

Position Description | Te whakaturanga o mahi

Te Whatu Ora | Health New Zealand

Title	Pharmacy Assistant		
Reports to	Pharmacy Team Leader (Dunedin)		
Location	Dunedin		
Department	Pharmacy		
Direct Reports	Nil	Total FTE	1
Date	July 2023		
Job band (indicative)	Te Whatu Ora – Health New Zealand – Southern and APEX Pharmacy Collective Agreement		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled"</i> .
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- To provide an effective and efficient pharmacy assistant service to support all pharmacy department staff, clinical services and customers within Te Whatu Ora - Health New Zealand in accordance with agreed pharmacy service business plans and the requirements of the service's customers.
- To ensure efficient supply and distribution of medicines to Te Whatu Ora - Health New Zealand, Southern hospitals, departments and customers.
- Work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout 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.

Key Activities	Description
Goods Receipt and Stock Control	<ul style="list-style-type: none"> • Accurately receipt incoming goods and verify against duly authorised purchase orders. • Store receipted stock following pharmaceutical storage requirements and maintaining stock rotation. • Manage out of stock and items on back order with the Pharmacy Team Leader or delegated other. • Assist pharmacists and technicians when required with supply of stock to pharmacy customers.
Support Reception area and Telephone	<ul style="list-style-type: none"> • Maintain good public relations with the public and answer all telephone calls in a pleasant, courteous manner. • Answering enquiries when able and directing calls to relevant pharmacy staff as required. • Demonstrate a pleasant, accepting and helpful attitude in his/her interactions with patients and staff • Receive prescriptions from patients and direct these to the dispensing staff. • Demonstrate individual responsibility and maintain accountability for own work practice.

General Office and Clerical Duties	<ul style="list-style-type: none"> • Use computer systems accurately and according to established procedures. • Assist with filing, photocopying, mail duties, and accurate data input. This includes: <ul style="list-style-type: none"> ○ Monthly archiving of all pharmacy related paperwork ○ Checking the outpatient repeat file at the end of the month for expired scripts • Maintain good public relations with the public and answer all telephone calls in a pleasant, courteous manner. • Answering enquiries when able and directing calls to relevant pharmacy staff as required. • Maintain stock control of office supplies such as stationery, dispensary consumables (such as skillets, tablet vials etc), labels etc. • Clear the incoming mail and direct it to the appropriate staff.
Quality Assurance	<ul style="list-style-type: none"> • Work and actively participate in the Te Whatu Ora Health New Zealand – Southern Quality Assurance programme, providing a vehicle and focus for continuing quality enhancement and excellence in practice; and undertake quality assurance audits as required by the Manager, Pharmacy. • Communicate accurate information within stated timeframes to appropriate areas
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.
Ward Stock Management	<ul style="list-style-type: none"> • Review medicine requirements for the wards and clinical areas to maintain imprest supplies. • Work as a team with the ward pharmacist and technician, to ensure all the medicine needs of the patients are met. • Maintain all imprest supplies and review imprest requirements as required. • Ensure stock is correctly rotated. • Take a proactive role in identifying and modifying the ward imprest system to optimise medicine delivery.
Inventory Management	<ul style="list-style-type: none"> • 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 wholesalers. • Maintaining correct storage conditions for all stock including monitoring pharmacy ambient, fridge and freezer temperatures and maintain documentation according to Cold Chain Policy.
Communication/Prioritisation	<ul style="list-style-type: none"> • Be directed by and communicate with the Pharmacy Manager, 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 timeframes 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 Area	Expected Outcomes / Performance Indicators – Position Specific
Clinical Practice	
Legislative requirements	<ul style="list-style-type: none"> • Practises in accordance with relevant legislation, codes, policies etc. and upholds consumer rights • Upholds professional code of ethics • Works according to the scope
Documentation	<ul style="list-style-type: none"> • Maintains confidentiality of patient information and documentation • Adheres to Te Whatu Ora - Health New Zealand – Southern’s documentation standards • Documentation is timely, clear, concise and accurate
Culturally sensitive practice	<ul style="list-style-type: none"> • Practices in a culturally safe manner • 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"> • Participates in and contributes to the functioning of the team • Establishes and maintains an effective working relationship with other staff • Participates as a team member to ensure the best outcomes for patients/ people
Information Management	<ul style="list-style-type: none"> • Utilises management information systems to develop and maintain accurate information resources
Time Management	<ul style="list-style-type: none"> • Manages own time by adopting a disciplined approach to establishing and following identified role-related priorities • Tasks are scheduled and completed in an efficient and timely manner
Professional Development	<ul style="list-style-type: none"> • Develops and maintains technical professional competency • Develops both personally and professionally to meet the changing needs of career and profession • Identifies areas for personal and professional development by maintaining an up-to-date professional development plan • Training and development goals are identified/agreed with manager • Performance objectives reviewed annually with manager • Actively seeks feedback and accepts constructive criticism
Other Duties	<ul style="list-style-type: none"> • Undertakes duties from time to time that may be in addition to those outlined above but which fall within capabilities and experience • Demonstrates individual responsibility and maintains accountability for own work practice • Acts as a role model for the Te Whatu Ora - Health New Zealand - Southern organisational values

	<ul style="list-style-type: none"> • Responds positively to requests for assistance in own and other areas, demonstrating adaptability and willingness • Produce work that complies with Te Whatu Ora - Health New Zealand - Southern processes and reflects best practice • Research undertaken is robust and well considered
Quality and Performance	<ul style="list-style-type: none"> • Maintains professional and organisation quality standards • Continually seeks to identify quality improvement opportunities to perform role in an effective and efficient manner • Performance aligns with appropriate quality audit standards, organisational requirements, and professional standards
	<ul style="list-style-type: none"> •

Key Result Area	Expected Outcomes / Performance Indicators – All Staff
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation's strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices

Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> AHS&T Professional Leaders (PLs) Multi-disciplinary colleagues Operational manager AHST Professional Development Facilitator Administration staff Other Te Whatu Ora - Health New Zealand - Southern staff 	<ul style="list-style-type: none"> Clients, patients, families, whanau and caregivers Services from the community, funding bodies, student or intern clinical liaison staff Primary care - GPs, other medical staff, community pharmacies Relevant professional organisations e.g. NZHPA, PCNZ, PSNZ Other service providers

About you – to succeed in this role

You will have

Essential:

- Minimum of three years' secondary education
- Previous experience with stock management
- Previous office experience

Desired:

- Previous computer experience with knowledge of computer programmes including Microsoft Word and Excel
- Previous experience working as an assistant in a hospital pharmacy
- Previous experience managing and supporting an inwards/outwards goods process.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date