

Command Centre and Clinical Admin Manager



Introduction from the CEO

Dear Aspirant ROCKET Team Member,

I am honoured to share with you some reflections about ROCKET, our operating philosophy and to provide glimpses of our hopes for the future.

The launch of ROCKET (Rapid On-Call Emergency Transport) 4 years ago, was conceived on the premise that emergency patients in South Africa deserve better. In our opinion, the advent of corporate financial medicine has bent the industry away from optimal patient care, which has instead been traded off against actuarial calculations, income statements and balance sheets. Individuals are left short on access to appropriate emergency care, not only because of financial medicine but also because of the consequential deterioration of emergency services in outlying areas.

To borrow from Dr Martin Luther King Jr, the industry in its traditional form, is defaulting on its promissory note to patients. Instead of honouring a sacred obligation, it has given patients a bad cheque, a cheque which (*almost in a literal sense*) has been returned marked "insufficient funds".

Our VISION is to change the above dynamic and to transform the pre-hospital industry to the benefit of SA's patients and professionals. We are on a MISSION together to build not only the best HEMS system and service in SA, but to develop tools, platforms (including training) and operating models to empower and equip emergency healthcare professionals to provide the best possible patient outcomes.

De-commoditising the patient experience and re-igniting the soul of the industry, are key ROCKET objectives."

"We believe in an operating philosophy founded on the principles of 1) Idea Meritocracy (the best ideas must come to the fore and win), 2) an inclusive and engaging environment, and 3) a JUST CULTURE.

What makes us Different?

We believe this new sustainable model is possible because of four strong foundations that create leadership economics for our Company:

- *Our people, unique culture, and values.*
ROCKET strives to be the employer of choice for the industry's leading talent, operating in an empowering inclusive culture.
- *Our unique asset base and infrastructure.*
We own key aspects of the value chain allowing us to control the aspirational level at which execute on the promises we make.
- *Our enthusiasm for disruptive innovation.*
We have an endless appetite to understand, to challenge and to innovate. To achieve superior performance, we need to do things differently and with excellence as a non-negotiable. This requires unique leadership capabilities, a careful investment in talented individuals and a passion for problem solving. We believe these are ROCKET's strengths.
- *Our courage.*
We have the courage to engage in honest conversation. Not afraid to say no, we strive to always do what is right, not what is easy.

The way we work – the ROCKET Way

The way we work is founded in our VALUES of:

- *Excellence*
- *Reliability*
- *Safety*
- *Care, and*
- *Sustainability*

These principles underpin the ROCKET Way and as a team we hold ourselves and each other accountable to these.

Allow me to highlight some further aspects underscoring the ROCKET Way:

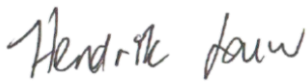


- **Collaboration:** We work best when we work together. We are one team united around a common objective. There can be no silos or hierarchical sentiments in ROCKET. Doctors, ECP's, Paramedics, Pilots, Support and Admin – we are all professionals, passionate about the same goals;
- **Execution:** The success of our strategy is dependent on our continued ability to execute with excellence and discipline;
- **Learning from mistakes:** We have and will continue to make mistakes. Everybody does. However, when we make mistakes, we will recognise them, we will own them, learn from them, and work together to avoid repeating them;
- **Accountability:** We will adopt a spirit of accountability. Accountability towards our individual and team goals, deliverables and importantly our core values and operating principles (including the ROCKET Way).

Enjoy the journey.

Importantly, it is my wish that you will enjoy the journey with us and that you will build lasting memories and meaningful relationships at ROCKET, whilst building something special together.

Kind regards

A handwritten signature in black ink, which appears to read "Hendrik Jansen".

Position: Command Centre Operations Coordinator and Clinical Admin Manager

Location: Johannesburg (Head Office)

Schedule: Monday to Friday Office Hours

Standby: Evening and weekend standby cover as required

Reports to: Executive: Key Initiatives, with functional reporting to the Patient Safety Manager and Executive Head Finance.

Closing date: 30th November, 2025, and start date as early as possible

RSVP: Please send a full CV as well as all course certificates and qualifications to:
kaleb@rockethems.co.za

About the Role

ROCKET is seeking an organised, detail-driven professional to join our ROCKET Emergency Management Centre team in a key coordination and decision-support role. This position serves as the **central link** between our flight operations, patient safety, and financial teams — ensuring that all aeromedical activations, escalations, and logistical decisions are managed safely, efficiently, and transparently.

The ideal candidate will bring clinical insight, administrative precision, and strong communication skills to support our mission of delivering safe, effective, and patient-centred aeromedical care across South Africa.

Key Responsibilities

1. Operational and Logistics Coordination

- Support decision-making for HEMS activations and interfacility transfers using structured SOPs, published criteria, and clinical oversight principles.
- Manage operational escalations and non-routine challenges in real time in the ROCKET Emergency Management Centre, with support from Patient Safety team and
- Uphold patient and crew safety through adherence to Rocket patient safety pathways, activation criteria, and debriefing protocols.
- Assist where needed in the operational work of dispatching clinical cases in the ROCKET Emergency Management Centre.
- Manage day to day tasks of command centre ensuring compliance and protocols are met.
- Innovate and develop existing and new and existing business streams and opportunities with the operations and EXCO teams in the ROCKET Emergency Management Centre environment.



2. Medical Aid Liaison and Case Follow-Up

- Coordinate submission of case documentation, motivations, and clinical justifications for medical aid authorisation and payment.
- Ensure timely follow-up with funders and maintain accurate tracking of all submissions, responses, and outstanding queries.
- Liaise closely with the Patient Safety and Finance teams to align on billing accuracy, coding quality, and case closure.

3. Documentation, Coding, and Data Integrity

- Review case documentation for completeness and accuracy prior to submission.
- Apply ICD-10 coding for all cases (training will be provided if required).
- Support data flow into Rocket's digital governance platforms, ensuring consistency and reliability across systems.

Minimum Requirements

- Registered AEA or higher qualification (HPCSA)
- Strong administrative and coordination skills — Excel, Word, and data tracking proficiency required
- Excellent communication and decision-making ability, especially under pressure
- Previous management or supervisory experience (preferred)
- Familiarity with aeromedical, dispatch, or EMS systems (advantageous)
- Flexibility to provide after-hours standby support when required
- Previous team leadership and health administration experience essential

Attributes for Success

- Calm, logical, and structured thinker, calm under pressure
- Excellent attention to detail and accountability
- Comfortable with clinical documentation and system processes
- Team-oriented and aligned with the ROCKET Just Culture and Patient Safety ethos

Join a Team that Values Safety, Excellence, and Purpose

At ROCKET, every person — from flight crew to command centre — plays a vital role in ensuring safe, evidence-based and patient-centred care. This role is ideal for a clinically experienced practitioner who thrives in operational environments and is looking to step into a leadership and systems-support position.

