



ASSOCIATE: CLINICAL SUPPORT SERVICES

ROLE PROFILE

Job Title	Associate: Clinical Support Services	Reporting To	Head: Clinical Support Services
Employee Name		Job Grade	
Department	Clinical Department	Location	SADA Head Office, Parktown, Johannesburg
Contract Type	Permanent	Average Hours Per Week	40 hours per week

This is the role profile in a normalized situation, and it recognizes only the core responsibilities

A. OVERVIEW AND PURPOSE OF THE ROLE

The purpose of the Associate: Clinical Support Services is to provide professional, operational, and strategic support to the Head: Clinical Support Services in the delivery of SADA's clinical advisory, coding, accreditation, medical scheme, and professional support functions.

The role serves as the secondary clinical resource and support lead within the department and is responsible for assisting with the management, maintenance, interpretation, and communication of dental coding frameworks, accreditation matters, clinical guidance, and stakeholder engagement activities.

The incumbent is expected to work closely with the Head: Clinical Support Services across a broad range of strategic and operational functions while progressively developing the knowledge, organisational insight, stakeholder relationships, and technical expertise required to ensure continuity within the department.

The role further acts in a deputising capacity for the Head: Clinical Support Services when required and forms part of the department's succession and continuity planning framework.

Through professional, knowledgeable, and responsive engagement with members, schemes, regulators, specialist groups, academia, and other stakeholders, the role contributes toward strengthening SADA's position as a leading authority within the oral healthcare environment in South Africa.

B. ROLE AND RESPONSIBILITY
Assist with the management, maintenance, interpretation, and implementation of SADA procedure coding systems, nomenclature, and related clinical frameworks.
Assess and review accreditation applications and make recommendations for approval, referral, or further consideration where appropriate.
- Assist in maintaining and updating the SADA Code Book, including: - Liaison with specialist societies and academic institutions; - Updating code maintenance reports and indexes of code changes; - Implementing approved code amendments; - Supporting the annual comprehensive review of the Code Book.
Assist with the interpretation and application of coding systems and clinical frameworks for members, schemes, and stakeholders.
Support the preparation of submissions and motivations to medical schemes regarding the adoption and reimbursement of new procedure codes.
Assist with engagements relating to PMB advocacy, coding implementation, and remuneration matters.
C. STAKEHOLDER AND SCHEME ENGAGEMENT
Attend meetings and engagements with medical schemes, managed care organisations, regulators, specialist societies, and other external stakeholders as delegated.
Assist with the preparation, coordination, and submission of agenda items, reports, technical submissions, and supporting documentation for meetings and engagements.
Contribute to maintaining productive professional relationships with stakeholders within the healthcare funding and regulatory environment.
Participate in engagements with external organisations and regulatory bodies on behalf of SADA where delegated.
D. COMMITTEE AND OPERATIONAL SUPPORT
- Coordinate and support DPCOM administrative and operational processes, including: - Updating matters arising following meetings; - Compilation and circulation of meeting packs at least 10 days prior to meetings.
Compile SERCOM meeting reports and related documentation.
Assist with the coordination and implementation of departmental projects and strategic initiatives.
Respond to member, stakeholder, and public telephone and email queries relating to clinical, coding, accreditation, and professional advisory matters.
Assist with departmental reporting, records management, and operational administration.
E. EDUCATION, COMMUNICATION, AND MEMBER SUPPORT
Prepare and distribute monthly clinical bulletins, professional communication updates, and educational material.
Develop and host SADA webinars and public educational webinars as required.
Assist with SERCOM educational projects and professional initiatives, including Seal of Approval programmes.
Assist with the development of educational posters, member resources, clinical guidance material, and professional support tools.
Contribute to member education and communication initiatives aligned to SADA strategy.

F. DEPUTISING AND SUCCESSION SUPPORT	
	Act in support of the Head: Clinical Support Services during periods of absence, leave, or operational demand.
	Assist with continuity of departmental operations and stakeholder engagement activities.
	Develop sufficient operational, strategic, and technical knowledge to ensure continuity and institutional capability within the Clinical Department.
	Support the long-term succession planning objectives of the department through progressive development and exposure to strategic functions.
G. QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS	
Qualifications	- A recognised dental qualification registrable with the HPCSA. - Current registration with the HPCSA as a Dentist. - Understanding of the South African healthcare, dental, and medical scheme environment. - Good understanding of dental procedure coding systems and clinical terminology. - Advanced computer literacy, including MS Office applications. - Experience with webinar platforms, presentation tools, and digital communication systems will be advantageous.
H. SKILLS REQUIREMENTS	
	Strong professional and clinical communication skills.
	Excellent written communication and report-writing capability.
	Strong organisational and project coordination skills.
	Ability to engage confidently with professional stakeholders and senior external parties.
	Ability to manage multiple projects and competing deadlines.
	Strong analytical and problem-solving capability.
	Ability to work independently and collaboratively within a team environment.
	Professional presentation and facilitation skills.
	High attention to detail.
	Adaptability and willingness to develop strategic and leadership capability.
	Strong professional and clinical communication skills.
I. EXPERIENCE REQUIREMENTS	
	- Minimum of 3 years' experience as a practicing dentist in South Africa. - Exposure to medical schemes, coding systems, accreditation, professional advisory work, or healthcare administration will be advantageous. - Experience in stakeholder engagement, presentations, educational activities, or committee support is advantageous. - Exposure to organised dentistry, professional associations, or healthcare advocacy environments will be advantageous. - Demonstrated ability to operate in a professional and confidential environment. - A sound understanding of the operational, clinical and business nuances of private dental practice would be a distinct advantage. - This position is best suited to an individual with experience in, or strong familiarity with, the private dental practice environment.