



ROLE DESCRIPTION

Role Title:	Senior Pharmacist Team Leader
Classification Code:	AHP3
Division:	SA Pharmacy
Department/Section / Unit/ Ward:	Pharmacy
Role Created/ Reviewed Date:	2017/December 2020
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI)
Immunisation Risk Category:	<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 Director of Pharmacy, Clinical 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

Senior Pharmacist –Manufacturing Team Leader

Responsible for the overall management of pharmaceutical manufacturing services	<ul style="list-style-type: none">> Ensure that the most current version of the Pharmaceutical Inspection Co-operation Scheme (PIC/S) and the Society of Hospital Pharmacists of Australia (SHPA) pharmaceutical manufactured standards are adopted and practiced.> Actively participate in Statewide Manufacturing Working Group meetings to standardise pharmaceutical manufacturing practices across SA Pharmacy> Ensure all Human Resource (HR) tasks such as daily rostering, Performance Review and Development (PR + D), initial and ongoing training and development are undertaken and adapted according to need> Develop worksheets, verify prescriptions, undertake the final check and release of products> Ensure products are produced and stored according to the appropriate documentation to obtain the required quality
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	<ul style="list-style-type: none"> > Approve instructions relating to site operations and to ensure strict implementation > Ensure that the production records are evaluated and signed by an authorised person before they are sent to the Quality Control Department > Ensure the maintenance of manufacturing premises and equipment > Ensure appropriate staff and unit validations are undertaken > Ensure knowledge of Good Manufacturing Practice (GMP) is maintained through active participation in research and continuous professional development. > Work closely with the Quality Control Department with regard to (but not limited to), <ul style="list-style-type: none"> o monitoring and control of the manufacturing environment o unit and plant hygiene o process validation o training o approval and monitoring of suppliers of materials o designation and monitoring of storage conditions for materials and products o retention of records o monitoring of compliance with the requirements of GMP o inspection, investigation, and taking of samples, in order to monitor factors which may affect product quality
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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"> > 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, pharmacy technicians and administrative support officers > 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 > Through performance review and development identify education and training priorities for the designated unit ensuring strong succession planning > Ensure all activities are prioritised and accurately undertaken with appropriate documentation according to SA regulations, SA Health policies and LHN procedures > Ensure adequate counselling and provision of medicines information by appropriate written or verbal means to patients, parents/carers and hospital staff > Ensure the team has an up to date knowledge of the Pharmaceutical Benefits Scheme (PBS) to ensure PBS revenue is maximised > Contribute to the department's role in the rational and judicious use of medicines by ensuring approved treatment protocols and formulary guidelines are followed > Ensure the dissemination, implementation and application of policies and guidelines to achieve best practice whilst minimising adverse drug events and promoting cost effective therapy > Work in collaboration with other health professionals and patients, sharing knowledge and improving patient health outcomes, safety and quality and efficiency of hospital care

	<ul style="list-style-type: none"> > Adopt, demonstrate commitment and contribute to the achievement of SA Pharmacy strategic priorities and goals and measurement of key performance indicators > 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 > Be actively involved in quality management initiatives and activities for service improvement including setting, achieving and reporting key performance indicators > Initiate and facilitate departmental research > Resolve complex professional practice problems on a daily basis
<p>Responsible for the efficient, safe and cost effective implementation of pharmacy services that optimises pharmaceutical care for patients in a specified area or outpatients.</p>	<ul style="list-style-type: none"> > Collaboration with pharmacists in other areas to ensure provision of the complete information to enable safe and accurate pharmaceutical care > 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 > Undertake and be responsible for a range of complex duties, with limited or no professional supervision > Contribute to the development of operational policy directives through the promulgation of critical information for the specified area medication management and pharmacy management > 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 > Ensure effective management of human, material and financial resources > In carrying out these tasks may be required to utilise video and tele conferencing to achieve outcomes across sites
<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"> > Provide leadership for the designated pharmacy team promoting communication, collaboration and knowledge sharing with the multi-disciplinary team > Strategic responsibility > Participate in educational activities such as conferences, literature review and recognised professional development programs > Active participation and membership to relevant groups/committees to develop professional links > Provide in service training, education and professional direction to other pharmacists, Assistants, Technicians, Graduates and students
<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"> > Initiate and participate in multidisciplinary interdepartmental research projects > Resolve problems and influence organisational attitudes and professional development policy within the framework of operational programs > 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 > Undertaking a range of administrative activities relating to the management and development of service > 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 > 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

Training & Competency	<ul style="list-style-type: none"> > Actively participate in training programs and competency assessments > Build knowledge through independent learning, attending and contributing to the departments continuing education programme and participation in change management projects and quality improvement programs > Contribute to the education of other pharmacists, pre-registrant pharmacists and students
Develop effective relationships	<ul style="list-style-type: none"> > Develop effective relationships through empowering effective communication, motivating and creating a work environment that promotes lifelong learning, diversity, mutual trust and respect > 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
Promote and achieve quality customer outcomes	<ul style="list-style-type: none"> > 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 > Be motivated and encourage team members to achieve excellence in service provision to ensure the safe use of medications > Ensure the maintenance of clients' rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate > Provide information and support to consumers and their carers to empower them to take responsibility for their own medication management
Increase self-awareness and self-management	<ul style="list-style-type: none"> > Increase self-awareness of own strengths and development needs and act to improve one's performance based on this knowledge and through lifelong learning > Act with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others > Build skills to manage and prioritise workload
Reconciliation and Cultural diversity	<ul style="list-style-type: none"> > Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders
Work safely	<ul style="list-style-type: none"> > Make proper use of all safeguards, safety devices and personal protective equipment in undertaking duties > Take reasonable care to protect the health and safety of self and others > Undertake mandatory safety training programs

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:
<ul style="list-style-type: none"> > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening. > <i>Prescribed Positions</i> under the <i>Children's Protection Act (1993)</i> must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion. > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the <i>Children's Protection Act 1993</i> or 'Approved Aged Care Provider Positions' as defined under the <i>Accountability Principles 2014</i> pursuant to the <i>Aged Care Act 2007 (Cth)</i>. > 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> 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
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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, Policies and Procedures 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's Protection Act 1993 (Cth) – '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 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.*
- > *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., Country Health SA 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

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.

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.

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: Matthew Tuk

Role Title: General Manager

Signature:



Date: 19/05/2021

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, both assistant and technician workers & SA Health Template Update Jul 2018.
V3	29/03/2019		Addition of immunisation risk category and immunisation requirement in special conditions.
V4	6/10/20	18/05/2021	Updated Immunisation Risk Category from category A to category B
V5	19/05/2021		Update to the Code of Ethics