

Ms Gwen-marie Beatrix Cloete

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105 Tulip Street, Lynnwood Ridge PTA



Business development / Strategic & Operational Management /Implementation / Client support / Sales

Summary:

A multi-talented individual with an outgoing personality, excellent public relations and communication skills, with a professional appearance and strong negotiating skills.

My objective is to draw on my diverse skill-set as obtained in various industries of practices and to contribute strong interpersonal and communication skills with extensive business development, strategic management, sales and training experience along with loyalty and dedication to your company/business.

Profile and Background:

I, Ms Gwen-marie Beatrix Cloete, obtained my B Occ Ther degree as an Occupational Therapist in 2010, at the University of Pretoria, where after I've completed my community service year in 2011 at JST Hospital in Rustenburg. I was granted the opportunity to exercise my skills in terms of technical knowledge, managerial and administrative tasks, as well as training & development, and audit compliance - pertaining to the fields of Psychiatry, Pediatrics, Physical & Neurological rehabilitation, as well as community and vocational rehabilitation.

In 2012 I moved to Stellenbosch, where I enrolled and obtained my Master's degree in Occupational Therapy pertaining to the fields of work practice, rehabilitation and medico-legal matters, while simultaneously working at Therapy and Action – focusing on physical and psychiatric rehabilitation while facilitating work hardening and conditioning return to work programs.

I furthered my knowledge and skills by completing the following post graduate courses / accreditations / licenses before entering the medico-legal, insurance, health and wellness and business management field in private practice:

- Canadian trained accreditation and certification in the protocol of "Justifying and selecting of testing procedures for the purposes of Functional Capacity evaluations".
- Internationally Accredited Work Well Service provider- American Trained, licensed and certified practitioner
- AMA (ABIME) Guidelines (6th Edition) CAMAG - Impairment to Whole person impairment rating and narrative test trained and accredited (American trained). (Passed the examination)
- International coaching accreditation (ACC Licensed) – Through the Business school of Cape Town
- Various other post graduate certifications pertaining to the fields of Occupational Health Risk management, medico-legal work, Functional Capacity evaluations, fitness to work, and temporary and permanent incapacity evaluations, as well as health and wellness intervention, physical and psychological rehabilitation, coaching and counseling, & leadership and organizational management etc.
- Post - graduate courses in business management

Upon relocating to JHB, I performed sub-contracting work for an independent private medico-legal firm, namely Maria Georgia and Associates, before moving to Pretoria where I currently engages in full –time private practice under my own company namely Cloete Occupational Therapy, mainly performing medico-legal work, Functional Capacity Evaluations, occupational Health and wellness interventions, physical and psychological rehabilitation, counseling and coaching.

Over the past 10 years of practice, Cloete Occupational Therapy delivered work for clients such as the Road Accident fund, Stefanutti Stocks, ABSA, Momentum, Metropolitan, Discovery, INCON HEALTH, Impala Platinum, numerous plaintiff attorneys, and many more.

Being an entrepreneur and having a passion for business, I've founded and established Med Care Holdings (PTY)(LTD) in 2015. A Company operating as a nationwide support network to lawyers and medical experts / Healthcare Practitioners as well as corporate clients, with a special interest in the medical, medico-legal, insurance, occupational health and safety, & rehabilitation areas of practice.

The services of Med Care Holdings are that of strategic negotiation & liaison, brokerage, administration and facilitation as well as educational and developmental in nature.

Specialized professional healthcare and legal services are performed by qualified & credible network-service-providers to a universal standard of professional conduct, quality service-delivery and at the highest standards of ethical work-ethos.

Med Care Holdings' nationwide network clientele comprises of all medical health care providers, hospitals, insurance companies, government institutions, schools, universities, corporate companies, mining companies, financial institutions, attorneys, property specialists, occupational health and safety companies etc. and many more.

I have always been well aware of the value of training, education and the ability to empower others. Thus, having a passion for research and always wanting to learn more, publishing lies close to my heart.

In 2015 I wrote a Medico-legal Protocol for Occupational Therapists under Med Care Holdings, having been accredited and approved under SAMA's (South African Medical Association) CPD section.

In 2019 I was approached by an internationally renowned Academic publishing company to release a book on "Return to work and Quality of life of patients suffering from chronic lower back pain".

Thus, having a keen appreciation for the challenges being faced in the public and private sector, my passion for ethical work practice to ensure sustainable, equitable, and affordable service delivery to members of the public, take foreshore over many of my own aspirations, which gives me great satisfaction.

Summary of current positions:

Occupational Therapist (B. Occ HON) (Masters in Occ Therapy) (Work well, FCE, AMA certified) (ACC accredited)

Owner of Cloete Occupational Therapy

Independent Private Practitioner & International certified and trained coach (ACC accredited)

Specializing in Medico-legal work, Functional Capacity Evaluations, Health and wellness, Pediatrics, Physical and Psychological rehabilitation, counseling and coaching.

www.occupationaltherapist.co.za

Specialist Business Broker / advisor / manager / administrator & Facilitator

Owner of Med Care Holdings

A National and International Support network to service providers and corporate companies within the medical, medico-legal, occupational health and Safety and education areas of practice.

www.medcareholdings.co.za

Core behavioral competencies

- Reliability, honesty and loyalty
 - Experiences abroad as well as in South Africa
 - Team leadership: Shared vision, right mix, quality results
 - Client leadership: Connected, responsive, insightful
 - Business leadership: Business acumen, business development, innovation
 - Personal leadership: Presence, vitality, agility
 - Able to work independently and in a team with excellent leadership skills
 - Motivated self-starter who works hard and is enthusiastic about learning new technologies, enhancing current
 - expertise and applying transferable skills
 - I consider myself being able to achieve anything that I set my mind to, due to my ambition and motivational drive, and can fully function under pressure, meet deadlines and targets
 - Embracing all opportunities and adding value to a company
 - I am fully bilingual in English and Afrikaans, written and spoken, with good communication skills, & excellent problem solving skills
 - Strategically, operationally and administratively strong
 - Able to handle conflict in a professional manner and be assertive when needed to.
 - Embrace new audit enablers and maximize operational efficiency with a focus on key performance drivers and improve and simplify operating practice.
 - Attract, engage and empower team members to create career value and reach their potential through continuous coaching and mentoring
 - Lead and develop an inclusive culture and build high-performing, diverse teams
 - Team effectively with extensive internal and external networks to maximize service offerings, drive cross-selling and improve brand positioning
 - Lead delivery of strategic and relevant insight, connectedness and responsiveness to all clients that anticipate their needs
 - Excellent networking skills
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Technical and clinical skills related to the Health, wellness, corporate governance, & organizational performance within the public and private sectors. (10 years of experience)(Competency level: 5: Expert)

- Well-known understanding of business management and leadership
- Strategic management of Med Care Holdings (MCH) and Cloete Occupational Therapy (COT)
- Operational management of MCH and COT
- Financial management of MCH & COT
- **Act in terms of our policy procedures for all my companies** 1. Justify decision making and foresee long term consequences of certain business decisions being taken 2. Also act in the interest of the company and need to foster the companies' business relationships with suppliers, customers and others 3. Perform risk analysis 4. Maintain all of my companies' reputation by maintaining high standards of business conduct 5. Always act fairly between members and contractors working for the companies 6. Sourcing clients and business referrals • Exercise independent judgment • Exercise reasonable care, skill, and diligence • Act in an advisory position and promote the success of each company • Motivating our contractors to reach their monthly targets • Protecting the confidential information of all companies • Adhere to all company Act responsibilities
- **Also** • Ensuring that all my companies adheres' to the occupational health and safety act, and making sure we adhere to all obligations under environmental legislation and anti-corruption legislation. • Management of finances (Operating all bank accounts of all companies) and weekly meetings with your accountant. • Responsible for the book keeping to be correct and for the monthly budgets for all companies to be set up • To bind the company by entering into sensible deals and contracts • To appoint agents / Contractors and to Train of my teams • Responsible for handling all legal issues that may arise from any deal / contract - business engagements • Daily Emails • Weekly meetings • Embrace new audit enablers and maximize operational efficiency with a focus on key performance drivers and improve and simplify operating practice. • Attract, engage and empower team members to create career value and reach their potential through continuous coaching and mentoring • Lead and develop an inclusive culture and build high-performing, diverse teams • Team effectively with extensive internal and external networks to maximize service offerings, drive cross-selling and improve brand positioning • Lead delivery of strategic and relevant insight, connectedness and responsiveness to all clients that anticipate their needs • Seek opportunities for continuous improvement, development and innovation in service offerings in own area of market and technical expertise
- In-depth understanding & knowledge of standards of evidence-based medicine & rehabilitation & principles.
- Knowledge and understanding of systems and process requirements for efficient medical claims processing that are used in the medical aid or other funding industries.
- Knowledge of Medical Billing, Tariffs and Coding applicable to Occupational intervention and rehabilitation.
- Knowledge of the legislation governing RAF, RABS, insurance policies and procedures. & Knowledge of the Medical Aids and NHI Act.
- Knowledge of Medical Disability Guidelines applicable to trauma, medical and MVA related conditions.
- Knowledge of modalities of treatment for muscular-skeletal, neurological, Psychiatric and other conditions associated with trauma, medical or motor vehicle accidents.
- Knowledge of evaluation procedures, report writing, measurements, assistive devices, & treatment procedures or therapy applicable to the Occupational Therapy profession.

- Knowledge and understanding of the fields pertaining to Medico-legal work, Functional Capacity Evaluations, Health and wellness, Pediatrics, Physical and Psychological rehabilitation, case management, counseling and coaching
- Handling: 3rd Party claims, Disability claims, (RAF) MVA and PVA Claims • Functional Capacity Evaluations' – Injury on duty claims (Especially mining industry, municipal and labor workers). • Medical Negligence claims, Injury on duty & occupational health and safety claims, as well as ergonomic assessments, etc. • Doing insurance work for Old Mutual, Discovery, Liberty, Metropolitan, ABSA, Sanlam etc. • Medico-legal and FCE Assessments of Orthopedic, TBI (Neurological), Psychological, Pediatric and Geriatric Patients. • Expert skills in Report writing, drafting of Addendums and Joint Minutes, AMA Examiner in Whole person impairment ratings, filling out of serious injury claim (RAF4) forms, Trial preparation and Court Attendance, as well as in performing Work Visits. • Employee Health and Wellness programs (And Health and Wellness day Talks) • Case management: (Re-integration into the work-place) (advocating for reasonable accommodations, assistive devices, and report recommendations to be implemented. Re-integration into the work place after a client has been booked off of work for temporary incapacity leave
- Knowledge of counseling and coaching: Individual Coaching sessions: Assisting individuals to overcome the challenges that individuals face influencing their work, everyday functioning, leisure exploration and societal integration, in order to experience a quality life, filled with satisfaction and accomplishment – improving their health and wellbeing - and enabling them to optimally function in all spheres of life and work. A customer specific approach is being followed ensuring that we stay involved until results are achieved and that there is a return on investment for the client.
- Ethics and governance, Customer orientation and customer focus.
- Occupational Psychology
- Guidance, Counseling and Facilitation of workshops in terms of Career assistance and Development
- Presentation of Organizational Development program: Business owner development program (Includes: industry overview, entrepreneurial leadership, personal mastery, the A-Z of practice / business management, process optimization and streamlining, & key business drivers for profit and wealth creation (The process usually entails on-site: face to face visits or individual sessions at any of our practice branches)
- Organizational Design and Development implementation: The main is to assist clients with organizational design and development, to firstly discover and analyze the current situation of the client. Secondly, customized solutions are designed & specifically developed to address areas of concern and to build on strengths and opportunities. The third step in the process would be to implement specific solutions effectively and support the client with the transition. Lastly progress will be measured, and further gaps or disconnect during the process will be identified and post care will be delivered to ensure effective handover.
- Change Management
- Organizational Behavior and Diagnosis: Corporate Educational presentations / workshops : Presentations on how to handle medical conditions in the work place such as epilepsy, lower back pain , fibromyalgia , depression, bipolar, PTSD, etc. & Ergonomics in the work place
- Leadership Development: Strength finder, leadership development and application program
- Personnel Psychology
- HR Planning
- Job Analysis training
- Recruitment and Selection
- Learning and Development

- Performance Management
- Labor Relations knowledge and management
- Assessment of Human Potential and functional ability & determination of job demand capacity
- Knowledge of Standardized assessment methodologies

COMPUTER LITERACY / COMPETANCY IN TERMS OF THE FOLLOWING:

(10 years of experience)(Competency level: 5: Expert)

- Rhino – Medical Private practice program for independent practitioners.
- SAGE Accounting software
- Work Well online protocol
- Digiprax: Online - cloud-based- medical software
- LAW MED accounting and practice management software
- Microsoft Excel Office
- Microsoft PowerPoint
- Microsoft Word
- Microsoft publisher
- ALL IPHONE APPS
- Internet and email
- Photo light room
- Windeed
- Lightstone
- VIRTUAL AGENT
- DEEDS OFFICE SEARCHES
- Prop control
- Facebook market place
- Property 24, private property, IOL, GUMTREE, TROVIT, LOCANTO etc.
- WEBPAGES' BACK OFFICE OPERATIONS
- SOCIAL MEDIA: Facebook, Pinterest, Twitter, Instagram, LinkedIn, Google plus, Google pages

1. WORK EXPERIENCE RELATED TO MEDICAL, WELLNESS & HEALTH RISK MANAGEMENT SERVICES AS WELL AS BUSINESS MANAGEMENT		
Activities	Company	Period
Exercised my skills as an occupational therapist in terms of technical knowledge, managerial and administrative tasks, as well as training & development, and audit compliance - pertaining to the fields of Psychiatry, Paediatrics, Physical & Neurological rehabilitation, as well as community and vocational rehabilitation & Occupational Health and safety.	JST Hospital (Employed for the government)	2011 (1 year)(Community service year)

I furthered my skills as an occupational therapist in terms of technical knowledge, managerial and administrative tasks, as well as training & development, and audit compliance - pertaining to the fields of Psychiatry, Physical & Neurological rehabilitation, as well as vocational rehabilitation, "Return to work" & Occupational Health and safety.	THERAPY IN ACTION (Private Practice in Stellenbosch) Multidisciplinary private practice specializing in Vocational Rehabilitation and return to work programs.	2012 (01-04)
Worked on an Independent practitioner basis. (Doing FCE's and Medico-legal work) on a part-time basis: Handling: 3rd Party claims, Disability claims, (RAF) MVA and PVA Claims, AMA Examiner in Whole person impairment ratings, filling out of serious injury claim (RAF4) forms Medico-legal and FCE Assessments of Orthopaedic patients, TBI Patients (Neurological), Psychological Patients, Paediatric and Geriatric Patients. Expert skills in Report writing, drafting of Addendums and Joint Minutes, Trial preparation and Court Attendance, as well as in performing work visits.	Maria Georgiou and Associates (JHB) (Private Practice specializing in Medico-legal work, Functional Capacity evaluations and return to work programs, and well as occupational health risk managing.)	2012: (05- 2013)
Handling: 3rd Party claims, Disability claims, (RAF) MVA and PVA Claims, FCE's – Injury on duty claims (Especially mining industry, municipal and labour workers). Also, Medical Negligence, occupational health and safety claims, ergonomic assessments,	FOUNDER OF MY OWN MEDICO – LEGAL & FCE PRIVATE PRACTICE : Cloete Occupational Therapy	End 2012 – CURRENTLY (8 years)

etc. Doing insurance work for Old Mutual, Discovery, Liberty, PPS, Sanlam etc. Expert skills in Report writing, drafting of Addendums and Joint Minutes, AMA Examiner in Whole person impairment ratings, filling out of serious injury claim (RAF4) forms, Trial preparation and Court Attendance, as well as in performing Work Visits. Corporate counselling and employee health and wellness Coaching programs Paediatrics – Sensory integration, school – preparation, Neuro-developmental, Cognitive behavioural, Psycho-social intervention. Pilates, play therapy and group therapy Strategic , operational and financial management of the company		
Duties include: Brokerage services, strategic planning, and operational management Providing liaison, administration and project facilitation services and project advisory services Introducing Project proposals to clients - Medical, Legal & financial understanding Strategic , operational and financial management of the company	Founder of MED CARE HOLDINGS (PTY)(LTD)	(2015 – currently)

2. ACADEMIC QUALIFICATIONS RELATED TO THE MEDICAL INDUSTRY

Qualifications	Name of Institution	Year of Completion
B Occ Ther (Occupational Therapy Degree) & Honours Degree	University of Pretoria	2006-2010
M Occ Therapy (Master's degree in Occupational Therapy work practice & medico-legal work)	University of Stellenbosch	2012-2016
Professional Certification	Institution	Year of Completion
Canadian trained accreditation and certification in the protocol of "Justifying and selecting of testing procedures for the purposes of Functional Capacity evaluations".	Tanya Campbell (Occupational Therapist) – Private	2011
Internationally Accredited Work Well Service provider- American Trained, licensed and certified practitioner	Work Well (Private American Company / Institution)	2012/ & 2013
AMA (ABIME) Guidelines (6th Edition) CAMAG - Impairment to Whole person impairment rating and narrative test trained and accredited (American trained). (Passed the examination)	(Private American Company / Institution)	2013 & 2014 (Exam passed)
Post - graduate courses in business management	INSTOPP	2015
International coaching accreditation (ACC Licenced) – Through the Business school of Cape Town	Business School of Cape Town (ACC accreditation)	2017 - 2018
Various other post graduate certifications pertaining to	Various Private Institutions	2017 -2019

the fields of Occupational Health Risk management, medico-legal work, Functional Capacity evaluations, fitness to work, and temporary and permanent incapacity evaluations, as well as health and wellness intervention, physical and psychological rehabilitation, & coaching and counselling & business management courses.		
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Additional:

- Senior certificate: Grade 12 (Matric): Passed with Distinction: The High School Menlo park (2006)
- Afrikaans / English / Mathematics / Science / Biology / Art / Physiology

Leisure /Extra Mural activities:

- Art / painting /drawing
- Fashion / & interior design
- Jogging /Gym
- Ballet
- Church Connect group
- Socializing with friends

References:

Liesl Kense: (Occupational therapist) 0730884564.
Marionne Lourens: (Occupational therapist): 0760944825.
Edmund Pohl: (Business acquaintance) 083 399 2078