Sibusiso Dominic Ngubeni

Treatment Navigator

211 Mhlambi Street
Emfhulweni Section
Tembisa
1632
dominicngubeni10@gmail.com
0782632819

PROFESSIONAL SUMMARY

Dedicated and compassionate healthcare worker with over 3 years of experience supporting HIV/AIDS and TB programs. Skilled in patient counseling, interviewing of patients, provision of screening services , data management, provision of administrative functions, community outreach, and treatment adherence support. Proven ability to build trust with patients, improve health outcomes, and collaborate with multidisciplinary teams.

QUALIFICATION

Secondary School 2013	**Grade 12 - Masiqhakaze Secondary Schools**
Short Course 2022	**HIV Testing Services & Rapid Testing Quality Improvement - Mpumalanga Department Of Health**
Short Course 2022	**Good Clinical Practice - The Global Health Network**
Short Course 2023	**Coach Impilo Training Course - Population Services International (PSI)**
Short Course 2022	**Basic Computer Training - The Aurum Institute**
Short Course 2025	**Supervisory Skills Program - Wits Health Consortium**

WORK EXPERIENCE

July 2023 - To Date

Wits Health Consortium

Treatment Navigator
Gauteng

• Enrolling newly diagnosed HIV-positive patients into care programs.
• Providing individualized adherence support via follow-ups, calls, and SMS reminders.
• Conducting home visits and tracked missed appointments to improve retention.
• Assisting with home delivery of ART medication and referrals to care teams.
• Delivering education on HIV, TB, and reproductive health.
• Compiling and submitting reports on treatment outcomes and program performance.

September 2022 - July 2023

Matcboxology Pty Ltd
Treatment Navigator
Gauteng

• Supporting ART patients through regular contact and adherence monitoring.
• Send reminders and followed up on missed appointments.
• Conducting physical tracing and facilitating ART delivery when needed.
• Engaging communities to recruit clients for HIV testing and healthcare services.

November 2021 - September 2022

The Aurum Institute
Data Capturer / Administration Clerk
Gauteng

• Collection, verification, and capturing of patient's confidential information.
• Ensuring data accuracy and integrity through error checks.
• Processing of patients' declaration forms.
• Maintenance of employers' database.
• Provision of clerical support services (General) within the section.
• Record-keeping: maintaining and organizing files, documents, or databases including filing and retrieval of patients' information.
• Scheduling: managing calendars, appointments, and meetings.
• Communication: responding to emails, phone calls, or messages.
• Document preparation: creating and editing documents, reports, or presentations.

SKILLS

• Communication Skills (Verbal and Written)
• Listening and Interpretation Skills
• Conflict Management Skills
• Time Management Skills
• Analytical Skills
• Interpersonal Skills
• Confidentiality (Protection of Clients/Patients information) (POPIA)
• Knowledge of Batho Pele Principles
• Customer Care Principles
• Computer Literate
• Patient Counseling & Health Education
• Data Capturing & Quality Assurance
• Case Management & Patient Follow-up
• Community Health Promotion
• Organizational & Problem-solving Abilities.

ADDITIONAL INFORMATION

- Ability to work as a team and collaboration.
- I'm open to work overtimes and over weekends.
- Ability to work in a highly pressurised and challenging environment.
- Ability to maintain confidentiality and discretion at all times.
- Ability to solve problems and escalate player challenges where necessary to the line manager.
- I am comfortable to disclose my HIV status.
- Experience working in a research related environment.
- 2 years experience in HIV testing and counselling.

REFERENCES

Wits Health Consortium
July 2023 - To Date

Sabelo Phangwane - Supervisor
- +27 66 262 0786

Matchboxology PTY LTD
September 2022 - July 2023

Silver Shabalala - Supervisor
- +27 83 651 6323

The Aurum Institute
November 2021 - September 2022

Mpho Mankayi - Acting Site Manager
- +27 62 652 0427