

## Position Description

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<b>Position</b>	<b>Pharmacy Technician - Clinical</b>
<b>Team / Service</b>	Pharmacy
<b>Directorate</b>	Cancer, Specialist Medicine and Community
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Clinical Team leader
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Wellington and Kenepuru Hospital campuses

## Te Whatu Ora

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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

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |
| <b>Mana tāngata</b>    | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.  |

**Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership:  
Mahi Tahi Te Atawhai Tonu Always caring and  
Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

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

#### Value

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

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Team/Service Perspective

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The Pharmacy Department is part of the Cancer, Specialist Medicines and Community Group within Capital and Coast district, 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 Capital & Coast district. 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 district 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.

## Purpose of the role

To provide day to day clinical and technical support to the Pharmacy department and designated clinical areas.

This role works under the direction of the Clinical Team leader to provide support to the clinical and operational areas of the Pharmacy department.

## Key Accountabilities

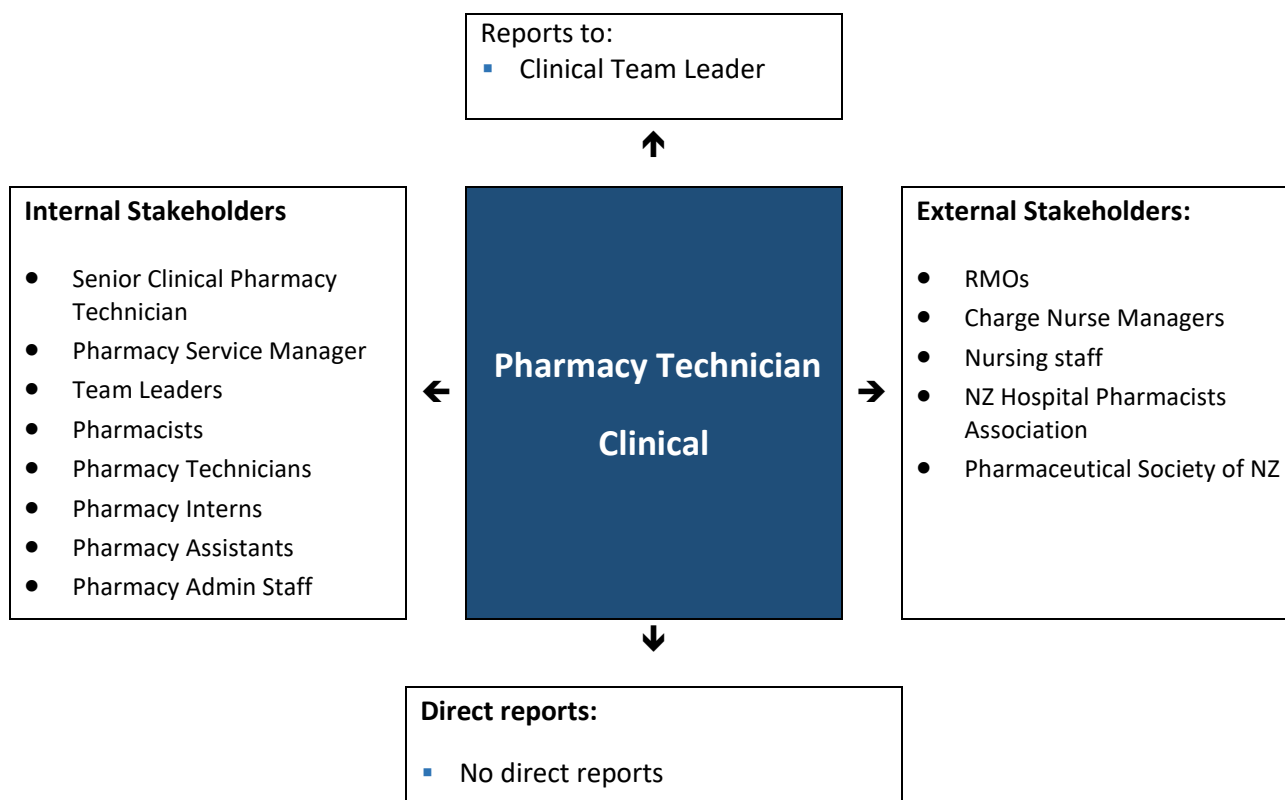
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>Service delivery clinical</b>	<ul style="list-style-type: none"> <li>Assists the Clinical Pharmacy team with the Day to day provision of a Medicines reconciliation service.</li> <li>Assists the Clinical Pharmacy team with the Day to day provision of appropriate patient counselling</li> <li>Develops positive relationships with key personnel within areas of responsibility.</li> <li>Ensure processes comply with policies, and standard operating procedures.</li> <li>Participates in the provision of other inpatient clinical services, dispensary, and medicines information tasks, subject to appropriate training.</li> </ul>
<b>Quality improvement</b>	<ul style="list-style-type: none"> <li>Participates in the service's quality improvement activities.</li> <li>Complies with standards and works to improve patient/client satisfaction.</li> <li>Identifies improvement opportunities and notifies the manager of these.</li> <li>Provides good patient/client service and is responsive to patient/client requests or complaints.</li> <li>Provides support for pharmacy related projects, as required.</li> </ul>

Key accountabilities	Deliverables / Outcomes
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Ensures accurate and rapid processing of all transactions through the pharmacy computer system so that recovery of revenue is efficient and inventory control is optimised.</li> <li>• Aids in the monitoring of inventory to ensure good inventory control and continuity of supplies.</li> <li>• Uses the pharmacy dispensing system for dispensing and inventory control.</li> <li>• Uses Pyxis for imprest services to wards.</li> </ul>
<b>Resource control</b>	<ul style="list-style-type: none"> <li>• Ensures rapid processing of transactions so that recovery of revenue is efficient and inventory control is optimised.</li> <li>• Return of stock from wards</li> <li>• Ordering of non-stock drugs</li> <li>• Review of ward stock lists</li> <li>• Cold chain management</li> </ul>
<b>Risk minimisation</b>	<ul style="list-style-type: none"> <li>• Identifies risks and notifies the manager of these.</li> <li>• Participates in the service's risk minimisation activities.</li> <li>• Complies with C&amp;C DHB Reportable Events policy and other policies and procedures.</li> <li>• Actively contributes to risk minimisation activities within the service.</li> </ul>
<b>Education &amp; training</b>	<ul style="list-style-type: none"> <li>• Participates in continuing education training programmes (this may involve out of hours study as well as working hours).</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Works as part of the pharmacy team to ensure operational duties are fulfilled.</li> <li>• Undertakes other duties as requested by the Pharmacy Manager.</li> <li>• Meets the changing needs of the service.</li> <li>• Complies with responsibilities under the Privacy Act 1993.</li> <li>• Complies with legislation &amp; standards relating to pharmacy practice.</li> <li>• Participates in the Saturday roster, Public holiday roster cover and on-call roster as provided by the Pharmacy Department.</li> <li>• Attends meetings and committees as requested by the Pharmacy Manager as the departmental representative.</li> <li>• Respects confidentiality of information pertaining to patients, staff and management.</li> </ul>
<b>Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> <li>• Actively supports and complies with Health &amp; Safety policy and procedures.</li> </ul>

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

## Key Relationships & Authorities



## Capability Profile

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

Competency	Behaviours
<b>Customer focus</b>	<ul style="list-style-type: none"><li>• Demonstrates commitment to understanding and providing what customers want.</li><li>• Is dedicated to meeting the expectations and requirements of internal and external customers.</li><li>• Gets first-hand customer information and uses it for improvements in products and services.</li><li>• Acts with customers in mind.</li><li>• Establishes and maintains effective relationships with customers and gains their trust and respect.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Develops constructive working relationships with other team members.</li><li>• Has a friendly manner and a positive sense of humour.</li><li>• Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li></ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>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.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</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>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>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening.</li> <li>Explains information and gives instructions in clear and simple terms.</li> <li>Willingly answers questions and concerns raised by others.</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>Is confident and appropriately assertive in dealing with others.</li> <li>Deals effectively with conflict.</li> </ul>
<b>Cultural skills</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.</li> <li>Accesses resources to make sure culturally appropriate and language appropriate services are provided.</li> <li>Draws on a client's own cultural resources and support frameworks.</li> </ul>



## Experience and Capability

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Essential qualifications, skills and experience

### **Knowledge, Skills & Experience:**

- Ability to work with other healthcare professionals
- Competent keyboard skills
- Hold a current New Zealand driving license
- An organised methodical, neat, accurate worker
- Reliable and punctual

### **Essential Professional Qualifications / Accreditations / Registrations:**

- New Zealand Certificate in Pharmacy (Technician) Level 5

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

- Team work
- Enthusiasm
- Contribution to the continuing professional development of themselves and others

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

Te Whatu Ora 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 Māori cultural practices.

We are 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.