



# Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

## Role Description

*Nau mai, haere mai ki Ūpoko ki te uru hauora*

<b>Position:</b>	Pharmacy Quality & Risk Team Leader
<b>Service / Directorate:</b>	Pharmacy Medicine, Cancer and Community
<b>Responsible to:</b>	Pharmacy Service Manager

### Our Mission:

*Together, Improve the Health and Independence of the People of the District*

### Our Vision

*Keeping our community healthy and well.*

### Our Values:

- *Innovation*
- *Action*
- *A focus on People and Patients*
- *Living the Treaty*
- *Professionalism through Leadership, Honesty, Integrity and Collaboration*
- *Excellence through Effectiveness and Efficiency*

## Context

### Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

## Position Purpose and Unit Perspective

### Service / Department Perspective

The Pharmacy Department is part of the Medicine, Cancer and Community Directorate within Capital and Coast DHB, and is led by the Pharmacy Services Manager.

Pharmacy Services has identified its core business areas as those which will improve the quality and cost/effectiveness of prescribing, supply and distribution throughout the DHB. The service comprises a clinical team, dispensary & logistics team, quality & risk team and aseptic production team. The clinical team will be instrumental in providing a clinical pharmacy service to inpatients throughout the DHB and in providing clinical pharmaceutical advice to clinicians. The dispensary team will provide effective support in the core business of inpatient dispensing, including effective inventory management, distribution, and technology support to facilitate this process. The quality & risk team will be instrumental in the development of strategies for drug utilisation review, education and information to improve quality and economic outcomes of prescribing. The aseptic production team will provide quality pharmaceuticals for individual clients, including full in-house compounding of cytotoxic pharmaceuticals

**Role Perspective**

The role will contribute to the leadership and management of the Pharmacy service.

The role will oversee and lead service development initiatives, manage quality assurance activities, and develop initiatives and safety processes to minimise risk.

The Team Leader oversees, leads and develops the Quality & Risk pharmacy staff involved in pharmacy decision support.

**Purpose of the role**

- To develop, implement and maintain a system to ensure personnel, processes and facilities meet current legislative, regulatory, Pharmacy, and Good Manufacturing Practice (GMP) standards, whilst creating and leading a culture of continuous quality improvement.
- To drive and support service development initiatives with respect to quality assurance through development of systems and processes that minimise risk.
- To collaborate on service level plans that align to the pharmacy annual plan for Medication safety, Antimicrobial Stewardship, Medicines Information, PML and Informatics, and Education and Training.
- To oversee the other pharmacy staff involved in decision support projects or work, such as Medication safety, Medicines Information, PML and Informatics, and Education and Training.

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**Key Accountabilities**

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>
<b>1. Service Improvement and Research</b>	<ul style="list-style-type: none"> <li>• Develop, implement and manage the range of quality systems and processes pertaining to the safe, effective and efficient functions of the Pharmacy service.</li> <li>• Ensure all aspects of the pharmacy service are compliant with regulatory, legal and ethical requirements.</li> <li>• Contributes to annual planning process (strategic and operational) for the organisation by identifying gaps and opportunities in service delivery, budget requirements, capital expenditure.</li> <li>• Scopes and promotes opportunities, with agreement by the line manager where the contribution of the team/service could have a positive impact on individual and population health outcomes.</li> <li>• Develop team plans that align with the organisations plans.</li> <li>• Actively leads the continuous quality / assurance improvement activities within the Pharmacy service.</li> <li>• Ensures team/profession specific protocols, pathways and policies are developed, maintained and aligned with evidence based practice. Where appropriate seeks out, shares and develops these across services to promote integration and consistency in service delivery for patient/clients across the region.</li> <li>• Ensures all staff are engaged in quality assurance activities appropriate to their role.</li> </ul>

- Support and promote audit and research that aligns with organisational strategic direction
- Develop, drive and support continuous improvement programmes/projects within pharmacy and related clinical services.
- Provide technical support to Pharmacy for all Internal/External Quality Audits.
- Support and promote audit and research that aligns with organisational strategic direction
- Develop Internal Audit tools for Pharmacy and train and support staff that conduct internal audits.
- Oversee the accurate and timely reporting and management of any areas of concern raised by audit including timely response to and reporting of corrective actions undertaken.
- In conjunction with the Production Unit Team Leader, co-ordinates and advises on the maintenance schedule required for validation/calibration and maintenance of the Production Unit's critical equipment and facilities. Annual internal quality audit of Production Unit occurs.
- Management of reportable events (REs) system.
  - Reportable events are reviewed within 30 days and acted upon as opportunities for quality improvement.
  - Reportable events associated with the pharmacy service are reviewed monthly and a report is produced for the Service Leader and medicines committee with appropriate recommendations.
- Co-ordinate and maintains policy (SOP) review process.
- Participate in agreed national, regional and sub-regional working groups / clinical networks that have potential to generate positive benefits for patient care, service development, and organisation wide clinical service improvement.
- Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.

## 2. Leadership & Management

- Leads the team making operational decisions, communicating expectations, setting standards, providing ongoing motivation, feedback and coaching, and objectively developing and evaluating performance.
- Actively participates as a member of the leadership team, contributing to the achievement of strategic direction for the service.
- Motivates and inspires others to perform to their best, recognising and valuing their work and supporting staff to be accountable for their actions.
- Demonstrates a constructive approach to conflict resolution and is able to deal with professionals that challenge advice and facilitate an acceptable outcome.
- As team leader, actively supports staff including monitoring allocation of resources and anticipating changing requirements that any impact on work delivery and ability to meet the needs of the patient / consumer / tangata whaiora in an efficient, accessible and equitable manner.
- Manage leave requests to support the health and wellbeing of employees and balance the need for operational coverage throughout the year.

- Motivates and inspires others to perform to their best, recognising and valuing their work and supporting staff to be accountable for their actions
- Represents the team / service at directorate, organisational and cross organisational (i.e. sub regional, national) forums as agreed with the line manager, and delegating to staff as appropriate
- Presents a credible and positive profile for the service both within and external to the DHB.
- Identifies risks, completes mitigation plans, communicates risks to others and escalates as appropriate. This may include providing advice to services across the organisation.
- Uses workforce management approaches that identify future workforce needs for the team, inclusive of strategies for recruitment, retention, succession planning, mitigation plans and career development. This could potentially be across services and the sub region.
- Works with professional and other leaders around meeting long term workforce needs.
- Actively engages in developmental conversations and performance reviews for staff members and self.
- Monitors and reports on financial performance and efficiency of own service(s) ensuring plans are implemented to ensure delivery of work is carried out within budget.
- Ensures own and team's compliance with organisational policies and procedures.
- Provides timely and accurate reports as required.
- Contributes to certification and accreditation activities.
- Responds to complaints and reportable events within own service and provides support to other managers where the service and/or staff are involved as a secondary service.
- Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children's Act 2014, ACC service specifications etc.)
- Awareness of and complies with responsibilities under the Health and safety at Work Act 2015.
- Ensures Health & Safety systems and management are in place, with agreed targets met, including:
  - Risk minimisation
  - Employee engagement
  - Hazard registers
  - H&S objectives
  - H&S orientation
  - Reportable event reviews
  - Ensures all employees maintain adequate safety standards on the job through consultation, training and supervision.
  - Ensures own and others safety at all times
  - Complies with policies, procedures and safe systems of work
  - Reports all incidents/accidents, including near misses in a timely fashion
  - Is involved with health and safety through participation and consultation

**3. Clinical Practice**

- Demonstrates practice that meets the clinical pillar expectations of advanced pharmacist level or greater. See Advanced Pharmacist clinical and technical practice below.
- Takes responsibility for providing day to day clinical leadership, including providing clinical advice, support and guidance to team members.
- Ensures all staff are working within their scopes of practice as per registration board / professional association or organisational policy expectations.

**4. Teaching & Learning**

- Leads and fosters a learning environment for staff including;
  - Training of other pharmacy staff e.g. acting as preceptor, mentor or assessor.
  - Assessing performance & learning needs of others.
  - Teaching and participating in the running of training relevant to area of clinical practice, this may include training for other health professionals, i.e. senior medical staff.
  - Participates in induction and training of newly appointed staff as required.
- Maintain competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. Completes applicable training for effective delivery of the role.
- Participates in an annual performance review and associated clinical assurance activities.
- Ensures every staff member is orientated to the role and the organisation.
- Ensures supervision and/or mentoring arrangements are in place for team members and are working well.
- Ensure that full and accurate staff training records are developed and maintained
- Facilitates and advocates for professional development opportunities for staff, balancing potential impacts on service provision with potential resultant gains in service quality.
- Works with Education and Training pharmacist(s) to facilitate optimal learning experiences for all pharmacy staff, including students.
- Supports and encourages the team and other health professionals in developing collaborative inter-professional learning opportunities (across professions, services, sectors and systems).

**5. ADVANCED PHARMACIST  
Clinical & Technical  
Practice**

- Provides pharmacy services in a manner consistent with legislation, code of ethics, policy and procedures.
- Demonstrates individual responsibility and maintains accountability for own work and performance.
- Demonstrates advanced knowledge in area(s) of practice.
- Provides detailed knowledge, advice and recommendations for pharmacy staff and other healthcare professionals to support identifying and resolving complex medication related problems to optimise medicines use.
- Integrated into the multidisciplinary team within area of responsibility.
- Provides advice, teaching and instructions to patients, carers and relatives to positively influence medication related behaviours.
- Answers complex clinical questions from prescribers, liaising with colleagues if outside area of experience.

- Leads clinical practice through alignment with recognised best practice and relevant clinical policies and practice guidelines.
  - Raises concerns to pharmacy clinical leader (or delegated person) regarding medication safety matters/risks (e.g. clinical decision making of senior healthcare professionals).
  - Role models effective communication to establish therapeutic relationships and set expectations with patients/clients, whānau, the multidisciplinary and wider health teams. This includes relaying complex, sensitive and contentious information.
  - Demonstrates excellent communication skills e.g. providing tailored/patient focused information, writing guidelines/reports, and giving structured presentations.
  - Demonstrates provision of and support others with culturally safe / bicultural practice with patients/clients and their whānau.
  - Demonstrates an awareness of health inequalities, with evidence of implementing actions within practice and identifying solutions for wider service delivery that contribute towards reducing inequalities for patients/clients and/or whānau.
  - Completes key performance indicators and interventions consistent with legal and organisational requirements.
  - Keeps accurate and complete records consistent with legislation, policies and procedures.
  - Demonstrates understanding of local, sub-regional and regional services (e.g. other central region DHB pharmacy services, primary care services) to enable an understanding of the wider pharmacy service provision for supporting patient care across the health continuum. This includes understanding of wider health system funding for pharmaceuticals.
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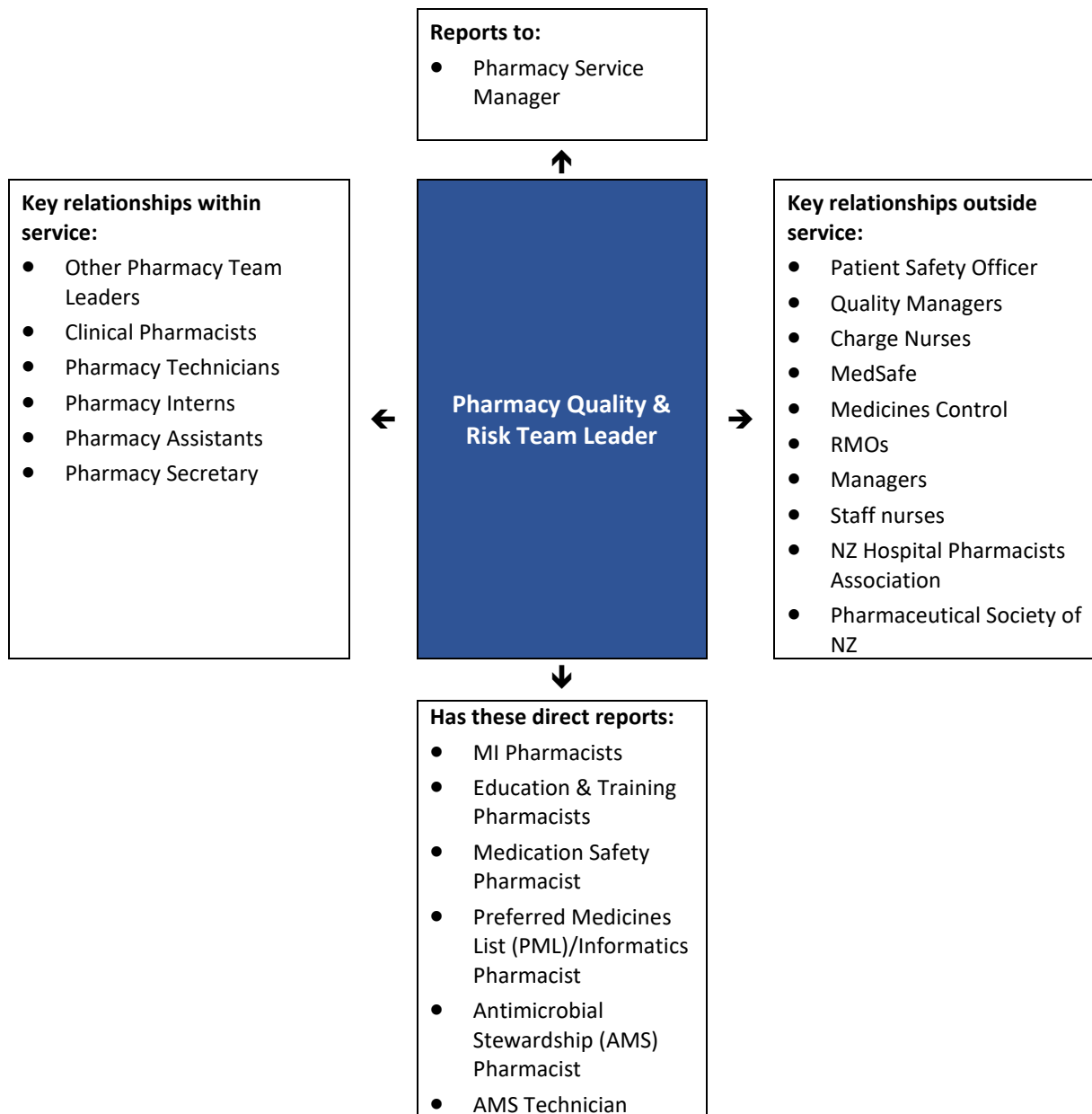
Participates in the Saturday roster, Public holiday roster cover and on-call roster as provided by the Pharmacy Department.

Attends meetings and committees as requested by the Pharmacy Service Manager as the departmental representative.

Works in other areas as identified or following a reasonable request in order to support the organisation in managing patient/client care and maintaining service delivery.

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## Key Relationships & Authorities



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## Capability Profile

### Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"><li>• Is widely trusted</li><li>• Is seen as a direct, truthful individual</li><li>• Can present the unvarnished truth in an appropriate and helpful manner</li><li>• Keeps confidences</li><li>• Admits mistakes</li><li>• Doesn't misrepresent her/himself for personal gain</li></ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"><li>• Provides quality service to those who rely on one's work</li><li>• Looks for ways to improve work processes - suggests new ideas and approaches</li><li>• Explores and trials ideas and suggestions for improvement made by others</li><li>• Shows commitment to continuous learning and performance development</li></ul>
<b>Motivating Others</b>	<ul style="list-style-type: none"><li>• Creates a climate in which people want to do their best</li><li>• Can motivate many kinds of direct reports and team or project members</li><li>• Can assess each person's hot button and use it to get the best out of him/her</li><li>• Pushes tasks and decisions down</li><li>• Empowers others</li><li>• Invites input from each person and shares ownership and visibility</li><li>• Makes each individual feel his/her work is important</li><li>• Is someone people like working for</li></ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"><li>• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li><li>• Builds appropriate rapport</li><li>• Builds constructive and effective relationships</li><li>• Uses diplomacy and tact</li><li>• Can diffuse even high-tension situations comfortably</li></ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"><li>• Is results focussed and committed to making a difference</li><li>• Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected</li><li>• Adjusts work style and approach to fit in with requirements</li><li>• Perseveres with tasks and achieves objectives despite obstacles</li><li>• Is reliable - does what one says one will</li><li>• Consistently performs tasks correctly - following set procedures and protocols</li></ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"><li>• Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment</li><li>• Most of his/her decisions and suggestions turn out to be correct and accurate when judged over time</li><li>• Sought out by others for advice and solutions</li></ul>
<b>Process Management</b>	<ul style="list-style-type: none"><li>• Good at figuring out the processes necessary to get things done</li><li>• Knows how to organize people and activities</li><li>• Understands how to separate and combine tasks into efficient work flow</li><li>• Knows what to measure and how to measure it</li><li>• Can see opportunities for synergy and integration where others can't</li><li>• Can simplify complex processes</li><li>• Gets more out of fewer resources</li></ul>



Competency	Behaviours
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>• Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision</li> <li>• Applies the notion of partnership and participation with Maori within the workplace and the wider community</li> <li>• Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved</li> <li>• Implements strategies that are responsive to the health needs of Maori</li> </ul>

## Essential Experience and Capability

### a. Knowledge and Experience:

- Qualified Pharmacist with at least 7 years practice working in a health or other relevant setting.
- Project management or support experience
- Advanced clinical experience and knowledge.
- Demonstrated leadership skills or potential.
- Experience of leading, motivating and developing others
- Demonstrated commitment to quality, safety and clinical governance.
- Experience in collaborative interprofessional practice.
- Evidence of on-going professional development.
- Knowledge of, and familiarity with, other health services including the differing paradigms in which they deliver health services.
- Demonstration of research and practice development.

### b. Professional Qualifications / Accreditations / Registrations:

- Bachelor degree in Pharmacy (recognised in NZ) (essential)
- NZ Registered with current annual practicing certificate.
- Member of New Zealand Hospital Pharmacy Association and/or Pharmaceutical Society (desirable).
- Relevant post graduate qualification(s) or working towards this (desirable).

### c. Someone well-suited to the role will place a high value on the following:

- Focused on delivering high quality care for the patient/client/whānau.
- Well-coordinated, effective, efficient and planned service provision.
- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Continual improvement focus.

### d. Other:

- Reliable and punctual
- Proficiency in using technology within the workplace.
- A high standard of written and spoken English.

***Ma tini, ma mano, ka rapa te whai***  
***By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

CCDHB is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.