

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Team Leader - Dispensary
Position Number:	503609
Classification:	Allied Health Professional Level 3
Award/Agreement:	Allied Health Professionals Public Sector Unions Wages Agreement
Group/Section:	Community, Mental Health and Wellbeing – Statewide Hospital Pharmacy
Position Type:	Permanent, Full Time
Location:	North
Reports to:	Supervisory Pharmacist - Dispensary
Effective Date:	May 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Registered with the Pharmacy Board of Australia <i>*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 if a registration/licence is revoked, cancelled or has its conditions altered.</i>
Desirable Requirements:	Current Driver's Licence
Position Features:	May be required to participate in weekend and on-call services Occasional travel intra and interstate may be required

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide a safe and efficient medication dispensing service to inpatients and outpatients of the Department.

Provide supervision and leadership to Pharmacy staff and oversee the work of team members.

Coordinate dispensing and medication supply practices and ensure practices comply with legal requirements, professional ethics, and Departmental and hospital policies.

Duties:

1. Supervise the dispensary, including overseeing the activities of other pharmacists, pharmacy technicians, and pharmacy assistants, and assist in the development of procedures for the efficient operation of the dispensary, ensuring they are undertaken in compliance with all expected and applicable requirements.
2. Provide advice and support to the Senior Pharmacist, and in the absence of the Senior Pharmacist lead the Pharmacy team as the most senior person within the Pharmacy.
3. Coordinate and undertake dispensing and counselling to patients of the Department and provide appropriate verbal and written information to patients and/or their carers on medications and health issues, in a timely and routine fashion, and assist in the transfer of comprehensive, complete and accurate patient-specific medication information to other health care providers.
4. Ensure access to medication protocols are observed, including the Tasmanian Poisons Legislation, policies of the Department, the Tasmanian Medicines Formulary and the PBS/RPBS.
5. Manage approvals for medications where necessary under programs such as the Special Access Scheme and Tasmanian Medicines Access and Advisory Committee and provide advice to other disciplines and the public to access subsidised medications through the Department.
6. Report on agreed performance indicators for the dispensary and participate in hospital-wide reporting programs.
7. Assist in creating and maintaining a dispensing roster that ensures safe and continuous staffing of the dispensary.
8. Develop and participate in continuing education programs and provide training in the principles and practice of clinical pharmacy for pharmacists, pharmacy assistants and pharmacy technicians. This includes providing training to pharmacy students and interns on good dispensing practices, providing support to Pharmacy Residents and participating in their assessments under the Residency Program.
9. Actively participate in and contribute to the Statewide Dispensary Management Group, and other groups or committees as requested, and support the objectives of the Statewide Hospital Pharmacy Service.
10. Represent the pharmacy service and liaise with relevant hospital staff at the site to ensure that the dispensing service is delivered in accordance with the needs of the hospital.
11. 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.

Key Accountabilities and Responsibilities:

The Team Leader - Dispensary provides on-site leadership to dispensing staff at the Launceston General Hospital and works with other Dispensing Team Leaders and Dispensary Supervisors across the State to ensure a consistent approach is taken. The occupant will:

- Provide day-to-day supervision, oversight and assistance for dispensary-related matters.
- Work autonomously under the direction of the Dispensary Manager and exercise initiative and professional judgment across the spectrum of responsibilities, and judge when to seek advice or direction.
- Be an active participant in the dispensary team and foster a spirit of teamwork.
- Maintain an up-to-date knowledge of clinical practice and pharmaceutical information.
- Be accountable for ensuring:
 - The dispensary is well-organised, with staff rostered according to the needs of the service.
 - The dispensary operates in accordance with the goals and direction of the pharmacy service as directed by the Executive Director, Statewide Hospital Pharmacy Operations, Pharmacy Site Manager (North), and Supervisory Pharmacist - Dispensary.
 - Services comply with relevant guidelines, standards and accreditation requirements, as objective measures of service delivery.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

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.

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 demonstrate care, compassion, and respect.

Selection Criteria:

1. Pharmacy experience in a range of activities including dispensing, patient counselling, clinical pharmacy, manufacturing and drug information, preferably in a hospital setting, together with experience in the application of relevant legislation, codes of practice and workplace guidelines in the practice of pharmacy.
2. An understanding of, and experience with, the frameworks used to guide and develop clinical pharmacy services, such as the Australian Pharmaceutical Advisory Council Guidelines, Pharmaceutical Review, and Medication Management Review programs (e.g. Home Medication Review and Residential Medication Management Review).
3. Ability to assess and evaluate drug regimens and medicines information and demonstrated experience in dispensing medications under the Pharmaceutical Benefits Scheme (including S100) and other mechanisms for subsidised access to pharmaceuticals in the Agency.
4. Experience in managing a team of pharmacy staff in a dispensary setting together with experience in developing and implementing policies and procedures for application by a range of health professionals.
5. Highly-developed communication and interpersonal skills, with the ability to contribute effectively as an active member of a diverse, multi-disciplinary team, communicate with sensitivity and respect and provide tailored advice to other healthcare professionals and the patient.
6. Proven history of contributing positively to the workplace and delivering workplace improvements within a continuous quality improvement framework.
7. Demonstrated problem solving and conflict resolution skills applied to resolve practice-based issues and interpersonal conflict amongst team members.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).