



Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

Role Description

Nau mai, haere mai ki Ūpoko ki te uru hauora

Position:	Pharmacy Technician – Aseptic Production
Service / Directorate:	Pharmacy Services Medicine, Cancer and Community
Responsible to:	Aseptic Production Unit Team Leader

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 Operations Manager of Pharmacy.

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 is comprised of three basic elements - a clinical team, dispensary team and production team. The clinical 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 dispensary team will provide effective support in the core business of inpatient dispensing, including effective inventory management and computer support to facilitate this process. The production team will provide quality pharmaceuticals for individual clients, including full in-house compounding of cytotoxic pharmaceuticals.

Role Perspective

Works under the supervision of a pharmacist to provide technical support to the Pharmacy Department

Purpose of the role

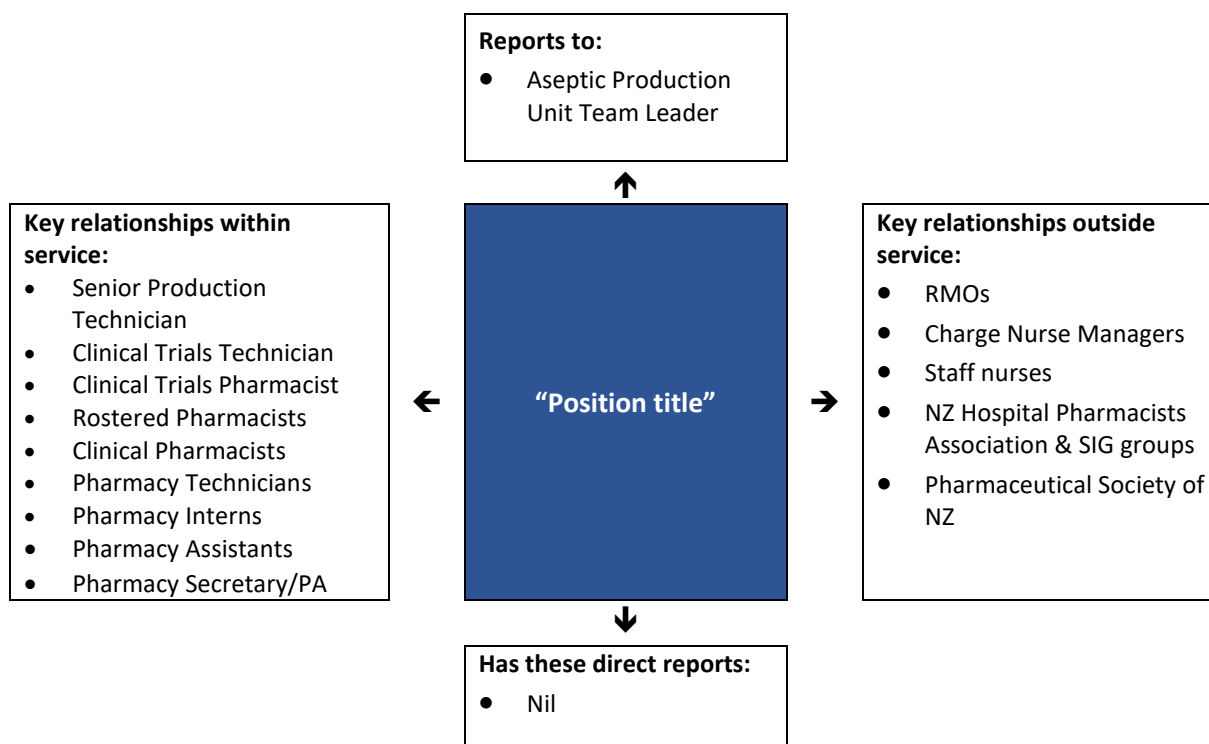
To provide technical support in the aseptic production unit.

Key Accountabilities

Key Accountability	Deliverables / Outcomes
1. Service Delivery	<ul style="list-style-type: none">Assists the Aseptic Production Unit Team Leader and the Senior Production Technician with the provision of an aseptic compounding service.Participates in daily aseptic workflow planning within the production unit to facilitate optimal workflow.Assists the Clinical Trials Pharmacist and senior technician with the provision of a clinical trials service.Organises and ensures adequate stock in production areas.Assists the Production Unit Team Leader and Senior Production Technician in ensuring all relevant departmental procedures relating to compounding; training; raw materials, equipment, sanitation, documentation, and storage areas are followed.Assists with the provision of a full manufacturing service.
2. Resource allocation and control	<ul style="list-style-type: none">Ensure accurate and rapid processing of all transactions through the pharmacy computer system and of paperwork so that recovery of revenue is efficient and inventory control is optimised.Effectively utilise resources within the department, both staff and equipment.Aid the Production Unit Team Leader and Senior Production Technician in ensuring that staff training and all equipment is maintained and validated according to guidelines in the H&S Pharmacy Services and PIC/S standards and ensure records of these are kept.Aid in the monitoring of inventory to ensure good inventory control and continuity of supplies.
3. Clinical/technical advice	<ul style="list-style-type: none">Assist the Senior Production Technician in training staff in cytotoxic, sterile and non-sterile production areas.Assists the Senior Production Unit technician in staff education regarding aseptic manipulation and processes

Key Accountability	Deliverables / Outcomes
4. Quality Improvement	<ul style="list-style-type: none"> Participates in the service's quality improvement activities. Complies with standards and works to improve patient/client satisfaction Identifies improvement opportunities and notifies the manager of these. Provides good patient/client service and is responsive to patient/client requests or complaints.
5. Risk Minimisation	<ul style="list-style-type: none"> Identifies risks and notifies the manager of these. Participates in the service's risk minimisation activities. Complies with C&C DHB Reportable Events policy and other policies and procedures.
6. Education & Training	<ul style="list-style-type: none"> Participates in continuing education training programmes (this may involve out of hours study as well as working hours).
7. General	<ul style="list-style-type: none"> Works as part of the pharmacy team to ensure operational duties are fulfilled. Undertakes other duties as requested by the Pharmacy Manager Meets the changing needs of the service Complies with responsibilities under the Privacy Act 1993.
8. Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992

Key Relationships & Authorities



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
Customer focus	<ul style="list-style-type: none">• Demonstrates commitment to understanding and providing what customers want.• 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
Teamwork	<ul style="list-style-type: none">• Develops constructive working relationships with other team members.• Has a friendly manner and a positive sense of humour.• Works cooperatively - willingly sharing knowledge and expertise with colleagues.• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.• Supports in word and action decisions that have been made by the team.• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Quality and Innovation	<ul style="list-style-type: none">• Provides quality service to those who rely on one's work.• Looks for ways to improve work processes - suggests new ideas and approaches.• Explores and trials ideas and suggestions for improvement made by others.• Shows commitment to continuous learning and performance development.
Taking responsibility	<ul style="list-style-type: none">• Is results focussed and committed to making a difference.• Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.• Adjusts work style and approach to fit in with requirements.• Perseveres with tasks and achieves objectives despite obstacles.• Is reliable - does what one says one will.• Consistently performs tasks correctly - following set procedures and protocols.
Communication	<ul style="list-style-type: none">• Practises active and attentive listening.• Explains information and gives instructions in clear and simple terms.• Willingly answers questions and concerns raised by others.• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.• Is confident and appropriately assertive in dealing with others.• Deals effectively with conflict.
Cultural Skills	<ul style="list-style-type: none">• Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.• Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.• Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.• Accesses resources to make sure culturally appropriate and language appropriate services are provided.• Draws on a client's own cultural resources and support frameworks.

Competency	Behaviours
Integrity and Trust	<ul style="list-style-type: none"> • 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 her/himself for personal gain
Composure	<ul style="list-style-type: none"> • Is cool under pressure • Does not become defensive or irritated when times are tough • Is considered mature • Can be counted on to hold things together during tough times • Can handle stress • Is not knocked off balance by the unexpected • Doesn't show frustration when resisted or blocked • Is a settling influence in a crisis

Essential Experience and Capability

a. Knowledge and Experience:

- Previous hospital aseptic production experience
- Knowledge of current manufacturing standards and its application to work practices
- Ability to work with other healthcare professionals
- Competent keyboard skills
- An organised methodical, neat, accurate worker
- Reliable and punctual

b. Professional Qualifications / Accreditations / Registrations

- NZQA Certificate of Technician (Pharmacy) Level 5 (essential)

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

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.