

Position Description

Position	Coordinator Pharmacist (Medical Team)
Team / Service	Pharmacy
Group	Blood, Cancer, Palliative Care and Pharmacy
District	Capital, Coast & Hutt Valley
Responsible to	Clinical Team Leader
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	Primary site is Wellington Hospital, secondary sites are Hutt and Kenepuru Hospitals

Te Whatu Ora

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

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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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:

Mana whakahaere	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
Mana motuhake	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.
Mana tāngata	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

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

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.

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.

Service Perspective

The Capital, Coast and Hutt Pharmacy Departments are part of the Blood and Cancer, Palliative Care, and Pharmacy Group within Capital, Coast and Hutt Valley District, and are led by the Pharmacy Service Manager at Capital Coast and by the Chief Pharmacist Hutt.

The Capital, Coast and Hutt Valley Pharmacy Services have identified their core business areas as those which will improve the quality and cost/effectiveness of prescribing, supply and distribution throughout the 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

The role forms part of the pharmacy clinical team, with particular emphasis on service coverage for the medical 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.

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.

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

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 Capital & Coast hospitals and assist and support staff training as appropriate.

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
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	<ul style="list-style-type: none"> 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.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> • 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 District 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.
3. Teaching & Learning	<ul style="list-style-type: none"> • 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; <ul style="list-style-type: none"> ○ training of other pharmacy staff e.g. acting as preceptor, mentor or assessor. ○ assessing performance & learning needs of others.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ○ teaching and participating in the running of training relevant to area of clinical practice, this may include training for other health professionals, e.g. 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	<ul style="list-style-type: none"> ● 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. ● Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g.

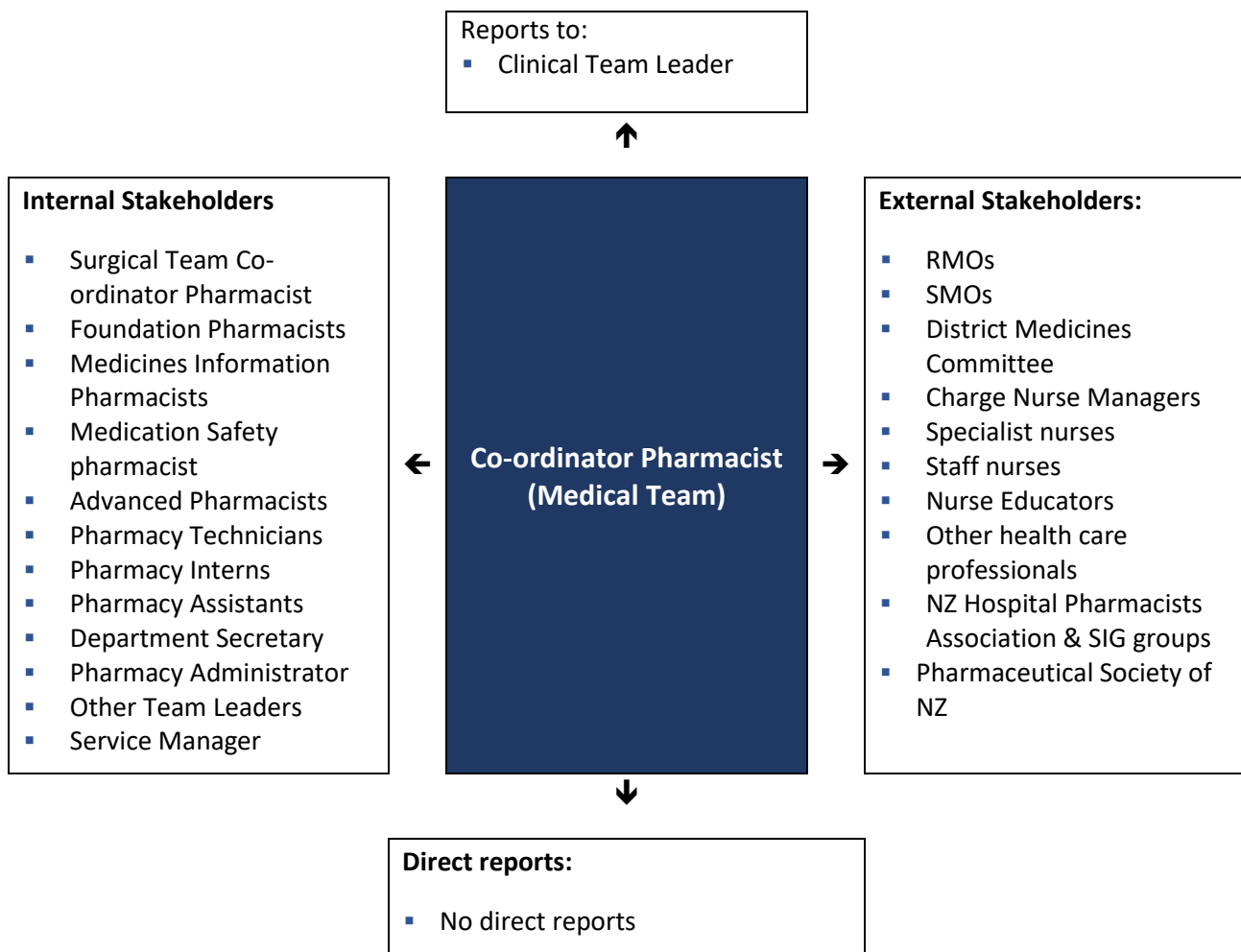
Key accountabilities	Deliverables / Outcomes
	<p>Privacy Act 1993, Vulnerable Children's Act 2014, Health & Safety at Work Act 2015, ACC service specifications etc.)</p> <ul style="list-style-type: none"> • Has read and understood the Health & Safety policy and procedures. • Actively supports and complies with health and safety policy and procedures including; <ul style="list-style-type: none"> ○ 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
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to • Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance • Cultural competence is grown across the team, supporting inclusion and partnership.

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 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
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ Can effectively cope with change ▪ Can shift gears comfortably ▪ Can decide and act without having the total picture ▪ Isn't upset when things are up in the air ▪ Doesn't have to finish things before moving on ▪ Can comfortably handle risk & uncertainty
Process Management	<ul style="list-style-type: none"> ▪ Good at figuring out the processes necessary to get things done ▪ Knows how to organise people and activities ▪ Understands how to separate and combine tasks into efficient work flow ▪ Knows what to measure and how to measure it ▪ Can see opportunities for synergy and integration where others can't

Competency	Behaviours
	<ul style="list-style-type: none"> Can simplify complex processes Gets more out of fewer resources
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
Conflict Management	<ul style="list-style-type: none"> Steps up to conflicts, seeing them as opportunities Reads situations quickly Good at focused listening Can hammer out tough agreements and settle disputes equitably Can find common ground and get cooperation with minimum noise
Political Savvy	<ul style="list-style-type: none"> Can manoeuvre through complex political situations effectively and quietly Is sensitive to how people and organisations function Anticipates where the land mines are and plans his/her approach accordingly Views corporate politics as a necessary part of organisational life and works to adjust that reality Is a maze-bright person
Negotiating	<ul style="list-style-type: none"> Can negotiate skilfully in tough situations with both internal and external groups Can settle differences with minimum noise Can win concessions without damaging relationships Can be both direct and forceful as well as diplomatic Gains trust quickly of other parties to the negotiations Has a good sense of timing
Negotiating	<ul style="list-style-type: none"> Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be both direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & 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)

B. Essential 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)

C. 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.

D. 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