



## Statewide Clinical Support Services (SCSS)

### ROLE DESCRIPTION

<b>Role Title:</b>	Senior Pharmacist Team Leader
<b>Classification Code:</b>	AHP3
<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>	2017/December 2020
<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:

Overall responsibility for leading a team of pharmacists, assistants, technicians and administrative support staff in the designated area to ensure a quality pharmacy service is delivered.

The key functions of this role are to:

- Provide management, mentoring and guidance to pharmacists, assistants, technicians and administrative support staff in ensuring Medication Management directives, policy, procedure and guidelines are implemented
- Act as a point of contact for the related clinicians and service units regarding pharmacy issues and services
- Train and develop pharmacy staff in the designated area optimising service outcomes.
- Undertake practice reviews ensuring staff competence
- Undertake performance review and development for all supervised staff
- Provide leadership within the department for the development, review, evaluation and teaching of workplace policies and procedures
- Be responsible for a specific portfolio contributing to outcomes across the entire pharmacy service
- Contribute to the services output of the pharmacy department by undertaking complex work in the designated area

This position will work closely with the other team leaders and works towards supporting the Deputy Directors of Pharmacy to ensure the provision of safe and cost-effective drug therapy which ensures optimal health outcomes for patients.

This position will uphold The Society of Hospital Pharmacists of Australia Standards of Practice and ensure that all legal requirements are met. This position will also provide support to other areas of the department to ensure accountability for medication management.

#### Direct Reports:

> All permanent & rotational staff of the designated area; AHP4/3/2/1, AHA1/2/3 & Administrative Support Officers.

**Key Relationships/ Interactions:**

Internal

- > Accountable to and reports for regular review and feedback to the Deputy/Director of Pharmacy who undertakes and supports their Professional Review and Development
- > Works collaboratively with other team leaders and area managers
- > Works collaboratively with Medical and Nursing Staff and other health professionals
- > Supervises other Pharmacists, Pharmacy Assistants, Pharmacy Technicians, Pharmacy Interns and Students
- > Liaises with Medical, Nursing Staff and other health professionals

External

- > General public.
- > Community/Primary Health care providers
- > Networks with other SA Pharmacy designated unit managers/leaders

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Developing and leading a highly effective team
- > Maintaining knowledge and specialist skills in a designated area of pharmacy practice
- > Aligning others with the goals and objectives of SA Pharmacy
- > Prioritising tasks and resources - ensuring that core clinical services are provided whilst competing departmental needs are also met
- > Building patient centric work practice
- > To ensure quality use of medicines by achieving continuity in medication management for patients

**Delegations:**

- > Nil

**Key Result Area and Responsibilities – Division/Area Specific**

<p>Provide Specialised care through charting and/or prescribing medications</p>	<ul style="list-style-type: none"> <li>&gt; Possess hospital clinical pharmacy experience commensurate with the requirements of partnered charting and prescribing.</li> <li>&gt; Credentialed to chart medications in a partnered charting model of practice or to prescribe medications where a licence to prescribe under section 18(1)(c) of the Controlled Substances Act 1984 research permit is current and valid with an approved Human Research Ethics Committee clinical trial.</li> <li>&gt; Apply safety and quality principles to charting or prescribing medication</li> <li>&gt; Chart or prescribe more complex specialised regimens</li> <li>&gt; Accept professional responsibility for standard of work undertaken</li> <li>&gt; Actively participate in professional development and competency assessments relating to:             <ul style="list-style-type: none"> <li>o charting and prescribing of medications</li> <li>o consumer engagement</li> <li>o interprofessional collaborative care</li> </ul> </li> <li>&gt; Build knowledge through independent learning</li> </ul>
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	> Undertake these duties with limited or no professional supervision
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## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide Leadership and Management of a Designated Area	<ul style="list-style-type: none"> <li>&gt; Lead and manage within resource a consistent and co-ordinated service by managing the daily functions and directing activities of a team of pharmacists, pharmacy assistants, technicians and administrative support officers</li> <li>&gt; Ensure the effective management of Human Resource (HR) of the unit through processes such as undertaking staff performance reviews and development, managing leave rosters and recruitment to ensure service continuity</li> <li>&gt; Through performance review and development identify education and training priorities for the designated unit ensuring strong succession planning</li> <li>&gt; Ensure all activities are prioritised and accurately undertaken with appropriate documentation according to SA regulations, SA Health policies and LHN procedures</li> <li>&gt; Ensure adequate counselling and provision of medicines information by appropriate written or verbal means to patients, parents/carers and hospital staff</li> <li>&gt; Ensure the team has an up to date knowledge of the Pharmaceutical Benefits Scheme (PBS) to ensure PBS revenue is maximised</li> <li>&gt; Contribute to the department's role in the rational and judicious use of medicines by ensuring approved treatment protocols and formulary guidelines are followed</li> <li>&gt; Ensure the dissemination, implementation and application of policies and guidelines to achieve best practice whilst minimising adverse drug events and promoting cost effective therapy</li> <li>&gt; Work in collaboration with other health professionals and patients, sharing knowledge and improving patient health outcomes, safety and quality and efficiency of hospital care</li> <li>&gt; Adopt, demonstrate commitment and contribute to the achievement of SA Pharmacy strategic priorities and goals and measurement of key performance indicators</li> <li>&gt; Be part of the development of an inspiring, relevant vision for the organisation and to share ownership of these goals in order to create an effective work environment</li> <li>&gt; Be actively involved in quality management initiatives and activities for service improvement including setting, achieving and reporting key performance indicators</li> <li>&gt; Initiate and facilitate departmental research</li> <li>&gt; Resolve complex professional practice problems on a daily basis</li> </ul>
Responsible for the efficient, safe and cost effective implementation of pharmacy services that optimises pharmaceutical care for patients in a specified area or outpatients.	<ul style="list-style-type: none"> <li>&gt; Collaboration with pharmacists in other areas to ensure provision of complete information to enable safe and accurate pharmaceutical care</li> <li>&gt; Contribute to and develop contingency plans for planned and unplanned disruption to services, including provision of service to other areas of the department as required</li> <li>&gt; Undertake and be responsible for a range of complex duties, with limited or no professional supervision</li> <li>&gt; Contribute to the development of operational policy directives through the promulgation of critical information for the specified area medication management and pharmacy management</li> <li>&gt; 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 of Practice for Clinical Pharmacy guidelines and ensuring that all legal requirements are met</li> <li>&gt; Ensure effective management of human, material and financial resources</li> </ul>

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	<ul style="list-style-type: none"> <li>&gt; In carrying out these tasks may be required to utilise video and teleconferencing to achieve outcomes across sites</li> </ul>
<p>Exercising autonomous and independent professional judgement and applying high level of technical knowledge and experience, assuming primary responsibility for planning, coordinating and managing all pharmaceutical aspects in a specified area.</p>	<ul style="list-style-type: none"> <li>&gt; Provide leadership for the designated pharmacy team promoting communication, collaboration and knowledge sharing with the multidisciplinary team</li> <li>&gt; Strategic responsibility</li> <li>&gt; Participate in educational activities such as conferences, literature review and recognised professional development programs</li> <li>&gt; Active participation and membership to relevant groups/committees to develop professional links</li> <li>&gt; Provide in service training, education and professional direction to other pharmacists, Assistants, Technicians, Graduates and students</li> </ul>
<p>Responsible for mentoring, promoting and evaluating designated pharmacy services to ensure optimal patient care, pharmaceutical treatment and safety outcomes.</p>	<ul style="list-style-type: none"> <li>&gt; Initiate and participate in multidisciplinary interdepartmental research projects</li> <li>&gt; Resolve problems and influence organisational attitudes and professional development policy within the framework of operational programs</li> <li>&gt; Provide a consultancy service to other corporate operations, the public and other employees. Acting as a point of contact for senior health professionals regarding pharmacy service requirements, demands, complaints and suggestions</li> <li>&gt; Undertaking a range of administrative activities relating to the management and development of service</li> <li>&gt; Accept professional responsibility for the standards of work undertaken, including the supervision and training of other professional and non-professional staff within the discipline as required to a level of completeness and effectiveness</li> <li>&gt; Involvement in quality management initiatives and activities including reviewing departmental standard operating procedures and policies and ensure alignment to Hospital and wider health policies. 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> </ul>
<p>Training &amp; Competency</p>	<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>
<p>Develop effective relationships</p>	<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>

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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

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

#### Personal Abilities/Aptitudes/Skills:

- > Excellent written and oral communication skills and good public relations skills and ability to effectively communicate with a broad range of people
- > Ability to work independently or under broad guidelines and self-direction
- > Ability to be adaptable, flexible, resilient
- > Demonstrated change management skills
- > Good organisation skills, attention to detail, ability to meet tight deadlines and accuracy within a complex environment
- > Effective time management and ability to prioritise
- > Demonstrated ability to undertake research, analyse and interpret data
- > Demonstrated problem solving skills
- > Ability to work independently under limited direction to meet deadlines and achieve agreed outputs whilst working with demanding and sometimes competing priorities
- > Proven ability to provide leadership and direction in investigating, changing, implementing and developing strategies for improving service delivery
- > Demonstrated ability to work effectively within a multidisciplinary health care team
- > Ability to supervise, educate and train professional and non-professional staff

#### Experience

- > Extensive experience in a hospital pharmacy practice
- > Leadership, supervisory or management experience within multidisciplinary teams

#### Knowledge

- > Professionally and technically competent in pharmacy practice and services
- > Comprehensive knowledge of relevant codes of practice and standards

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Post Graduate Qualification in pharmacy or related discipline
- > Relevant professional competency accreditation eg CGP
- > Member of a professional body

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

- > Demonstrated Project Management Skills

### **Experience**

- > Experience across multiple hospital pharmacy practice settings
- > Accredited graduate teaching and training
- > Service review/expansion/development

#### **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* 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.
- > 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 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
- > 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 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.*
- > *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.

**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.

**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.

**Resilience:**

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

## 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.

### SA Pharmacy Cultural Values

SA Pharmacy welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. SA Pharmacy is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

### 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.

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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

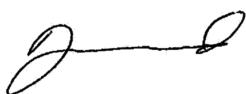
#### Role Description Approval

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

Name: Richard Marotti

Role Title: A/ Executive Director, SA Pharmacy

Signature:



Date: 11/01/2023

### 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	2017	Oct 2018	Added version control and RD's Signed and saved as PDF for use
V2	Oct 2018	29/03/2019	Added Special Requirements Carcinogen exposure, reference to AHA classification stream, technicians & SA Health Template Update Jul 2018.
V3	29/03/2019	16/9/20	Addition of immunisation risk category and immunisation requirement in special conditions.
V4	16/9/20		Updated the first three paragraphs under Special Conditions regarding Criminal and Relevant History Screening requirements; working with Children Check (WWCC) requirements which must be updated every 5 years.  Updated, under General Requirements clauses relating to Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect' and Relevant Awards & Enterprise Agreements.  Updated paragraph two under Our Legal Entities which names each of the Country Local health Networks
V5	6/10/20	18/05/2021	Updated Immunisation Risk Category from category A to category B
V6	19/05/2021	10/03/2022	Update to the Code of Ethics
V7	10/03/2022	10/01/2023	Addition of key result area specific detail for Partnered Charting/Prescribing.
V8	11/01/2023		Placed into SCSS template which includes SCSS values