

Position Description

Employment Agreement:	Southern DHB and APEX Pharmacy Collective Agreement
Position Title:	E-Medicines Support Pharmacist
Service & Directorate:	Medicine, Women's and Children
Location:	Southland
Reports to:	Pharmacy Manager, Southland
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	March 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE:

Allied Health, Scientific and Technical professionals work in health care teams providing a range of diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the communities they serve.

This role will work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout the SDHB in a way that is consistent with the Organisation's vision and values. This way of working will ultimately benefit all our patients and communities.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Role Specific Competencies

Managing diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities irrespective of age and gender; supports equal and fair treatment and opportunity for all
Priority Setting	Spends own time and the time of others on what is important; can quickly sense what will help or hinder when seeking to accomplish goals; eliminates roadblocks; creates focus
Problem Solving	Uses logic and established processes to solve difficult problems and achieve effective solutions; can see hidden problems; Is excellent at honest analysis; looks beyond the obvious ; doesn't stop at the first answers

KEY RELATIONSHIPS:

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • AHS&T Professional Leaders (PLs) 	<ul style="list-style-type: none"> • Clients, patients, families, whanau and caregivers
<ul style="list-style-type: none"> • Multi-disciplinary colleagues 	<ul style="list-style-type: none"> • Services from the community, funding bodies, student or intern clinical liaison staff
<ul style="list-style-type: none"> • Operational manager 	<ul style="list-style-type: none"> • Primary care - GPs, other medical staff
<ul style="list-style-type: none"> • AHST Professional Development Facilitator 	<ul style="list-style-type: none"> • Relevant professional organisations
<ul style="list-style-type: none"> • Administration staff 	<ul style="list-style-type: none"> • Other service providers
	<ul style="list-style-type: none"> • Other DHBs
	<ul style="list-style-type: none"> • Software vendors
	<ul style="list-style-type: none"> • National Committees/organisations
	<ul style="list-style-type: none"> • Community pharmacies
	<ul style="list-style-type: none"> • University of Otago

Position Requirements		
Professional Requirements		
Pharmacist	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Must have registration as a Pharmacist with the Pharmacy Council of New Zealand under the provisions of the Health Practitioners Competence Assurance Act. • Maintain an annual practising certificate • Maintain competency in all mandatory competency domains (M1-Professionalism in Pharmacy, M2 – Communication and Collaboration), and the optional domains as required for the area of responsibility and pharmacist grade. 	<ul style="list-style-type: none"> • Post Graduate qualification(s) in clinical pharmacy and/or • Post Graduate qualification in Health Informatics
Experience	<ul style="list-style-type: none"> • Must be a registered Pharmacist 	<ul style="list-style-type: none"> • Prior Hospital experience is desirable but not essential
Knowledge and Skills:	<ul style="list-style-type: none"> • Maintain an annual practising certificate • Maintain competency in all mandatory competency domains (M1- Professionalism in Pharmacy, M2 – Communication and Collaboration), and the optional domains as required of the area of responsibility and pharmacist grade • Participate in continuing education on a regular basis, using the resources provided and documenting in the approved manner • Report any practice or procedure that does not comply to the operational Manager and/or professional lead • Ability to work in a supportive and honest manner • Ability to motivate • Ability to work and contribute as part of a team • Able to gain peer credibility and respect • Accept responsibility for own actions • Possess the ability to problem solve and demonstrate initiative • Capable of self-motivation and time management • Ability to prioritise work and the work of other staff • Effective communicator in written and spoken English, adapting to the audience for each setting • Capable of working under pressure • Lateral thinker • Ability to provide alternative solutions to problems 	
Role Specific Requirements		
Electronic Medication Solutions	<ul style="list-style-type: none"> • Comply with all relevant legislation • As a key member of the e-medicines team, you will <ul style="list-style-type: none"> ○ participate in the ongoing support of MedChart in an ethical and competent manner ○ Support the training and education of Doctors, Pharmacists, Nurses, and Allied Health Professionals by ensuring training materials are maintained and updated in response to new version upgrades and changes in requirements ○ Assist in the identification and initiation of updates to the hospital formulary and to assist in the ongoing maintenance and update of MedChart to ensure compliance with the hospital formulary 	

	<ul style="list-style-type: none"> ○ Assist in ensuring clinical policies and documentation are updated and subsequently entered into (and maintained in) the electronic prescribing system ○ Liaise with Information Technology groups, health care workers and external providers to develop Clinical Information Systems appropriate for the hospital and to ensure all new software and versions are fully tested and meet requirements prior to implementation into the production system ○ Assist in the identification, initiation and the undertaking of evaluation audits, review and analysis of the electronic medication solutions, medication policy/procedure development and review and dissemination of this information throughout the organisation
Clinical Pharmacy	<ul style="list-style-type: none"> ● Demonstrate and maintain competency in Competency Domain O1 - Health and Medicine Management ● Provide accurate and timely response to all information requests ● Comply with clinical pharmacy standards as defined by NZHPA Clinical Standards Manual and other pharmacy policies and procedures as directed ● Maintain records of all interventions made and document all relevant information in the patient's clinical notes
Supervise and Educate Staff	<ul style="list-style-type: none"> ● Provide clinical support and supervision to hospital staff (including pharmacy department staff) in all aspects of the electronic medication solutions ● Check updates to electronic medication solutions and ensure they are fully tested prior to release into the production system ● Supervise the electronic medication solution processes, monitoring these systems and proactively updating when required ● Participate in training of all hospital staff in the electronic medication solutions ● Participate with teaching programmes as required ● Refer all staffing and service issues to Pharmacy Manager ● Maintain and demonstrate competency in Domain M2 – Communication and Collaboration, and Domain O4 – Leadership and Organisational Management
E-medicines On-call Service	<ul style="list-style-type: none"> ● Provide an on-call and weekend service as part of a roster where applicable ● Maintain readiness for on-call and ensure a prompt response is possible

KEY RESULT AREAS:	
Key Accountabilities:	Example of successful delivery of duties and responsibilities
Clinical Practice	
Legislative requirements <ul style="list-style-type: none"> ● Practise in accordance with relevant legislation, codes, policies etc. and upholds consumer rights ● Uphold professional code of ethics 	<ul style="list-style-type: none"> ● You adhere to professional and legislative standards of practice ● You work according to the scope of your Annual Practising Certificate
Assessments and interventions <ul style="list-style-type: none"> ● Undertake accurate and comprehensive assessments and evaluations ● Plan and implement appropriate interventions ● Provide relevant education - including any relevant alternative options - in a format that can be clearly understood ● Collaborate with patients to set realistic, patient-centred outcomes 	<ul style="list-style-type: none"> ● Your interventions are realistic and based on best practice ● You use standard measurement tools and equipment as set down by departmental or professional protocols

<p>Documentation</p> <ul style="list-style-type: none"> Maintain confidentiality of patient information and documentation Adhere to SDHB's documentation standards 	<ul style="list-style-type: none"> Your documentation is timely, clear, concise and accurate
<p>Culturally Sensitive Practice</p> <ul style="list-style-type: none"> Practices in a culturally safe manner 	<ul style="list-style-type: none"> You assist patients to gain appropriate support and representation which reflects their cultural needs and preferences
<p>Professional Responsibilities</p>	
<p>Working in a collegial manner</p> <ul style="list-style-type: none"> Contribute to the support and education of colleagues and students to enhance development of the profession Participate in and contribute to the functioning of the team Establish and maintain an effective working relationship with other staff 	<ul style="list-style-type: none"> You have formal and informal systems in place for supporting colleagues You maintain supervision records for students You participate as a team member to ensure the best outcomes for patients/ people
<p>Evidence-based practice and research</p> <ul style="list-style-type: none"> Consistently refer to and relate practice to literature and research Critique, discuss and disseminate evidence based best practice Reflect on and evaluate the effectiveness of own practice 	<ul style="list-style-type: none"> You implement evidence-based best practice procedures and guidelines You updates your knowledge related to best practice guidelines and area of practice You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements)
<p>Time management</p> <ul style="list-style-type: none"> Manage own time adopting a disciplined approach to establishing and following identified role-related priorities 	<ul style="list-style-type: none"> Your tasks are scheduled and completed in a timely manner
<p>Professional development</p> <ul style="list-style-type: none"> Develop and maintain professional competency Appraisal, peer review, observed practice or other professional audits as applicable Develop both personally and professionally to meet the changing needs of your career and profession 	<ul style="list-style-type: none"> You hold current registration where applicable or as required You maintain an up-to-date professional development plan
<p>Other Duties</p>	
<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience Act as a role model for the Southern DHB Organisational Values 	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness You produce work that complies with SDHB processes and reflects best practice Research undertaken is robust and well considered Live and support the DHB values in everything you do
<p>Professional Development – self</p>	
<ul style="list-style-type: none"> Identifying areas for personal and professional development 	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager Performance objectives reviewed annually with your manager You actively seek feedback and accept constructive criticism

Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures You actively encourage and challenge your peers to work in a safe manner Effort is made to strive for best practice in Health and Safety at all times
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION:

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date