

## Statement of Duties

<b>Position Title:</b> Dispensary and Manufacturing Manager	<b>Position Number:</b> 502063	<b>Effective Date:</b> February 2012
<b>Group and Unit:</b> Tasmanian Health Service (THS) – North West Regional Hospital		
<b>Section:</b> Pharmacy	<b>Location:</b> North West	
<b>Award:</b> Allied Health Professionals (Tasmanian State Service) Agreement	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> 4	<b>Classification:</b> Allied Health Professional	
<b>Reports To:</b> Pharmacy Site Manager (North West)		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-Employment	

### Focus of Duties:

- Manage a safe and efficient medication dispensing and manufacturing service to inpatients and outpatients of the North West Regional Hospital (NWRH).
- Manage the work of other team members and provide supervision and leadership.
- 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 & Manufacturing areas:

- 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 and manufacturing area.
- Oversee and coordinate the activities of staff, and ensure they are undertaken in compliance with all expected and applicable requirements.
- Manage the application of rules in relation to the Pharmaceutical Benefits Scheme (PBS) by the dispensing team, and ensure that PBS principles and requirements are observed.
- Oversee the preparation of a PBS claim for the hospital.
- Ensure all applicable rules for access to medications are observed, including those of the Statewide Therapeutic Drugs Committee (STDC).

- Oversee approvals (and assist medical staff to obtain them where appropriate) for medications where necessary, under programs such as the Special Access Scheme, Section 100, STDC, and PBS/RPBS.
- 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.
- Maintain appropriate records in relation to the safety of medication supply, such as dispensing error data, clinical interventions, near miss data, and incident reporting.
- Ensure manufacturing processes meet contemporary safety standards, including Therapeutic Goods Administration (TGA) and the Pharmaceutical Inspection Convention and Pharmaceutical Inspection Cooperation Scheme (PIC/S).
- Oversee the Australian Council on Healthcare Standards (ACHS) accreditation for processes that relate to medication supply.
- Manage staffing within the area, including managing vacancies, approving leave, and organising back-fill where necessary.

## **2. Leading the staff of the Dispensary and Manufacturing areas:**

- Teach and train pharmacy staff.
- Provide training to pharmacy students and interns on good dispensing and manufacturing practices.
- Undertake Performance Review with team members.
- Work with other Team Leaders and Supervisors across the State to ensure a consistent approach is taken to dispensing and manufacturing work.

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

- Undertake dispensing activities to patients of the hospital and THS.
- Manufacture compounded items.
- Provide professional advice and consultancy services to other disciplines and the public.
- Undertake dispensing under the PBS for eligible prescriptions.
- Provide appropriate verbal and written information to patients and/or their carers on medications and health issues, in a timely and routine fashion.
- Participate in a weekend and after hours on-call service.
- 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 the Law, the policies of THS and the requirements of the STDC.

**4. Work in conjunction with the University of Tasmania to educate students:**

- This position is a conjoint appointment with the University of Tasmania Rural Clinical School, and Tasmanian School of Pharmacy.
- Prepare course materials, and mark coursework.
- Provide lectures.
- Supervise students on placement at the NWRH.

**5. Contribute to management of the Pharmacy:**

- Undertake projects and tasks as requested by the Pharmacy Site Manager.
- 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.
- In the absence of the Pharmacy Site Manager or other senior pharmacists, 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 Health and Safety practices and standards are implemented and maintained at the site.

**6. 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.

**7. Support the Statewide Hospital Pharmacy Operations Unit:**

- Support the objectives of the Executive Director, Statewide Hospital Pharmacy Operations.
- Mentor pharmacists at all sites of the Statewide Hospital Pharmacy Operations Unit in dispensing practices.
- Manage dispensing services at other sites as negotiated.
- Be responsible for the local implementation of agreed statewide policies and practices.

**8. Other duties:**

- 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.
- 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 jobs at this classification level.

**Scope of Work Performed:**

- The Dispensary and Manufacturing Manager reports to the Pharmacy Site Manager who provides broad supervision.
- The Dispensary and Manufacturing Manager provides leadership to pharmacy staff who dispense and manufacture medications in the THS North Western Region.
- The Dispensary and Manufacturing Manager is expected to demonstrate considerable autonomy and is expected to exercise initiative and professional judgment across the spectrum of responsibilities as well as to judge when to seek advice or direction.

Within this context, the occupant is accountable for ensuring:

- a) The dispensary is managed efficiently, with staff rostered according to the needs of the service
  - b) 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
  - c) Services comply with relevant guidelines, standards and accreditation requirements.
- Comply at all times with THS policy and protocol requirements, in particular those relating to hand hygiene, fire awareness and manual handling, and undertake annual education in relation to the requirements.

**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.
- Being mindful of the needs of others and demonstrate 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.*

- 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:**

- Current Driver's Licence.

**Selection Criteria:**

1. Significant experience in hospital pharmacy in a range of practice settings or services.
2. Experience in dispensing medications under the 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. An understanding of pharmacoeconomics and cost effectiveness; and the principles of procurement relating to drug acquisition and supply within a public hospital setting.

**Working Environment:**

- Occasional travel intra and interstate may be required.
- Participation in an on-call roster with other pharmacists for out-of-hours provision of pharmacy services, as needed.
- This position may be rostered to work at other sites if this is mutually agreed by both the incumbent and the manager.

The Department of Health and Human Services (DHHS) 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.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services 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. DHHS 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. DHHS and the 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 DHHS and THS policy) with the Department of Health and Human Services 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 Human Services 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 Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.