

Patient Safety Manager And Operational Flight ECP/Doctor



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 we 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:

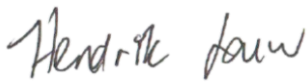


- **Collaboration:** We work best when we work together. We are one team united around a common objective. There can be no silos or hierarchical sentiments in ROCKET. Doctors, ECP's, Paramedics, Pilots, Support and Admin – we are all professionals, passionate about the same goals;
- **Execution:** The 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".

Job Description

Job Title:	Patient Safety Manager
Reporting to:	Chief Clinical Officer
Based at:	Johannesburg Base (Primarily) with a requirement to work in all the ROCKET bases as needed, and for education.
Contract:	Full-time
Roster Pattern:	8 Clinical Shifts a month with remainder of the allocated time to 15 max shifts spent in the administration, training and development environments.
Pension:	Options to be discussed with successful candidate
Annual Leave:	15 days – year 1 & 2 18 days – year 3
Salary:	Calculated based on experience and qualification, using our in-house matrix.
Start Date:	01 January 2025 or as soon as possible
Additional Requirements: Medical:	ECP or Medical Doctor At least 7 years of Operational Clinical Experience Medical Doctor: Must have some prehospital experience, previous flight experience would be preferable. Proven track record in an EMS or Clinical leadership/management environment. Previous management experience would be ideal. Current in: Advanced Cardiovascular Life Support Aviation Healthcare Provider Course Advanced Trauma Life Support (*MP) International Trauma Life Support (*ECP) Paediatric Advanced Life Support Ultrasound Crash course/Introduction An 18 Lead ECG course Neonatal Resus/Retrieval DAMIT/ EMOVA Airway 2018 CPG Update Complete An HPCSA certificate of CPD compliance should accompany all applications. Please note, should you not be current in any of the above courses, proof of booking and payment for the courses will need to be provided on application. Key Responsibilities • Lead the patient safety and governance framework, overseeing PRF review, debriefing, and system learning. • Participate in and strengthen the Clinical-on-Call system, providing high-level consultation for complex cases. • Facilitate weekly debriefs and ensure follow-up on clinical and operational learnings. • Oversee clinical audit and standards of care compliance. • Coordinate simulation and education sessions, supporting crews and flight desk teams. • Analyse safety and quality data, identifying trends and driving improvements. • Mentor and coach team members to build confidence, resilience, and accountability.



	Collaborate closely with the Chief Clinical Officer, Chief Medical Officer, and Base Managers to maintain clinical excellence across all operations.
	Skills and Attributes - Proven leadership in EMS systems and ability to manage multidisciplinary teams. - Demonstrated systems thinking and understanding of safety science. - Strong interpersonal and communication skills for navigating complex, high-pressure clinical environments. - Commitment to lifelong learning, coaching, and the development of others. - Familiarity with simulation-based training and debriefing methods. - Analytical capability for interpreting patient safety data and translating findings into action. - Willing to engage in the building and development of a Just Culture.
	Additional Advantageous Training/Expertise - Masters degree in related EM/Education/Patient safety field - Critical Care Retrieval or Aeromedical Qualification - Human Factors or Clinical Governance Training - Quality Improvement or Patient Safety Certification - Advanced Simulation Facilitation Course
Rescue:	Willing to train for and become proficient in Short-Haul / Long-Line Rescue operations. Successful candidates will be invited to join the next course being run.
Operational:	Please note that the successful candidate will be based at JHB base but will be expected to assist with rotations through all ROCKET bases around the country with prior arrangement.
Interview process:	Please note the following are required as part of the interview process: - Online Shadow-Match (personality) assessment - Clinical and leadership interview - Clinical simulation assessment (practical) - Leadership simulation/engagement - Physical assessment (baseline fitness assessment)
Applications:	Please send a full CV as well as all course certificates and qualifications to: kaleb@rockethems.co.za Potential candidates will be invited to take the online Shadow-Match assessment. Candidates who perform well in the Shadow-Match assessment will be invited to the interview, clinical simulation, and physical assessment processes.
Closing Date:	25 October 2025 Interview process expected to be carried out in the month of November.

