



ROLE DESCRIPTION

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| Role Title: | Executive Director SA Pharmacy |
| Classification Code: | |
| LHN/ HN/ SAAS/ DHA: | Central Adelaide Local Health Network |
| Hospital/ Service/ Cluster | Statewide Clinical Support Services |
| Division: | SA Pharmacy |
| Department/Section / Unit/ Ward: | SA Pharmacy Corporate Office |
| Role reports to: | Group Executive Director, Statewide Clinical Support Services |
| Role Created/ Reviewed Date: | June 2019 |
| Criminal History Clearance Requirements: | <input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC) |

ROLE CONTEXT

Primary Objective(s) of role:

- > The Executive Director SA Pharmacy will be accountable to the Group Executive Director Statewide Clinical Support Services for the delivery of high quality, efficient and effective pharmaceutical and associated services to public health services.
- > The Executive Director is responsible for the overall strategic and operational management and performance of SA Pharmacy across all public health campuses within SA Health.
- > The Executive Director will actively participate in health service planning and ensure sustainable strategic relationships are maintained across the SA health care system and with relevant stakeholder organisations in the provision of pharmacy services.
- > The Executive Director will participate as an integral member of SA Health leadership group significantly contributing to the leadership, vision and strategic direction setting for the health portfolio and will contribute to the attainment of corporate objectives for SA Health.
- > The Executive Director will act, when required, as the spokesperson for SA Health on matters related to SA Pharmacy Services.
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Direct Reports:

- > Executive Assistant (ASO3)
- > General Manager SA Pharmacy (MAS3)
- > Director of Pharmacy Services, Southern Adelaide Local Health Network (AHP6)
- > Director of Pharmacy Services, Central Adelaide Local Health Network (AHP6)
- > Director of Pharmacy Services, Northern Adelaide Local Health Network (AHP6)
- > Director of Pharmacy Services, Women's and Children's Health Network (AHP6)
- > Director of Pharmacy Services, Country Health SA Local Health Network (AHP5)

Key Relationships/ Interactions:

Internal

- > The Executive Director SA Pharmacy will report to the Group Executive Director Statewide Services.
- > The Executive Director has indirect line management responsibility for all staff of SA Pharmacy Services.
- > The Executive Director will have close working relationship with the SA Health Chief Pharmacist.
- > The Executive Director SA Pharmacy will have strategic and operational relationship with the SA Pharmacy Statewide Clinical Support Services Advisory Committee which will provide operational and performance advice in the delivery of pharmacy services.
- > The Executive Director will have a close working relationship with the Department of Health, including the Chief Medical Officer, the Chief Nurse, the Chief Psychiatrist etc. to ensure that SA Pharmacy Services facilitates the safe and cost-effective use of medicines in South Australia through promoting the quality use of medicines.
- > The Executive Director will work closely with each Local Health Network Chief Executive Officer's in ensuring an equitable and contemporary level of pharmacy service is provided to each Local Health Network local catchment area.

External

- > The Executive Director will have strategic and operational relationships with metropolitan and county Local Health Networks Governing Boards, senior officers throughout the health service, other Government agencies (State and Commonwealth) and key stakeholder organisations.
- > The Executive Director will maintain / establish relationships with professional pharmacy bodies.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Lead SA Pharmacy services in a period of unprecedented change and reform.
- > Build a culture that promotes respectful conduct, high standard quality care, safety, quality and innovation and ensures all accreditation requirements are met.
- > Influence and provide leadership to senior clinical and SA Pharmacy staff to improve patient care, performance and continuous improvement

Delegations:

- > As per the Statewide Clinical Support Services HR Delegations

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|-----------------------------------|---|
| Strategic Planning and Leadership | <ul style="list-style-type: none"> > Leading the implementation and operational management of an integrated state-wide pharmacy service for all public hospitals and health services which ensures the delivery of a high quality, cost efficient and effective service that is managed within budget and resource allocations; > Developing and maintaining an effective strategic plan for SA Pharmacy; > Leading the development and implementation of SA Pharmacy strategies regarding pharmacy reforms, operations, medicine information services, manufacturing and repacking, quality control, technology and automation, medicines governance and procurement and distribution; > Developing and implementing key performance indicators in consultation with key stakeholders which includes financial and people and culture metrics, service efficiency and effectiveness as well as safety and quality parameters. > Developing and monitoring Service Level Agreements and responsiveness of SA Pharmacy Services with each Local Health Network and / or SA Ambulance Service; > Ensuring that corporate policies, plans, programs and targets are monitored and achieved effectively; > Fostering a style of management at all levels across SA Pharmacy Services which optimises the development of staff and the utilisation of human and financial resources; > Co-ordinating the appointment and ongoing performance review of all direct report staff in SA Pharmacy Services and ensuring a strong culture of performance management and development exists and is supported; > Providing strategic leadership to SA Pharmacy Services staff and ensuring that the goals and standards of the organisation are maintained, including the provision of best practice, high quality pharmacy services to the public; and the provision of teaching/training and research as required in accordance with professional standards; > Leading the development of a strategic research plan to co-ordinate and focus the research activities of the state-wide service; |
| Organisational Development | <ul style="list-style-type: none"> > Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Contribute to the delivery of an integrated health care system through: <ul style="list-style-type: none"> o Providing high quality executive level advice to the Group Executive Director, Statewide Clinical Support Services, Chief Executive Officers of Local Health Networks and other senior staff across SA Health; o Development and maintenance of effective relationships with service providers, key organisations and stakeholders both within and outside SA Health, including the various media outlets, community groups and industrial organisations. > |
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| Policy and Planning | <ul style="list-style-type: none"> > Ensuring that corporate policies, plans, programs and targets are monitored and achieved effectively; > Developing and monitoring service level agreements on the level and responsiveness of SA Pharmacy with each Local Health Network; > Ensuring services provided by SA Pharmacy are consistent with the policies of the Government and in accordance with the <i>Code of Ethics for South Australian Public Sector</i> and all other relevant policies; |
| Service Management | <ul style="list-style-type: none"> > Fostering a style of management at all levels across SA Pharmacy which optimises the development of staff and the utilisation of human and financial resources; > Strengthening ongoing relationships between Local Health Networks across SA Health and with internal and external stakeholders. |
| Contribute to the delivery of an integrated health care system through: | <ul style="list-style-type: none"> > Providing high quality executive level advice to the Group Executive Director, Statewide and Clinical Support Services, Chief Executive Officers of Local Health Networks and other senior staff across SA Health; > Fostering and strengthening ongoing relationships between the SA Health entities; > Development and maintenance of effective relationships with service providers, key organisations and stakeholders both within and outside SA Health, including the various media outlets, community groups and industrial organisations. |
| General Management Responsibilities | <ul style="list-style-type: none"> > Ensuring services provided by SA Pharmacy Services are consistent with the policies of the Government and in accordance with the Code of Ethics for South Australian Public Sector and all other relevant policies; > Model ethical behaviour consistent with Commissioner of Public Employment expectations of senior executives and Department of Health stated values. > Contribute to the well-being of people in South Australia through participation 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. > Ensure the promotion and implementation of the General Public Sector Management aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements. |

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Degree or Diploma in Pharmacy and eligible for registration by the Pharmacy Board of Australia

Personal Abilities/Aptitudes/Skills:

- > An ability to think laterally and to develop creative and innovative solutions to pharmacy issues.
- > Demonstrated high level interpersonal and leadership skills that foster credibility, trust and co-operation that engender strong relationships, in particular at executive and senior levels of Local Health Networks, health entities, Department of Health and Government.
- > Demonstrated ability to think and act strategically.
- > Demonstrated ability to analyse and conceptualise problems, formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner.
- > Demonstrated ability to effectively liaise and collaborate with the Local Health Networks, health entities and relevant organisations at a state and national level.
- > Strong leadership ability with a demonstrated ability to motivate and inspire others to work together as a team to achieve objectives.
- > Demonstrated ability to lead change and influence others in responding to change.
- > Outstanding ability to communicate with and understand the needs of a wide range of stakeholders in the Government and non-Government sector.
- > Proven ability to negotiate at senior levels of Government and private industry.
- > An ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Occupational Health Safety and Welfare Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards.

Experience

- > Demonstrated executive level or senior experience in the provision of strategic health reform and leadership as it relates to implementing complex change.
- > Experience in leadership and providing strategic direction in the pharmacy sector.
- > Demonstrated commitment to clinical governance, quality and business excellence.
- > Experience in budget management and achieving financial targets in complex organisations with a wide range of competing priorities.
- > Demonstrated knowledge and understanding of the strategic issues relevant to the management of South Australia's pharmacy services and a contemporary knowledge of pharmacy practice and service delivery.

- > Experience in providing leadership in a complex multi-disciplinary organisation in a climate of continuing change, increasing the effectiveness and accountability of the organisation and/or programs.
- > Demonstrated ability to define and oversee the processes required to achieve increased efficiencies in the delivery of pharmacy services with an emphasis on identification of cost savings and improved levels of service to clinicians and patients.
- > Experience in a range of different organisational settings and/or positions within the health industry.
- > Experience in policy, strategic planning and innovative program development at a senior level, preferably in a pharmacy services related area.
- > Experience in program evaluation and continuous improvement activities.
- > Experience in research management.
- > Experience in the management of commercial/business contracts.
- > Experience in leadership and management within a complex health system.

Knowledge

- > Demonstrated knowledge and understanding of the strategic issues relevant to the management of South Australia's public pharmacy services and a contemporary knowledge of pharmacy practice and service delivery.
- > A demonstrated awareness of the political and socio-economic sensitivities that impact on the planning, development, funding, delivery and management of health services.
- > An understanding of emerging directions with health services, nationally and internationally.
- > Knowledge of the Public Sector Management aims, personnel management standards and employee conduct standards, in particular Equal Employment and Occupational Health, Safety and Welfare.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A post graduate qualification in a public health related discipline.

Personal Abilities/Aptitudes/Skills:

- > High level of public speaking skills.

Experience

- > Experience in leadership in a commercial health operations environment.

Knowledge

- > Knowledge of the Australian health system.
- > Knowledge of issues related to delivery of health care in rural and remote areas.

Special Conditions:

- > The Executive Director SA Pharmacy will be required to enter into an annual performance agreement for the achievement of specific outcomes.
- > The incumbent will be required to serve on relevant committees/working groups of SA Health, as well as on relevant bodies at state, national and international level.
- > The incumbent will uphold the values of the Department of Health as reflected in the Strategic Plan.
- > 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.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* 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 *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > 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.

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 Guidelines for Health Care Workers in South Australia 2014.*
- > *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.*

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, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing 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:

Formed in July 2012, SA Pharmacy is a statewide service, under the Central Adelaide Local Health Network. SA Pharmacy is accountable for providing a clinically led, cost-efficient, professional pharmacy service to 16 of South Australia's metropolitan public hospitals and at country hospitals with on-site pharmacy departments and associated outreach sites.

In addition we provide a range of Out-of-Hospital based Services through the Drug and Alcohol Services SA, SA Ambulance Service and SA Prison Health Services.

SA Pharmacy provides a range of services to our hospitals, such as:

- > medicines supply services
- > clinical pharmacy services
- > pharmaceutical manufacturing and quality control
- > provision of medicines information services
- > therapeutic drug monitoring
- > provision of expertise to Drug and Therapeutics Committees and others
- > antimicrobial stewardship
- > teaching, training and research
- > management services.

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.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date:

Version control and change history

| Version | Date from | Date to | Amendment |
|---------|-----------|----------|--|
| V1 | 10/02/17 | 09/04/17 | Original version. |
| V2 | 10/04/17 | 04/07/17 | Safety & Quality statement in General Requirements. |
| V3 | 04/07/17 | | Minor formatting with order of information amended. |
| V4 | 17/7/2018 | | Review, changes made to reflect current SA Pharmacy model. |

