

Position Description

Employment Agreement:	Southern DHB's and APEX Pharmacy Collective Agreement
Position Title:	Pharmacy Technician
Service & Directorate:	Medicine, Women's and Children
Location:	Otago
Reports to:	Pharmacy Manager, Otago
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	September 2022

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

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 Te Whatu Ora, Health New Zealand - Southern 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 Te Whatu Ora, Health New Zealand - Southern	External to Te Whatu Ora, Health New Zealand - Southern
<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, community pharmacies
<ul style="list-style-type: none">AHST Professional Development Facilitator	<ul style="list-style-type: none">Relevant professional organisations e.g. NZHPA, PCNZ, PSNZ
<ul style="list-style-type: none">Administration staff	<ul style="list-style-type: none">Other service providers and DHBs
<ul style="list-style-type: none">Other Te Whatu Ora, Health New Zealand - Southern Staff	

PERSON SPECIFICATION:		
Pharmacy Technician	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Must be a qualified pharmacy technician (with the Pharmaceutical Society of New Zealand) and/or be eligible and committed to completing the training to gain the National Certificate in Pharmacy (Technician). 	
Experience	<ul style="list-style-type: none"> Demonstration of a high level of interpersonal and communication skills 	<ul style="list-style-type: none"> Prior Hospital experience is desirable but not essential
Knowledge and Skills:	<ul style="list-style-type: none"> Ability to work in a supportive and honest manner Ability to motivate Able to gain peer credibility and respect Accept responsibility for own actions Possess the ability to problem solve and demonstrate initiative 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 	
Dispense Prescriptions	<ul style="list-style-type: none"> Dispense medications to in patients and outpatients accurately off prescriptions. Receiving a written prescription from the patient or their representative Checking the accuracy and completeness of the prescription, in association with the pharmacist Stamping, numbering and annotating the prescription Performing necessary calculations for checking by the pharmacist Computer entry for generation of prescription labels Retrieving, counting and pouring of medicines under the supervision of the pharmacist Selecting type of prescription container Affixing prescription and auxiliary labels to prescription containers Pricing prescriptions Filing prescriptions Establishing and maintaining prescription records 	
Named patient, requisition and imprest supply and management of medication to Wards/Areas	<ul style="list-style-type: none"> Be the first point of contact for medication supply issues on the ward Work as a team with the ward pharmacist, other technicians and nursing staff to ensure all the medicine needs of the patients are met Take a proactive role in identifying changes in usage and medicine requirements and adjust named patient and imprest systems accordingly to optimise medicine delivery, following recommended guidelines. Undertake the timely supply of named patient medications to the ward Ensure the correct application of the named patient method of supply on the ward Dispense medications appropriately to a patient off the received patient chart. Charts requiring further clarification are brought to the wards pharmacist's attention. Prepare and supply medications promptly and accurately according to the requisition of the end user. Ensure medicines are supplied off an appropriate order and guide DHB staff as to appropriate ordering procedures Review medicine requirements for the wards and clinical areas to maintain imprest supplies Ensure stock is correctly rotated Ensure stock is returned from wards as appropriate Ensure department procedures are complied with, updated when required and department standards are maintained 	

	<ul style="list-style-type: none"> • Arrange for products not currently available to be ordered • Deliver medications to areas if required
Repacking and Compounding	<ul style="list-style-type: none"> • Comply with the New Zealand Standards: Pharmacy Services and Te Whatu Ora, Health New Zealand - Southern policies and procedures for repacking and compounding. • Repack and compound under the supervision of a pharmacist • Extemporaneously compound pharmaceuticals following the successful completion of the extemporaneous compounding module of the National Certificate in Pharmacy (Technician). This will also include the production of aseptic products (including chemotherapy) where required. • Maintain all records and documentation for repackaging and extemporaneous compounding. • Ensure that the work area is kept clean and tidy at all times.
Administration	<ul style="list-style-type: none"> • Ensure that all prescriptions faxed to us are followed up with the original copy • Be able to complete the end of month batch in a timely and accurate manner • Filing and archiving of all documentation according to the legislation and Te Whatu Ora, Health New Zealand - Southern policy in conjunction with either the Pharmacy Manager or the Patient Services Co-ordinator. • Telephones are answered promptly. Messages received are recorded accurately and passed on appropriately. Calls that cannot be actioned are passed onto an appropriate person. • Participate in the development and maintenance of pharmacy policies and procedures. • Undertake quality assurance audits as required by the Manager, Pharmacy (or their delegate) or the Patient Services Co-ordinator
Housekeeping	<ul style="list-style-type: none"> • Maintaining dispensary, including fixtures and fittings, in a clean tidy state including responsibility for cleaning protocols • Maintaining packaging and dispensing equipment.
Inventory Management	<ul style="list-style-type: none"> • Monitoring stock levels to ensure sufficient quantities for optimal operation and assisting with ordering. • Place orders with suppliers if required, under the supervision of the Pharmacy Manager or his/her delegate. • Receiving and checking supplies purchased • Returning wrong or damaged stock for credit and maintaining records of such transactions. • Replenishing stock bottles • Maintaining inventory records • Rotating stock and monitoring expiry dates • Identifying expired products for disposal or return to manufacturers • Maintaining correct storage conditions for all stock including monitoring pharmacy ambient, fridge and freezer temperatures and maintain documentation according to Cold Chain Policy
Education	<ul style="list-style-type: none"> • Take opportunities to participate in continuing education activities. Attend department meetings and tutorials. Record activity in training record. • Act as a resource person and trainer, in areas of personal technical expertise, for other pharmacy personnel and health professionals. • Undertake (to completion) formalised recognised Pharmacy Technician qualification (if not formally qualified).
Extended Scope for experienced technicians	<ul style="list-style-type: none"> • Performs (and helps develop) new roles for Pharmacy Technicians as the Department service evolves (as an example but not specifically limited to Medicines Reconciliation or accuracy checking technicians)
Communication / Prioritisation	<ul style="list-style-type: none"> • Be directed by and communicate with the Manager Pharmacy, pharmacy staff and any other members of staff to ensure effective service delivery. • Prioritise work to ensure efficient service delivery across the Pharmacy Department.

	<ul style="list-style-type: none"> • Provide appropriate handovers as necessary to ensure seamless and efficient running of the dispensary. • Communicate accurate information within stated time frames to appropriate areas. • Maintain open and constructive communication at all times throughout the department to foster a good team environment • Maintain courteous and professional communication with all customers – both internal and external at all times • Maintain a good professional and courteous telephone manner at all times
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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
Documentation <ul style="list-style-type: none"> • Maintain confidentiality of patient information and documentation • Adhere to Te Whatu Ora, Health New Zealand - Southern's documentation standards 	<ul style="list-style-type: none"> • Your documentation is timely, clear, concise and accurate
Culturally Sensitive Practice <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.
Professional Responsibilities	
Working in a collegial manner <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 participate as a team member to ensure the best outcomes for patients/ people
Evidence-based practice and research <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 update your knowledge related to best practice guidelines and area of practice • You maintain a portfolio
Time management <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 an efficient and timely manner
Professional development <ul style="list-style-type: none"> • Develop and maintain technical professional competency • Appraisal, peer review, observed practice or other professional audits as applicable 	<ul style="list-style-type: none"> • You maintain an up-to-date professional development plan • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager.

<ul style="list-style-type: none"> Develop both personally and professionally to meet the changing needs of your career and profession Identifying areas for personal and professional development. 	<ul style="list-style-type: none"> You actively seek feedback and accept constructive criticism.
Other Duties	
<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. Demonstrate individual responsibility and maintain accountability for own work practice. Act as a role model for the Te Whatu Ora, Health New Zealand - Southern 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 Te Whatu Ora, Health New Zealand - Southern processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Quality and Performance	
<ul style="list-style-type: none"> Maintain professional and organisation quality standards Continually seek to identify quality improvement opportunities in order to perform role in an effective and efficient manner 	<ul style="list-style-type: none"> Your performance will align with appropriate quality audit standards, organisational requirements and professional standards
Health, Safety and Wellbeing	
<ul style="list-style-type: none"> Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora, Health New Zealand - Southern's Health, Safety and Wellbeing policies, procedures and systems. 	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Te Whatu Ora, Health New Zealand - Southern'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	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Te Whatu Ora, Health New Zealand - Southern response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, 	<ul style="list-style-type: none"> You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaau: Māori Health Action Plan 2020-2025. You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.

with the Crown, of the primary health system for Māori.	
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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