



## Statewide Clinical Support Services (SCSS)

## ROLE DESCRIPTION

<b>Role Title:</b>	Pharmacist
<b>Classification Code:</b>	AHP2
<b>LHN/ HN/ SAAS/ DHW:</b>	Statewide Clinical Support Services (SCSS), CALHN, SA Health
<b>Division:</b>	SA Pharmacy
<b>Department/Section / Unit/ Ward:</b>	Pharmacy
<b>Role Created/ Reviewed Date:</b>	2012/February 2025
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS)
<b>Immunisation Risk Category:</b>	<input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Provides a quality, comprehensive, efficient, cost effective and complex range of professional, dispensing, clinical, production and counselling services for inpatients and outpatients. The Pharmacist optimises drug therapy and contributes to overall medication management. The Pharmacist provides drug and therapeutic advice to medical, nursing and other professionals involved in patient care in accordance with hospital and departmental policies and procedures, SA Health guidelines, and State and Federal legislation. The Pharmacist participates as a member of a team of professional and non-professional staff to deliver optimal medication management services.

### Direct Reports:

- > Nil
- > Supervises pharmacists and pharmacy interns and pharmacy students rotated to the designated area of service

### Key Relationships/ Interactions:

#### Internal

- > Accountable to the Director of Pharmacy and reports to the supervising Pharmacist in the area where rostered
- > Indirectly supervises Pharmacy Assistants, Pharmacy Technician, Pharmacy Interns and Students
- > Works collaboratively with other Pharmacists
- > Works collaboratively with Medical and Nursing Staff and other health professionals

#### External

- > General public
- > Community/Primary Health care providers

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Understanding the requirements of this position in meeting Local Health Network (LHN) and SA Pharmacy service objectives and broader SA Health outcomes
- > Ensuring collaboration with and inclusion of all stakeholders in the quality use of medicines
- > Understanding the complexities of change management strategies, working effectively and prioritising conflicting tasks/actions

### Delegations:

- > Nil

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
To achieve appropriate patient care and ensure the provision of optimal pharmaceutical treatment of patients by providing a pharmacy service encompassing the APAC (Australian Pharmaceutical Advisory Council) Guidelines on the Continuum of Care and in accordance with The Society of Hospital Pharmacists of Australia Standards guidelines and ensuring that all legal requirements are met.	<ul style="list-style-type: none"><li>&gt; Undertake timely medication histories and record information as per procedure ensuring information transfer to all appropriate staff caring for the patient</li><li>&gt; Provide daily review and assessment of all medications together with the development of a medication action plan</li><li>&gt; Ensure safe and appropriate medication management practices are undertaken on the wards. This may require the development and writing of protocols and guidelines in addition to the participation in the education and training of nursing, medical and other health professionals</li><li>&gt; Initiate or participate in pharmacy related research and drug development activities</li></ul>
Provision of a comprehensive and efficient pharmaceutical dispensing service to inpatients, outpatients and other departments.	<ul style="list-style-type: none"><li>&gt; Exercising professional judgement and relative autonomy in the provision of dispensing services</li><li>&gt; Ensure appropriate drug treatment via the monitoring of drug therapies, appropriate drug selection, dosage, formulations, administration mode and frequency</li><li>&gt; Supervising Pharmacy Technician/Assistants in relation to pharmaceutical distribution practices</li><li>&gt; Provide support with counter and telephone enquiries</li><li>&gt; The preparation of statistics and reports when required</li></ul>
Provision of medicines information to consumers from within the hospital and wider Community.	<ul style="list-style-type: none"><li>&gt; Ensure optimal drug therapy by providing patients with appropriate counselling and/or written information to ensure appropriate drug usage</li><li>&gt; Provide advice concerning relevant regulatory and procedural issues controlling the availability of pharmaceutical products in the hospital and broader community including Pharmacy Benefits Scheme</li></ul>

Support the sterile and non-sterile production service. (Where applicable).	<ul style="list-style-type: none"> <li>&gt; Manufacture sterile pharmaceuticals including cytotoxics and completing all required documentation</li> <li>&gt; Manufacture, repack, label and prepare documentation as required for non-sterile pharmaceuticals, following standard operating procedures and ensuring compliance with the Code of Good Manufacturing Practice and Society of Hospital Pharmacists Guidelines</li> <li>&gt; Review, monitor and supervise the processing and preparation of pharmaceutical products by Pharmacy Technicians/Assistants</li> </ul>
Manage, support and actively participate in quality management.	<ul style="list-style-type: none"> <li>&gt; Involvement in quality management initiatives and activities and may be required to review departmental standard operating procedures and policies</li> </ul>
Training & Competency	<ul style="list-style-type: none"> <li>&gt; Actively participate in training programs and competency assessments</li> <li>&gt; Build knowledge through independent learning, attending and contributing to the departments continuing education programme and participation in change management projects and quality improvement programs</li> <li>&gt; Contribute to the education of other pharmacists, pre-registrant pharmacists and students</li> </ul>
Develop effective relationships	<ul style="list-style-type: none"> <li>&gt; Develop effective relationships through empowering effective communication, motivating and creating a work environment that promotes lifelong learning, diversity, mutual trust and respect</li> <li>&gt; Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies</li> </ul>
Promote and achieve quality customer outcomes	<ul style="list-style-type: none"> <li>&gt; Contribute to a quality patient centric medication management environment through promotion, delivery and evaluation of a high-quality customer service. Be motivated and encourage team members to achieve excellence in service provision to ensure the safe use of medications</li> <li>&gt; Ensure the maintenance of clients' rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate</li> <li>&gt; Provide information and support to consumers and their carers to empower them to take responsibility for their own medication management</li> </ul>
Increase self-awareness and self-management	<ul style="list-style-type: none"> <li>&gt; Increase self-awareness of own strengths and development needs and act to improve one's performance based on this knowledge and through lifelong learning</li> <li>&gt; Act with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others</li> <li>&gt; Build skills to manage and prioritise workload</li> </ul>
Reconciliation and Cultural diversity	<ul style="list-style-type: none"> <li>&gt; Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders</li> </ul>
Work safely	<ul style="list-style-type: none"> <li>&gt; Make proper use of all safeguards, safety devices and personal protective equipment in undertaking duties</li> <li>&gt; Take reasonable care to protect the health and safety of self and others</li> <li>&gt; Undertake mandatory safety training programs</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Bachelor of Pharmacy or equivalent
- > Registered or eligible for registration with the Pharmacy Board of Australia

#### **Personal Abilities/Aptitudes/Skills:**

- > Good written and oral communication skills
- > Ability to work in a team and to accept supervision
- > Work unsupervised and use initiative
- > Good technical/manipulative skills
- > Good organisation skills, attention to detail and accuracy
- > Good public relations skills
- > Ability to work in a multi-disciplinary setting
- > Flexibility, Resilience and Change management skills

#### **Experience**

- > Completion of pre-registration training in a hospital or community training program

#### **Knowledge**

- > Knowledge of clinical pharmacy practice, pharmacy production, drug dispensing, provision of medicines information, patient counselling and general dispensary and pharmacy procedures
- > Pharmacy Acts and Legislation

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > SHPA Resident training in progress or completed
- > Completed or demonstrated commitment towards obtaining a Post Graduate Qualification in pharmacy or related discipline
- > Member of a Professional Body
- > CGP accreditation or equivalent

#### **Experience**

- > Employment as a registered pharmacist in a hospital

#### **Knowledge**

- > Participation in research projects and teaching hospital pharmacy environments

### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009*.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to unconditional registration with AHPRA as a pharmacist
- > Some out of hours may be required
- > May be required to work a roster over 7 days including weekends and public holidays.
- > May be required to participate in rotations through other sections of the Department/Local Health network.
- > May be required to work at other SA Pharmacy sites.
- > Available for department on-call roster.
- > Hours may vary as per departmental roster; Normal working hours between 0600 and 2200hours
- > Some travel may be required; including interstate.
- > Country based staff must; have an unrestricted driver's licence and be prepared to drive on country roads; be prepared to fly in light aircraft.
- > May require a health assessment prior to commencement.
- > Exposure to restricted carcinogens/cyclophosphamide may occur.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).*
- > *Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Information Privacy Principles Instruction.*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and Determinations of the Commissioner for Public Sector Employment.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*

- > *To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued, and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.*
- > *To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > *Waste Management Policies.*
- > *Controlled Substances Act and Regulations*
- > *Pharmacy Act and Regulations*
- > *Follow SHPA practice guidelines.*
- > *Follow SA Pharmacy and SA Health Directives and Guidelines*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards, and participating in quality improvement activities as necessary.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

SA Pharmacy was formed on 1 July 2012, consolidating the publicly managed and operated pharmacy services of the five SA Local Health Networks. The service forms part of Statewide Clinical Support Services (this also include SA Medical Imaging and SA Pathology services). SA Pharmacy is led by the Executive Director SA Pharmacy.

SA Pharmacy is committed to providing a clinically led, cost-efficient, professional pharmacy service. Contemporary pharmacy services involve a range of activities aimed at enhancing the safe and effective use of medicines. These activities include the procurement, supply, manufacture and distribution of medicines, patient-centred clinical pharmacy services and system-wide professional services such as teaching, training and research.

#### SA Pharmacy Vision:

- > To provide safe, high-quality and cost-effective pharmacy services, delivered by a committed and well supported workforce, to optimise patient outcomes.

#### SA Pharmacy Mission:

To work innovatively and effectively in the delivery of pharmacy services that:

- > Ensure safe, timely and reliable supply of medicines
- > Minimise the likelihood of medicine-related harm and optimise clinical outcomes
- > Contribute to the sustainability of safe medication use through clinical research, education and training
- > Maintain a safe workplace where staff are supported and valued.

## Values

### Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

<b>Integrity:</b>	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
<b>Compassion:</b>	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
<b>Accountability:</b>	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
<b>Respect:</b>	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
<b>Excellence:</b>	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** Eleni Labadas

**Role Title:** General Manager

**Signature:**

**Date:** 06/03/2025

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

### Version control and change history

Version	Date from	Date to	Amendment
V1	2012	Mar 2017	Original version.
V2	Mar 2017	Jan 2018	Added White Ribbon reference and removed reference to HR Manual
V3	Jan 2018	Oct 2018	Added version control and RD's Signed and saved as PDF for use
V4	Oct 2018	Feb 2019	Added Special Requirements Carcinogen exposure, reference to technicians & SA Health Template Update Jul 2018. Updated Direct reports to include supervision, added delegations, consistent with special conditions of generic Pharmacist roles
V5	Feb 2019	29/03/2019	SHPA Resident training in progress or completed <b>added to Desirable Criteria</b>
V6	29/03/2019	23/1/2020	Addition of immunisation risk category and immunisation requirement in special conditions.
V7	23/1/20		Updated the first three paragraphs under <i>Special Conditions</i> regarding Criminal and Relevant History Screening requirements; working with Children Check (WWCC) requirements which must be updated every 5 years.  Updated, under <i>General Requirements</i> , the clauses relating to Children and Young People (Safety) Act and Relevant Awards & Enterprise Agreements.  Updated paragraph two under <i>Our Legal Entities</i> which names each of the Country Local Health Networks
V8	06/10/20	18/05/2021	Updated Immunisation Risk Category from category A to category B
V9	19/05/2021	25/07/2024	Update to the Code of Ethics
V10	26/07/2024	06/03/2025	Update to SCSS Values
V11	06/03/2025		General Requirements and Values Section Updated