

JABULILE NKAMBULE

Administration Clerk

2986 Nkanyezi Street, Freedom Park, 1811, Johannesburg | 061 150 8361 | jnkambule10@gmail.com

PROFESSIONAL PROFILE

Reliable, disciplined and detail-oriented Administration Clerk with public-sector hospital experience gained at Chris Hani Baragwanath Academic Hospital (CHBAH), Department of Health. Skilled in capturing and managing patient records both electronically and manually, working accurately under pressure and to strict deadlines, and safeguarding official documents and resources. Computer literate, with sound working knowledge of the Record Management Policy, the Patient Administration Guideline, the Public Finance Management Act (PFMA) and the Uniform Patient Fee Schedule (UPFS). Clear communicator able to follow patient administration guidelines and mandates and work effectively as part of a large hospital administration team. Willing and able to work shifts, night duty and public holidays, rotate within the department, and work extended hours as required.

EMPLOYMENT HISTORY

Admin Clerk — Department of Health, Chris Hani Baragwanath Academic Hospital (CHBAH)

12 Apr 2023 – 31 Mar 2025

- Carried out administration duties in accordance with patient administration guidelines and policies, with sound knowledge of the mandates governing patient administration.
- Performed a variety of duties related to patient administration and records management within a large public hospital, including patient registration, admission and filing.
- Captured patient data accurately and correctly, both electronically and manually, including personal details, supporting documents and classification of records.
- Retrieved and filed patient records, maintaining proper record-keeping and performing regular updates to patient information.
- Captured downtime statistics, contributed to PAIA (Promotion of Access to Information Act) statistics, and assisted with Section 32 Management processes.
- Compiled private patient files on a spreadsheet and submitted them to the supervisor and finance department for billing purposes on a monthly basis.
- Performed cashier and sub-cashier duties, including the collection of patient fees and accurate handling of cash.
- Used relevant registers and forms (including GPF3, GR01, GPF4, GPF5, TPH31 and TPH14) to capture patient information manually during SAP/HIS system downtime, ensuring immediate and accurate capture once systems came back online.
- Rotated as a clerk to ensure the proper handling of telephone inquiries from colleagues, other departments and members of the public.
- Handled patient valuables and belongings in line with prescribed procedure (TPH160) and managed all face-value books correctly.
- Adhered to all requirements and changes communicated by internal and external stakeholders, including document disposal procedures.
- Followed workplace health, safety and operational procedures accurately and consistently, in compliance with departmental policy.
- Safeguarded equipment, documents and resources issued for official duties, reporting any losses or defects promptly.
- Interacted professionally and respectfully with colleagues, supervisors and members of the public on a daily basis.
- Maintained a clean, safe and orderly working environment at all times, accepted responsibilities assigned by supervisors from time to time, and reported to the supervisor as required.

EDUCATIONAL BACKGROUND

Bachelor of Laws (LLB), NQF Level 5 — In Progress — University of South Africa (UNISA)
Grade 12 / Senior Certificate — Eldorado Park Secondary School

KNOWLEDGE & SKILLS

- Patient administration and records management, including electronic and manual capturing of patient data
- Computer literate: MS Word, MS Excel, SAP and Hospital Information System (HIS)
- Knowledge of Record Management Policy, Patient Administration Guideline, PFMA and UPFS
- Working knowledge of hospital registers and forms: GPF3, GPF4, GPF5, GR01, TPH31, TPH14 and TPH160
- Cashier and sub-cashier duties, including collection and management of patient fees and face-value books
- Patient registration, admission and filing
- Capturing of downtime, PAIA statistics and Section 32 Management
- Ability to read and write clearly, with good communication skills
- Ability and willingness to work under pressure and to deadlines
- Willingness to work shifts, night duty, public holidays and rotate within the department
- Ability to work well as part of a team
- Awareness of occupational health and safety protocol
- Reliable, punctual and accountable work ethic
- Care in the safeguarding and handling of documents, equipment and resources
- Ability to follow instructions and standard operating procedures accurately

PERSONAL DETAILS

- Gender: Female
- Nationality: South African
- Marital Status: Single
- Home Language: isiZulu
- Other Languages: English, siSwati
- Criminal Record: None
- Driver's License: Code C1 (Code 10)

REFERENCES

- Siyabonga Ngobese — Admin Officer, Patient Affairs, Department of Health (CHBAH) | Cell: 078 693 1687
- Shonisani Ndou — Assistant Director, Patient Affairs, Department of Health (CHBAH) | Cell: 082 345 9382