

VACANCY

Job title:	Tracer Supervisor – WRHI - Gophelega
Type:	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Temporary <input type="checkbox"/>
Main purpose of the job:	To provide technical support, manage and supervise a team of Tracers assigned to a cluster to ensure individualised successful tracing support (Physical and/or telephonic) for patients either newly diagnosed with HIV and on the Waiting on ART (WOA) list or those already on ART and are on any defaulter lists.
Location:	Tshwane
Closing date:	23 November 2021
<p>In accordance with our Employment Equity goals and plan, preference will be given to suitable applicants from designated groups as defined in the Employment Equity Act 55 of 1998 and subsequent amendments thereto.</p> <p>Our Organisation maintains a Mandatory COVID-19 requirement and as such only COVID-19 Vaccinated incumbents will be considered for positions.</p>	

Key performance areas

- To coordinate the allocation of ART defaulters or HIV positive patients waiting to be initiated to the allocated Tracers and monitor the success of return to care of those allocated clients.
- Mentor, capacitate and provide technical assistance to the Tracers to ensure linkage and retention of HIV positive patients.
- Coordinate and monitor the tracing of early and late missed appointments to avoid patients lost to follow up (home visit, calls, and SMS).
- Monitor and support direct referral of HIV positive patients with different needs to multi-disciplinary teams (psychosocial, nutrition etc.) including the Treatment Navigators, Data Capturers and DCTs.
- Provide supervision and leadership to Tracers to ensure implementation of day-to-day activities as well as monitoring output of the project.
- Liaise with community stakeholders including CCSOs and gate keepers (ward counsellors, community leaders, traditional health practitioners, Hostel managers etc.) to ensure access of lost to follow up clients for health services with specific focus on physical tracing.
- Liaise with DOH facilities to ensure smooth referral and transfer in and out of clients within facilities to ensure retention in care and treatment.
- Organise community awareness, screening, mop up and tracing campaigns to improve the management of HIV clients and retention into care activities.
- Provide technical support to the team to provide individualised support for patients lost to follow-up during physical or telephonic tracing, including follow up contacts through phone calls or SMS and make arrangement for physical tracing.
- Mentor the Tracers to make appointments for first and subsequent follow up visits for the HIV services for patients successfully returned to care.
- Provide technical support to the teams regarding clients follow up to ensure clients attend their scheduled appointments.
- Mentoring of the team members to provide information to clients on other services available in the clinic or community.
- Ensure that the team always maintain patient confidentiality.
- Ensure that Tracers report their activities as per the tools for the program (daily, weekly, monthly, and quarterly).
- Ensure and monitor the use of reporting tools as set for the program.

- Ensure that gadgets, vehicles, or any other assets for Tracers are working and safely kept.
- Attend to all staff requirement and administration.
- Supervise and manage the duties of subordinates to ensure optimal staff utilisation and maintenance of sound labour relation.
- Set and review performance plans.
- Identify substandard performance by team members and take necessary corrective action.
- Coach and train subordinates and team members to ensure the acquisition of knowledge and skills required by the organisation.
- Promote harmony, teamwork and sharing of information.
- Take ownership, responsibility, and accountability for tasks and demonstrates effective self-management.
- Follow through to ensure that quality and productivity standards of own work are consistently and accurately maintained.
- Maintain a positive attitude and respond openly to feedback.
- Take ownership, responsibility, and accountability for tasks and demonstrates effective self-management.

Required minimum education and training

- Social science, management qualification or equivalent.

Desirable additional education, work experience and personal abilities

- Excellent verbal and written communication and interpersonal skills.
- Teamwork and collaboration.

Required minimum work experience

- At least 1-year relevant experience in the health field, or related post,
- Experience and knowledge of working with TB and HIV clients.

Demands of the job

- Working overtime or over weekends may be required from time to time.
- Able to work in a highly pressurised and challenging environment.
- May be required to work at sites that are under Confidentiality, tact with discretion to be always maintained.
- Local travel may be required.

Communications and relationships

- Maintain effective working and communication relationships with Tracers, Health facilities, Community leaders and community stakeholders, partners' organizations, and Wits RHI staff at cluster levels.

Should you be interested in applying for this vacancy, please apply via the link on the career page. Please include the following documentation:

- ID/Passport, Qualification, CV, and Vaccination card