

Position Description

Position	Pharmacy Distribution Coordinator
Team / Service	Pharmacy
Group	Blood, Cancer, Pharmacy & Palliative Care
District	Capital, Coast & Hutt Valley
Responsible to	Pharmacy Technician Team Leader
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from Wellington 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 Pharmacy Department is part of the Blood, Cancer, Palliative Care & Pharmacy Group within Capital, Coast and Hutt Valley 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 and 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

The Distribution Coordinator provides support to the Pharmacy Technician Leader and Operations Team Leader by overseeing workflow and co-ordinating a team of technicians and assistants in the distribution, Pyxis and purchasing areas of the pharmacy department

Although the role has no direct reports it is expected that the person supports and supervises the activities of technicians, assistants and other staff. This role may have some delegated staff management tasks.

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
Service delivery	<ul style="list-style-type: none">• Co-ordinate and oversee the day to day workflow of the Distribution area• Oversees the Senior Pyxis Technicians with the provision of Pyxis service in conjunction with the distribution workflow.• Liaises with Pharmacy Purchasing unit to maximise stock use efficiency• Organises and ensures efficient distribution of stock to wards and departments.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> • Ensure processes comply with policies, and standard operating procedures. • Ensure training documentation is up to date. • Provides an efficient and effective imprest service to designated wards and departments. • Review and implement imprest changes in conjunction with the Operations team leader. • Perform regular audits of Distribution workflow and tasks. • Liaises with the Purchasing and Pyxis team to maximise efficiency of stock levels and usage to ensure distribution processes are efficient and sustainable.
Leadership and Management	<ul style="list-style-type: none"> • Provides day to day leadership and coordination of the pharmacy team in the specified area. • Directs and delegates day to day deployment of staff to optimise work flow and workload management • Completes tasks delegated by their line manager such as elements of recruitment & induction, staff performance reviews, performance management and complaint management. • To develop, direct and support the Pharmacy Assistants and to further develop their roles and provide all necessary training and development programmes in line with the future direction of Pharmacy Services • Carries out or support 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. • Fosters and develops an environment of team work with positive working relationships and dynamics
Quality improvement	<ul style="list-style-type: none"> • Understands & contributes to pharmacy service vision and service planning. • 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. • Provides support for and leads pharmacy related projects, as required.

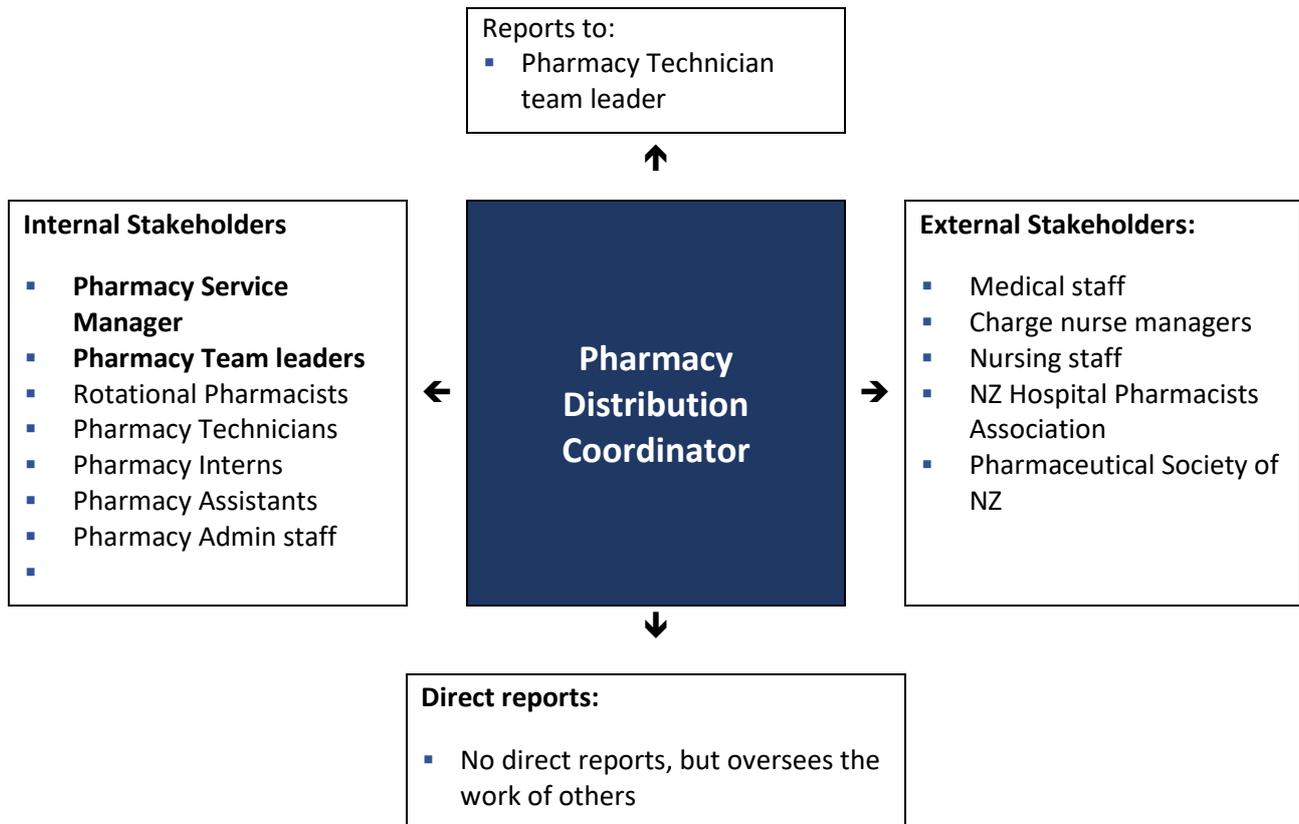
Key accountabilities	Deliverables / Outcomes
Information technology	<ul style="list-style-type: none"> • Ensures accurate and rapid processing of all transactions through the pharmacy computer system so that recovery of revenue is efficient and inventory control is optimised. • Ensures Pharmacy dispensing system is up to date with imprest changes to ensure maximum stock use and efficiency • Aids in the monitoring of inventory to ensure good inventory control and continuity of supplies. • Uses the pharmacy dispensing system for dispensing and inventory control. • Uses Pyxis for imprest services to wards.
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 the Reportable Events policy and other policies and procedures. • Actively contributes to risk minimisation activities within the service
Education & Training	<ul style="list-style-type: none"> • Takes responsibility for maintaining own competency to practice through identification of learning needs and continuing education 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 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, e.g. senior nursing staff ▪ Participates in induction and training of newly appointed staff as required. • Participates in continuing education training programmes (this may involve out of hours study as well as working hours). • Identifies and communicates the Education and training needs of the distribution staff to the Pharmacy Technician Team leader or the Education and training Pharmacy Technician. • Maintains an awareness of current developments in relevant clinical areas. • Completes core training as applicable for the role. <p>Participates in an annual performance review and associated clinical assurance activities.</p>
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.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> • Complies with legislation & standards relating to pharmacy practice. • 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 Manager as the departmental representative. • Respects confidentiality of information pertaining to patients, staff and management.
Occupational Health & Safety	<ul style="list-style-type: none"> • Complies with responsibilities under the Health & Safety in Employment Act 1992 • Actively supports and complies with Health & 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.

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.

Participates in the Saturday roster, Public holiday roster cover and on-call roster as provided by the Pharmacy Department, as appropriate.

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
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.
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

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ 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
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. ▪
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement. ▪ Most 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
Action Orientated	<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.

Experience and Capability

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
- Minimum of 2 years' Hospital Pharmacy experience

Essential Professional Qualifications / Accreditations / Registrations:

Certificate in Pharmacy Technician (level 5 or higher) if Pharmacy Technician

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

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