

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Manager - Clinical Pharmacy
<b>Position Number:</b>	517480
<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>	North West
<b>Reports to:</b>	Pharmacy Manager - North West
<b>Effective Date:</b>	December 2020
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Tertiary qualification/program of study approved by the Pharmacy Board of Australia or completion of an overseas qualification eligible for skills assessment through the Australian Pharmacy Council.</p> <p>Registered with the Pharmacy Board of Australia</p> <p><i>For pre-registration (intern) pharmacists: Eligible for provisional registration with the Pharmacy Board of Australia.</i></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

**Position Features:** This position will require working across both the NWRH and MCH

The occupant of this role may be required to participate in weekend and on-call services

Occasional intra- and interstate travel 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:

Manage the provision of a safe and efficient clinical pharmacy service to inpatients of the North West Regional Hospital (NWRH) and Mersey Community Hospital (MCH).

Coordinate clinical pharmacy activities, data collection and analysis, quality improvement projects, and the activities of the clinical pharmacy team.

Participate in the management of the Pharmacy service within the North West of Tasmania inclusive of NWRH and MCH.

Supervise team members and provide leadership and performance management.

## Duties:

1. Coordinate the provision of clinical pharmacy services to hospital patients, aligning service provisions with relevant standards such as the Society of Hospital Pharmacists of Australia Standards of Practice for Clinical Pharmacy and taking an active approach in aligning clinical service delivery with the requirements of the hospital and the resources available.
2. Implement service delivery frameworks such as the Australian Pharmaceutical Advisory Council (APAC) Guiding Principles to achieve continuity in medication management.
3. Measure and analyse information on the effectiveness of service provisions and adjust priorities and implement initiatives, undertaking projects and initiatives directed at improving service efficiency, patient care and medication safety.
4. Oversee the collection of performance indicators that are reported to pharmacy stakeholders including APAC performance and hospital-wide incident reporting.
5. Develop and implement policies and procedures for clinical pharmacy activities and oversee accreditation for processes relating to clinical pharmacy.
6. Manage clinical pharmacy teams and team leaders, providing performance feedback and management for team leaders, manage vacancies, approve leave and organise back-fill where necessary, and ensure staff are deployed and rostered in an efficient and effective manner to best meet the requirements of service provision.
7. Supervise team leaders in their day-to-day management of team activities including rostering and organising leave and leave cover and work with team leaders to set a consistent expectation of performance across the teams.
8. Supervise other pharmacists, pharmacy interns, pharmacy technicians and pharmacy assistants to ensure activities are undertaken in compliance with all expected and applicable requirements, including APAC.

9. Provide training in the principles and practice of clinical pharmacy for pharmacists, pharmacy assistants and pharmacy technicians and develop and provide training to pharmacy students, medical students, postgraduate students, pharmacy interns and hospital staff on good medication management practices.
10. Contribute to the management of the Pharmacy, undertake projects and tasks as requested by the Pharmacy Manager - North West, initiate quality improvement activities to improve the clinical pharmacy service and contribute to the improvement of pharmacy services in general.
11. Provide advice and support to the Pharmacy Manager - North West and, in the absence of the Pharmacy Manager – North West or other senior pharmacists, take on a leadership role within the Pharmacy as the most senior person on site, particularly in relation to clinical pharmacy matters.
12. Liaise with other managers of clinical pharmacy services across the State to ensure a consistent approach is taken, and liaise with relevant hospital staff at the site to ensure that the clinical pharmacy service is delivered in accordance with the needs of the site, representing the clinical pharmacy service to other staff within the hospital/health service.
13. Support the objectives of the Executive Director - Statewide Hospital Pharmacy Operations and be responsible for the local implementation of agreed statewide policies and practices.
14. Work effectively with hospital medical and nursing staff, utilising a teamwork-based approach to medication management and ensure the delivery of clinical pharmacy activities for patients of the NWRH and MCH and other health services within the North West of Tasmania.
15. Provide an integrated and documented medication management service that meets the requirements of the APAC Guidelines to allocated patients throughout an episode of care including:
  - a. An accurate and comprehensive medication history documented as soon as possible in the episode of care.
  - b. Review, appropriate storage and return of the Patient's Own Medications.
  - c. Ongoing review of medication management, taking steps to maximise therapeutic response and safety, and minimise side effects.
  - d. Creation of a Medication Action Plan (or similar) in conjunction with the patient to record medication-related issues, solutions, actions and the outcome.
  - e. Provision of appropriate verbal and written information to patients and/or their carers on medications and health issues, in a timely and routine fashion.
  - f. Assessment of patients' medication adherence and identifying options for resolving problems.
  - g. Coordination of the supply of an appropriate quantity of medicines in accordance with the principles of Pharmaceutical Reform, providing a clear explanation of the process for ongoing supply.
  - h. Assisting in the transfer of comprehensive, complete and accurate patient-specific medication information to other health care providers.
16. Provide support to hospital staff in safe and cost-effective prescribing practices including a detailed knowledge of Pharmaceutical Benefits Scheme (PBS) funding criteria and other relevant funding mechanisms, and work with prescribing staff to support PBS prescribing, reviewing medication prescriptions prior to dispensing to ensure compliance with the requirements of the PBS where required.
17. Provide professional advice and consultancy services to other disciplines and the public, including actively participating in multidisciplinary teams, providing sound advice and fostering a positive image of the pharmacy service.
18. Undertake the work of dispensing pharmacist, manufacturing pharmacist or other appropriate roles as required.

19. 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.
20. 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 Manager - Clinical Pharmacy is the most senior member of the Clinical Pharmacy Team within the North West of Tasmania and provides leadership and supervision to all pharmacists and pharmacy staff in relation to clinical activities. The occupant will:

- Report to the Pharmacy Manager - North West and is a member of the North West Pharmacy Senior Management Committee.
- Have a range of direct reports including the Team Leader - Clinical Pharmacy and the Specialist Pharmacist positions. All members of the clinical pharmacy team have a reporting relationship, whether primary or secondary, to the Manager - Clinical Pharmacy and as such the Manager is required to maintain up-to-date knowledge of clinical practice and pharmaceutical information.
- Be expected to demonstrate considerable autonomy in managing the clinical pharmacy service 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:
  - The NWRH and MCH clinical pharmacy service operates in accordance with the goals and direction of the pharmacy service as directed by the Executive Director - Statewide Hospital Pharmacy Operations and the Pharmacy Manager - North West.
  - Clinical pharmacy services are safe, efficient and integrated with broader hospital medication management practices and requirements.
  - Services comply with relevant guidelines, standards and accreditation requirements as objective measures of service delivery.
  - All clinical pharmacy practices support compliance with the APAC Guidelines under the Pharmaceutical Reform program of work.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- 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.

## 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 demonstrating 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. Extensive experience in the provision of clinical pharmacy services in a range of practice settings together with experience in implementation of frameworks to guide and develop clinical pharmacy services, such as the APAC Guidelines, Pharmaceutical Review and Home Medicines Review (HMR).
2. Experience in managing a pharmacy service in a hospital setting and demonstrated knowledge of relevant legislation, codes of practice and workplace guidelines applicable to the practice of pharmacy in a public hospital, together with experience in the management of performance and supervision of teams.
3. A track record of using initiative in the implementation of practices and projects directed towards good medication management principles.
4. Experience in providing education and training to pharmacy, medical and nursing staff.
5. Experience in developing policies and procedures for application by a range of health professionals.
6. Highly-developed written and oral communication and interpersonal skills, and the ability to communicate with sensitivity and respect.
7. Demonstrated effective 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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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](#).