**Statement of Duties**

<table>
<thead>
<tr>
<th>Position Title: Statewide Pharmacy Manager - Dispensary</th>
<th>Position Number: 523957</th>
<th>Effective Date: August 2018</th>
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<tbody>
<tr>
<td><strong>Group and Unit:</strong> Tasmanian Health Service (THS) – Clinical Support</td>
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<td><strong>Section:</strong> Pharmacy</td>
<td><strong>Location:</strong> South, North, North West</td>
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<tr>
<td><strong>Award:</strong> Allied Health Professionals Public Sector Unions Wages Agreement</td>
<td><strong>Position Status:</strong> Permanent</td>
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<tr>
<td><strong>Position Type:</strong> Full Time</td>
<td><strong>Classification:</strong> Allied Health Professional</td>
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<tr>
<td><strong>Level:</strong> 5</td>
<td><strong>Check Type:</strong> Annullled</td>
<td><strong>Check Frequency:</strong> Pre-employment</td>
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**Focus of Duties:**

Provide high level professional leadership to the dispensary service across the State.

Be a member of the Statewide Pharmacy Executive Committee and represent Statewide Hospital Pharmacy at a high level across the THS.

For the Dispensary portfolio across the State:

- Establish consistent approach to practice and policy
- Undertake strategic planning
- Oversee high level projects
- Establish metrics, monitor, and enhance performance

**Duties:**

1. **Provide high-level professional leadership to staff within the dispensary service**
   
   1.1 Provide high level professional leadership and set consistent performance expectations; deputise and delegate where necessary; support staff development relevant to the area; and support performance feedback and management processes where required.

   1.2 Provide leadership and support to all Dispensary service staff including pharmacy technicians and registered pharmacists

   1.3 Undertake workforce planning and development for pharmacy technicians.

   1.4 Develop training manuals and processes for all Dispensary service staff.
2. **Contribute at an executive level to the management of Statewide Hospital Pharmacy**

2.1 Be a core member of the Statewide Hospital Pharmacy Executive Committee. Represent the needs of the Dispensary service on the Committee; and represent the Committee and its decisions to team members.

2.2 Be the representative of the Statewide Hospital Pharmacy Dispensary service to other staff and committees within the THS and external stakeholders including the Tasmanian Department of Health.

2.3 Deputise for the Executive Director, Statewide Hospital Pharmacy as required.

2.4 Take a leading role within the Statewide Hospital Pharmacy service for accreditation under the NSQHS Standards (particularly Standard 4, Medication Safety), particularly for the elements relating to dispensing, formulary control, and medication storage and distribution.

2.5 Engage regularly with Pharmacy Site Managers at each site, working in a collaborative manner to support each site to implement agreed statewide initiatives and practices.

2.6 Support the goals and initiatives of the Executive Director, Statewide Hospital Pharmacy Operations.

3. **Strategic management of Dispensing services**

3.1 **Practice and policy:** Establish a consistent approach to the delivery of dispensing services across the State, supported by a consistent policy framework. Balance the need to achieve consistency with the requirement to support regional objectives of the hospital. Align dispensing services with standards from relevant bodies such as Society of Hospital Pharmacists of Australia (SHPA), the PSA, the Pharmacy Board of Australia, and the Tasmanian Pharmacy Authority. Ensure dispensing processes are kept current to reflect the requirements of funding and access schemes such as the PBS, SAS, and Tasmanian Medicines Access & Advisory Committee. Implement practices that achieve consistency in medicines access and co-payments across the State.

3.2 **Planning:** Undertake strategic planning for the dispensary service, preparing for future requirements, and developing plans to address service gaps.

3.3 **Projects:** Establish and oversee high level statewide projects of the dispensary service. These may be transformative projects (such as the introduction of ward-based pharmacy technician roles) or small-scale practice change projects (such as introducing altered dispensing processes resulting from changes to the PBS).

3.4 **Performance:** Establish and monitor metrics for the performance of the dispensary service, initiate practice change projects to address performance, and provide reports to the Executive Director, Statewide Hospital Pharmacy.

4. Participate in patient care activities as required including dispensing and clinical pharmacy services, and after-hours/on-call services.
5. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

6. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

**Scope of Work Performed:**

Under the broad direction of the Executive Director - Statewide Hospital Pharmacy Operations, this role is responsible for leading Statewide Hospital Pharmacy Operations’ Dispensary portfolio.

- This position is a senior member of the management of the Statewide Hospital Pharmacy service, and will deputise for the Executive Director when requested.
- Responsibilities are high-level, including resource allocation, policy development and implementation, and monitoring of performance across the THS.
- Professional leadership is provided to Dispensary service staff across the THS including Dispensary Managers, Team Leaders, and Senior Technicians.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

The Dispensary service comprises approximately 30 FTE across the State, reporting to local dispensary supervisors. Although this position does not have line management responsibilities for these individual FTE, this position will provide overall professional leadership and establish an overarching service and policy framework for staff working in the dispensary.

**Key Behaviours:**

The incumbent should endeavour to make the pharmacy workplace a positive environment for all colleagues by:

a) Creating and fostering an attitude of positivity and teamwork.

b) Coaching others when needed in a supportive fashion.

c) Collaborating with a broad range of peers and colleagues.

d) Demonstrating the commitment and capability of the pharmacy service to improve patient outcomes.

e) Taking every opportunity to improve the pharmacy workplace and the working lives of other team members.

f) Being mindful of the needs of others and demonstrating care, compassion, and respect.
Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee’s responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

Evidence of the following must be provided prior to appointment to the job:

- Registered with the Pharmacy Board of Australia.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
  1. Conviction checks in the following areas:
     a) crimes of violence
     b) sex related offences
     c) serious drug offences
     d) crimes involving dishonesty
  2. Identification check
  3. Disciplinary action in previous employment check.

Desirable Requirements:

- Post-graduate qualifications in pharmacy and/or management.
- Current Driver’s Licence.

Selection Criteria:

1. Extensive experience in hospital pharmacy in a range of practice settings or services.
2. Extensive high-level experience in the management of dispensing activities across a diverse array of medicines access and funding schemes such as the PBS, Clinical trials, Highly Specialised Drugs scheme, and local formulary.
3. Detailed strong understanding of Commonwealth and State medication and pharmacy-related funding systems, practice standards and legislation.
4. Demonstrated leadership, management, analytical, and creative skills including experience in developing and implementing policies and procedures for a broad range of health professionals. An understanding of pharmaco economics and cost-effectiveness, as well as procurement principles and financial management practices as they apply to public hospital dispensary management.
5. Demonstrated high-level strategic, conceptual, analytical, and creative skills and the ability to understand the political, social, and organisational environment in which pharmacy services operate.
6. Highly developed interpersonal, communication, representation, negotiation, and conflict resolution skills.
Working Environment:

- Frequent intrastate travel is a requirement of this position.
- Occasional interstate travel will be required.
- If requested, participate in an on-call roster with other pharmacists for out-of-hours provision of pharmacy services, as needed.
- Remain on-call as necessary in emergency situations (eg. Code Brown, Pandemic, critical medication shortages).

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the State Service Act 2000. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.


Fraud Management: The Department of Health and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency’s fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency’s fraud policy and reporting procedures.
Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) with the Department of Health and Tasmanian Health Service are expected to comply with their Agency’s policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.