amount of compulsory service of 20 hours or more; or
2. to any form of exclusion; or
3. on more than four occasions for any disciplinary offence committed.

                      In addition, candidates who have shown a tendency towards aggressive and violent behaviour are not deemed suitable role-models.   Those candidates who are on record as having been reprimanded for or found guilty of such behaviour are not eligible for consideration.In addition, should a person be selected for a Sub-warden role but s/he is subsequently found guilty of a disciplinary offence, the employment offer will be retracted and considered  null and void where this most recent disciplinary offence:1. is a fine or equivalent amount of compulsory service of 20 hours or more; or
2. is any form of exclusion; or
3. is the fourth disciplinary offence committed in the last 12 months; or
4. is related to aggressive or violent behaviour.
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| ***COMPETENCIES**** Sound leadership skills (self-awareness and control, ability to build team spirit in the residence, ability to build trust with others, ability to instil confidence in others)
* Excellent interpersonal skills (ability to establish rapport with others, an approachable and friendly attitude)
* Sound conflict management skills with a high level of assertiveness and the ability to make sound, fair and timely decisions
* Genuine interest in students with an ability to deal with diversity
* Excellent communication skills with the ability to communicate with both peers and superiors and with good listening skills
* Level of professionalism;
* Self-management skills, including time- and stress management and the ability to cope with multiple demands.

***Required once on the job:**** Knowledge of the University’s Rules for Students, the University’s discipline procedures and the University’s policies affecting the residence system;
* Knowledge of the fire, emergency and safety regulations, procedures and services including the University’s campus protection officers and campus guards, the local ambulance service, the local fire service and the local police - in particular how to manage a crisis situation; and

 Knowledge of the University, in particular the support services and facilities on offer to students |
| ***MANAGEMENT/SUPERVISORY DUTIES***None |
| ***NUMBER OF SUBORDINATES***None |

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| ***FUNCTIONAL RESPONSIBILITIES (only if applicable)*** |
| ***PROJECT MANAGEMENT RESPONSIBILITY:***None  |
| ***PROCESS MANAGEMENT RESPONSIBILITY***None |
| ***COST/FINANCIAL CONTROL***No budget responsibilities.  |
| * ***LEVEL OF RESPONSIBILITY***

Who must authorize, review or clear decisions taken with regard to the jobholder’s functions? Head of the SanWhat percentage of tasks can be carried out without supervisory input and/ or control? 85%What critical decisions are the jobholder normally authorized and empowered to make? Decisions can be taken within agreed Health Care Centre policies, procedures and practices. |
| ***ADDITIONAL INFORMATION***Who prepared the job profile?Dean of StudentsPlease list all those who have been consulted in the drafting of this profile.Dean of StudentsHR (Sarah Fischer & Cecil Peters)Signature of the line manager Signature of the employee Date 08/03/2012 DateSignature of the HoD / Director (where she/he is not the line manager) |

**ADDITIONAL INFORMATION**

Notwithstanding whatever is contained in this document, a Sub-Warden is required to read and be *au fait* with all the provisions, rules, regulations and duties as outlined in the document entitled *Conditions of Service of Health Care Centre Sub-Wardens* (attached).

Furthermore, it must be noted that the job incumbent’s hours of work are from 18h30 to 07h00, one week on and one week off. Visitors are allowed but not when the job incumbent is on call at night. It must however be noted that quiet times in the Health Care Centre must be observed and these are from 12h30 to 14h00 and from 21h00 to 07h00 daily.

Should the job incumbent wish to remain in residence during the holiday period, she/he will be required to pay the normal University daily rate.

**PROFILE PREPARED BY:** HR Division, June 2007