

## **SOUTHERN REGIONAL HEALTH AUTHORITY**

The Southern Regional Health Authority (SRHA), a Statutory Body under the Ministry of Health responsible for the management and operation of Public Health Services within the Parishes of Clarendon, Manchester and St. Elizabeth, invites applications from suitably qualified persons for the following position:

### **CUSTOMER RELATIONS NURSE (HPC/RN3) – (1 Position) Black River Hospital**

(Salary range \$1,624,685-1,931,239 per annum)

#### **Job Summary:**

Reporting to the Nurse Manager (Accident and Emergency), the incumbent will be responsible for liaising with patients and their families, doctors, nurses and other staff members in the Accident and Emergency department.

#### **Qualification and Experience:**

- Certificate/Diploma/Bsc in General Nursing from an accredited School of Nursing
- Post Basic Training preferably in Midwifery
- Certificate in Nursing Administration
- Certificate in Customer Service Training
- Registration with the Nursing Council of Jamaica as a Registered Nurse
- Three (3) to Five (5) years of clinical practice working within an Accident & Emergency Department

#### **Specific knowledge required**

Nursing, Life, Behavioral, Natural and Medical sciences, Nutrition, Pharmacology and Therapeutics, Research Methodology, Customer Relations and Human Resource Management

#### **Key Responsibilities will include:**

1. Determining the emergent needs of patients using the triage process
2. Minimizing the time required for patients to be attended to
3. Placing patients in an area where care and evaluation may proceed
4. Keeping the patients and their families informed while they wait for medical attention
5. Responding to queries from patients and their families as it related to their concerns/welfare
6. Assisting in identification and requisition of equipment, supplies, pharmaceutical agents including dangerous drugs
7. Participating in the preparation of ward reports
8. Educating patients and families regarding the patients' current health problems

Applications along with resume should be sent **no later than October 16, 2020** to:

**Personnel Officer  
Black River Hospital  
45 High Street  
Black River P.O.  
St. Elizabeth**

**E-Mail – [brhpersoneldept@gmail.com](mailto:brhpersoneldept@gmail.com)**

**NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.**