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## SA Health Job Pack

Job Title	Pharmacy Assistant
Job Number	642222
Applications Closing Date	26/01/2018
Region / Division	SA Health – Central Adelaide Local Health Network
Health Service	SA Pharmacy
Location	Woodville West
Classification	OPS1
Job Status	Full time, temporary up to 12 months
Indicative Total Remuneration*	\$28,449 - \$53,033

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

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# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Pharmacy Assistant
<b>Classification Code:</b>	OPS 1
<b>LHN/ HN/ SAAS/ DHA:</b>	
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	SA Pharmacy
<b>Department/Section / Unit/ Ward:</b>	Pharmacy
<b>Role reports to:</b>	
<b>Role Created/ Reviewed Date:</b>	

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Provides assistance in the provision of a comprehensive pharmacy service by supporting the dispensing and distribution of medications, manufacture of pharmaceuticals and a range of cashier/reception activities for inpatients and outpatients.

### Key Relationships/ Interactions:

#### Internal

- > Reports to the designated supervisor of the area where rostered.
- > Pharmacists, Pharmacy Interns, Pharmacy students, Pharmacy Assistants and other Pharmacy Staff.
- > Liaises with Medical and Nursing Staff and other health professionals.

#### External

- > The general public.
- > May interact with pharmaceutical industry suppliers.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Understanding the complexities of working in a multidisciplinary role.
- > Ability to deal with contingencies as well as routine work.

### Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

### **Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### **General Requirements:**

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

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > 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 Directives and Guidelines

### **Special Conditions:**

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.
- > 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* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > 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.
- > 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.
- > May be required to work at other SA Pharmacy hospitals
- > Some travel may be required; including interstate.
- > Country based staff must; have an unrestricted drivers licence and be prepared to drive on country roads; be prepared to fly in light aircraft
- > May require a health assessment prior to commencement

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Support the provision of a professional, comprehensive and efficient Dispensary Service.	<ul style="list-style-type: none"> <li>&gt; To use the pharmacy management software to process prescriptions accurately complying with the Pharmaceutical Benefit Scheme/Special Access Scheme and Clinical Trials, to produce clear and informative dispensing labels using cautionary/advisory statements where appropriate and ensure stock control maintaining stock levels of manufactured products and materials to produce pharmaceuticals, correct transfer of stock between stores, stock is booked out correctly and the removal of damaged or expired stock.</li> <li>&gt; To assist with the organisation, interpretation, preparation and dispensing of medication ordered on the prescription of a medical officer (and checked by the Pharmacist on duty), or the requisition of drugs through ward orders, including controlled drugs and Drugs of Dependence orders. Filing of dispensary records including Drugs of Dependence in compliance with appropriate policies, procedures and legal requirements.</li> </ul>
Provide assistance in the production of Sterile, Non Sterile and Cytotoxic Pharmaceuticals.	<ul style="list-style-type: none"> <li>&gt; To contribute to the manufacture, repacking and labelling of sterile, non-sterile and cytotoxic pharmaceuticals, following standard operating procedures and ensuring compliance with the Code of Good Manufacturing Practice and Society of Hospital Pharmacists Guidelines. Assemble and package medication with the completed documentation with direct supervision.</li> <li>&gt; Participate and comply with Quality Control and Quality Assurance requirements for the area including environmental testing.</li> <li>&gt; Cleaning and maintaining of facilities ensuring equipment is maintained in good working order in accordance to standard operating procedures.</li> </ul>
General duties and tasks.	<ul style="list-style-type: none"> <li>&gt; To respond to counter and telephone enquiries effectively, providing accurate and appropriate information ensuring confidentiality, considering medico-legal implications and referring to a pharmacist or other health professional when necessary.</li> <li>&gt; Assist in the maintenance of a safe work environment ensuring dispensary is clean and tidy. Maintaining adequate stock levels of all Pharmaceuticals, packaging, stationary and consumables.</li> <li>&gt; Assist in the preparation and analysis of statistics and reports when required.</li> <li>&gt; Assist in with the receipt of monies or the billing procedures associated with the supply of medication to outpatients.</li> <li>&gt; Undertaking pharmacy courier and/or medication delivery duties as directed.</li> <li>&gt; Undertake general administrative tasks as required.</li> </ul>
Provide a cost effective and timely medication distribution (Imprest) service to areas of the hospital.	<ul style="list-style-type: none"> <li>&gt; To use the pharmacy management software to maintain adequate and appropriate supplies of stock in imprest areas and to ensure that stock is picked correctly.</li> <li>&gt; Ensure there is no expired date stock.</li> <li>&gt; Maintain and update ward lists on the pharmacy management software and barcodes on the wards to ensure the facilitation of correct restocking of the wards.</li> <li>&gt; Assist in the sorting and assessment of returned stock and medication including crediting and destroy or recycle as appropriate in accordance to local procedure.</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</li> </ul>

	<p>contributing to</p> <ul style="list-style-type: none"> <li>&gt; 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, customer products and service standards</li> <li>&gt; 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**

- > Nil

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

- > Sound arithmetic skills
- > Good written and oral communication skills
- > Ability to work in a team and to accept supervision
- > Good organisation skills, attention to detail and accuracy
- > Good technical skills and manual dexterity, including keyboard skills and data entry
- > Good public relations skills
- > Physical ability to undertake required duties e.g. to lift (medication cartons), push (trolleys) and squat and reach (stock shelves)

### **DESIRABLE CHARACTERISTICS**

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

- > Satisfactory completion of year 11
- > Completion of a recognised pharmacy assistant training program or relevant experience e.g. Certificate III in hospital pharmacy

#### **Experience**

- > Proven experience in a hospital pharmacy or Community pharmacy or related area
- > Experience in operating pharmaceutical production equipment
- > Experience in Computing Systems – Microsoft Windows
- > Experience in a health-related service dealing directly with clients

#### **Knowledge**

- > Understanding of stock and inventory management
- > Understanding of the Pharmaceutical Benefits Scheme
- > Basic knowledge of pharmaceutical products and medical terminology





## 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### 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 State-wide 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 aims to:

- > Ensure a sustainable service that will meet the needs of the South Australian public now and in the future
- > Foster a close working relationship with customers of the service
- > Promote a continual improvement culture by recognising the importance of research, teaching, training and safety and quality.
- > To support timely and efficient patient care

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### 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.

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

## Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

## White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

## Approvals

### Role Description Approval

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

**Name:**

**Role Title:**

**Signature:**

**Date:**

## 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:**