

Role Description

Nau mai, haere mai ki Ūpoko ki te uru hauora

Position:	Coordinator Pharmacist (Surgical Team) Kaitaka Rongoā
Service / Directorate:	Pharmacy Cancer, Specialist Medicine & Community
Responsible to:	Pharmacy Clinical 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:

- Manaakitanga - Respect, caring, kindness
- Kotahitanga – Connection, unity, equity
- Rangatiratanga - Autonomy, integrity, excellence

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 are a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua Mental Health Campus, a Forensic, Rehabilitation and Intellectual Disability service. 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.

Unit Perspective and Position Purpose

Service / Department Perspective

The Pharmacy Department is part of the Cancer, Specialist Medicine & Community Group within Capital and Coast DHB, and is led by the Pharmacy Service 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, and aseptic 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, 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 production team will provide quality pharmaceuticals for individual clients, including full in-house compounding of cytotoxic pharmaceuticals.

Role Perspective

The role forms part of the pharmacy clinical team, with particular emphasis on service coverage for the surgical wards. The role will contribute to the leadership and management of the Pharmacy service, supporting direct clinical and technical practice as well as involvement in teaching others, and whole of service improvement.

Purpose of the role

The **coordinator** provides support to the clinical team leader by co-ordinating the team of pharmacists on specified wards.

This role will be required to provide direct clinical care, as appropriate to the needs of the service area.

This role may have some delegated staff management tasks, including:

- Ensuring the provision of the agreed levels of pharmaceutical care to identified patients in order to achieve the safe, effective and economic use of pharmaceuticals within limits of resources.
- Assisting and supporting training of other staff as required.

This role will support service development initiatives around quality medication management through systems that minimise risk. The role will also support the clinical pharmacy team with the delivery of clinical pharmacy services across C&C DHB hospitals and assist and support staff training as appropriate.

Although the role has no direct reports it is expected that the person supervises the activities of interns / trainees and other staff.

Key Accountabilities

Key Accountability	Deliverables /
1. Leadership & Management	<ul style="list-style-type: none">• Provides day to day clinical leadership and coordination of the Pharmacy team in specified area. This includes provision of clinical advice, support and guidance to others.• Directs and delegates day to day deployment of staff to optimise patient flow and caseload management.• Works in partnership with other health professionals to clearly communicate the role of the team/service and set expectations of pharmacy role.• Fosters and develops an environment of team work with positive working relationships and dynamics.• Completes tasks delegated by their line manager such as elements of recruitment & induction, leave management, staff performance reviews, performance management, clinical assurance and complaint management.• Represents the service and / or individual patients/clients at clinical meetings and case conferences to ensure the delivery of a coordinated multidisciplinary service and to ensure medication needs are integrated into the overall treatment programme (where appropriate) including discharge planning.• Represents department/profession at local level as required e.g. organisational committees.• Carries out or supports others with assessment and management of risks for example, clinical, financial, reputational etc.• Demonstrates negotiation and conflict management skills within the workplace.• Provides reports to managers in relation to team/service area as required.

2. 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 any relevant clinical policies and practice guidelines.
 - Raises concerns to pharmacy clinical leader (or delegated person) regarding medication safety matters/risks (i.e. 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 (i.e. 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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3. Teaching & Learning

- Takes responsibility for maintaining own competency to practice through identification of learning needs and Continuing Competency (CPD) activities. This should comply with professional registration requirements.
- 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.
- Provides critical analysis and integration of current research outcomes and relevant literature in order to maintain advanced levels of knowledge and practice. Demonstrates application of this knowledge in practice.
- Maintains an awareness of current developments in relevant clinical areas.
- Completes core training as applicable for the role.
- Participates in an annual performance review and associated clinical assurance activities.

4. Service Improvement and Research

- Works accurately with information management systems and keeps them up to date using set procedures (e.g. MiNet).
 - Deals with complex situations requiring investigation, analysis, interpretation and comparison of a range of options in consultation with more senior colleagues.
 - Proactive in promoting patient safety, quality and safe medicines management.
 - Understands & contributes to pharmacy service vision and service planning.
 - Has an awareness of national and regional healthcare policies and can relate to own practice.
 - Works with other pharmacy staff and services to develop, implement and review guidelines and policies relevant to the service.
 - Monitors and reports on medication usage, resource utilisation and expenditure within own area.
 - Takes the lead on development of quality improvement activities and/or research projects to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice etc.
 - Actively participates in national, regional and sub-regional working groups / clinical networks as needed, to identify and implement innovative practice and or service improvements as appropriate.
 - Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients.
 - Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.
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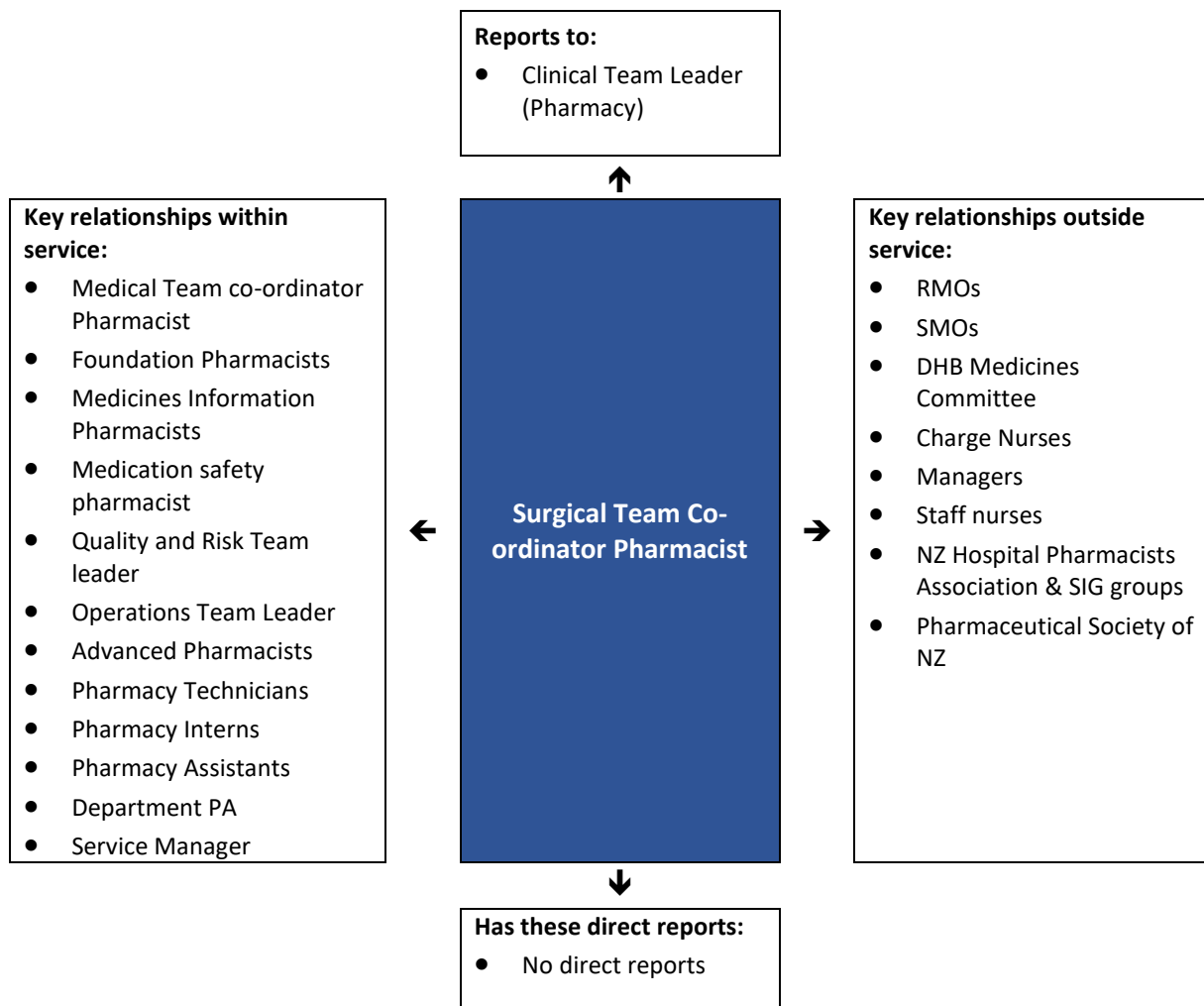
- Has read and understood the Health & Safety policy and procedures.
- Actively supports and complies with health and safety policy and procedures including;
 - Use of protective clothing and equipment as required
 - Ensures safe handling, storage and disposal of potentially hazardous substances
 - Active participation in hazard management and identification process
 - Proactive reporting and remedying of any unsafe work condition, accident or injury
 - Identifies risks and notifies the manager of these in a timely manner
 - Actively contributes to risk minimisation activities within the service

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.

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
Problem Solving	<ul style="list-style-type: none">• Uses rigorous logic and methods to solve difficult problems with effective solutions• Probes all fruitful sources for answers• Can see hidden problems• Is excellent at honest analysis• Looks beyond the obvious and doesn't stop at first answers
Priority Setting	<ul style="list-style-type: none">• Spends his/her time and the time of others on what's important• Quickly zeroes in on the critical few and puts the trivial many aside• Can quickly sense what will help or hinder in accomplishing a goal• Eliminates roadblocks• Creates focus
Decision Quality	<ul style="list-style-type: none">• Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement.• Most of solutions and suggestions turn out to be correct and accurate judged over time.• Sought out by others for advice and solutions.
Interpersonal Savvy	<ul style="list-style-type: none">• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation• Builds appropriate rapport• Builds constructive and effective relationships• Uses diplomacy and tact• Can diffuse even high-tension situations comfortably• Uses diplomacy and tact• Can diffuse even high-tension situations comfortably
Action Oriented	<ul style="list-style-type: none">• Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging.• Not fearful of acting with a minimum of planning, seizes more opportunities than others.
Team Work	<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.

Essential Experience and Capability

Other aspects of capability not covered by the above competencies

Knowledge and Experience:

- Expectation of at least 5 years clinical practice
- Clinical experience and advanced knowledge relevant to area of specialty.
- Demonstrated experience in service, quality or process improvement
- Previous hospital experience (desirable)

Professional Qualifications / Accreditations / Registrations:

- NZ Registered Pharmacist with current annual practicing certificate.
- Member of New Zealand Hospital Pharmacy Association and/or Pharmaceutical Society (desirable).
- Relevant post Graduate qualification or working towards this (desirable)

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

- Delivering high quality care for the patient/client/whānau
- Contributing to the development of others
- Advanced speciality knowledge
- Leading and facilitating clinical improvements
- Continual improvement focus.

Other:

- 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.
- 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, protection equity and by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.