

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Dispensary Manager
<b>Position Number:</b>	508369
<b>Classification:</b>	Allied Health Professional Level 4
<b>Award/Agreement:</b>	Allied Health Professionals Public Sector Unions Wages Agreement
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Statewide Hospital Pharmacy
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Pharmacy Site Manager (South)
<b>Effective Date:</b>	September 2020
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Registered with the Pharmacy Board of Australia</p> <p><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></p>
<b>Desirable Requirements:</b>	Current Driver's Licence
<b>Position Features:</b>	<p>Occasional travel intra and interstate may be required</p> <p>Participation in an on-call roster with other pharmacists for out-of-hours provision of pharmacy services, as needed</p> <p>This position may be rostered to work at other sites within the Statewide Hospital Pharmacy Operations Unit, if this is mutually agreed by both the incumbent and the manager</p>

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:

Manage a safe and efficient medication dispensing service to inpatients and outpatients of the Royal Hobart Hospital (RHH).

Manage the work of other team members and provide supervision and leadership.

Manage dispensing and medication supply practices.

Ensure medication supply practices are in compliance with legal requirements, professional ethics, and departmental and hospital policies.

Provide teaching and supervision of students of the University of Tasmania (School of Pharmacy and Rural Clinical School).

## Duties:

### I. Management of the Dispensary:

- Manage a multidisciplinary team of pharmacists, pharmacy technicians, receptionists, pharmacy assistants, stores personnel, and administrative staff.
- Develop and implement procedures for the smooth operation of the dispensary.
- Oversee and co-ordinate the activities of dispensary staff, and ensure they are undertaken in compliance with all expected and applicable requirements.
- Support dispensing staff by providing consistent interpretation of relevant rules for the access and supply of medications.
- Manage the application of rules in relation to the PBS by the dispensing team, and ensure that PBS principles and requirements are observed.
- Oversee the preparation of Pharmaceutical Benefits Scheme (PBS) claim for the hospital, including Section 100 medications.
- Ensure all applicable rules for access to medications are observed, including those of the Tasmanian Medicines Formulary, as set by the Tasmanian Medication Access and Advisory Committee (TMAAC).
- Oversee approvals (and assist medical staff to obtain them where appropriate) for medications where necessary, under programs such as the Special Access Scheme, Highly Specialised Drugs Program, Formulary, and PBS/Repatriation Pharmaceutical Benefits Scheme (RPBS).
- Work with the Specialist Pharmacists, Clinical Trials to manage the supply aspects of medications under Clinical Trials, and ensure all Trial requirements are observed.
- Supervise tasks relating to the collection of patient co-payments, such as invoice generation, reconciliation of funds collected, and collection of cash and other forms of payment.
- Ensure staff are deployed and rostered in the dispensary in an efficient and effective manner, according to their Statement of Duties, and rostered to best meet the requirements of service provision.
- Develop, analyse, and report on agreed performance indicators for the dispensary, and participate in hospital-wide reporting programs such as Safety Reporting and Learning Systems (SRLS).
- Promote medication safety in all aspects of medication management.
- Maintain appropriate records in relation to the safety of medication supply, such as dispensing error data, clinical interventions, near miss data, and incident reporting.

- Oversee the National Safety and Quality Health Service Standards accreditation for processes that relate to medication supply.
- Manage staffing within the area, including managing vacancies, involvement in the leave approval process, and organising back-fill where necessary.
- Actively maintain good relationships with other pharmacy services related to the dispensary, including the clinical pharmacy, manufacturing and stores teams. Manage dispensing services to ensure a good overall balance of resources and activities across these areas.

## **2. Leading the staff of the Dispensary:**

- Teach and train pharmacy staff working in the dispensary.
- Provide training to pharmacy students and interns on good dispensing practice.
- Undertake Annual Performance Review and regular peer review with team members.
- Work with other Dispensing Team Leaders, Dispensary Managers, Senior Pharmacy Technicians, the Statewide Pharmacy Manager - Dispensary and the Statewide Pharmacy Manager - Compounding and Cancer Services across the State to ensure a consistent approach is taken.

## **3. Undertake dispensing activities:**

- Undertake dispensing activities to patients of the hospital and the Tasmanian Health Service - South.
- Provide professional advice and consultancy services to other disciplines and the public.
- Utilise knowledge of the various mechanisms for access to subsidised medications, in order to provide patients with the most appropriate and cost-effective access to the treatments they need.
- Provide appropriate verbal and written information to patients and/or their carers on medications and health issues, in a timely and routine fashion.
- Assist in the transfer of comprehensive, complete and accurate patient-specific medication information to other health care providers.
- Maintain an up-to-date knowledge of clinical practice and pharmaceutical information.
- Participate in, and develop, continuing education programs.
- Ensure prescriptions being dispensed comply with all applicable requirements, including Poisons Legislation, the policies of the THS, and the requirements of the Tasmanian Medicines Access & Advisory Committee.

## **4. Contribute to management of the Pharmacy:**

- Undertake projects and tasks as requested by the Pharmacy Site Manager (South).
- Initiate quality improvement activities to improve the dispensing service, and contribute to the improvement of pharmacy services in general.
- Provide advice and support to the Pharmacy Site Manager (South).
- In the absence of the Pharmacy Site Manager (South) or other senior pharmacists, as directed take on a leadership role within the Pharmacy as the most senior person on site.
- Act as Fire Warden for the pharmacy.
- Ensure relevant Work, Safety and Health (WH&S) practices and standards are implemented and maintained at the site.

## 5. Represent the Pharmacy Service and Liaise with Others:

- Liaise with relevant hospital staff at the site to ensure that the dispensing service is delivered in accordance with the needs of the site.
- Represent the pharmacy service on local or Statewide committees as requested.

## 6. Support Statewide Hospital Pharmacy:

- Support the objectives of the Executive Director, Statewide Hospital Pharmacy Operations.
- Receive professional leadership and direction in the statewide dispensing practice from the Statewide Pharmacy Manager, Dispensing. Provide regional advice and support to them. Ensure statewide dispensing practice is implemented in the South.
- Be responsible for the local implementation of agreed Statewide policies and practices.

## 7. Other duties:

- 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 and related training.
- 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 Dispensary Manager reports to the Pharmacy Site Manager (South) who provides managerial supervision and receives professional leadership from the Statewide Pharmacy Manager - Dispensary.

The Dispensary Manager provides leadership to dispensing staff at the RHH, and is expected to demonstrate considerable autonomy, and exercise initiative and professional judgment across the spectrum of responsibilities, as well as judge when to seek advice or direction. The occupant of this role is accountable for ensuring:

- The dispensary is managed efficiently, 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, Hospital Pharmacy Operations and Pharmacy Site Manager (South).
- Services comply with relevant guidelines, standards and accreditation requirements.
- Where applicable, exercising 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.
- Compliance at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Key Behaviours:

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

- creating and fostering an attitude of positivity and teamwork;
- coaching others when needed in a supportive fashion;
- collaborating with a broad range of peers and colleagues;
- demonstrating the commitment and capability of the pharmacy service to improve patient outcomes;
- taking every opportunity to improve the pharmacy workplace and the working lives of other team members; and
- being mindful of the needs of others and demonstrate care, compassion, and respect.

## 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.

## Selection Criteria:

1. Significant experience in hospital pharmacy in a range of practice settings or services.
2. Experience in dispensing medications under the Pharmaceutical Benefits Scheme (PBS), and other mechanisms for subsidised access to pharmaceuticals, including Clinical Trials, Section 100, and hospital formulary schemes.
3. Experience in managing a team of pharmacy staff in a dispensary setting.
4. Experience in developing and implementing policies and procedures for application by a range of health professionals.
5. Highly developed communication and interpersonal skills, and the ability to communicate with sensitivity and respect.
6. Highly developed problem solving, and conflict resolution skills applied to resolve practice-based issues and interpersonal conflict.
7. Detailed knowledge of relevant legislation, codes of practice, and workplace guidelines in the practice of pharmacy in a public hospital.
8. Understanding of Pharmacoeconomics and cost effectiveness; and the principles of procurement relating to drug acquisition and supply within a public hospital setting.

## 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](#).