

## Position Description

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<b>Position</b>	<b>Pharmacy Technician - Kenepuru</b>
<b>Team / Service</b>	Pharmacy
<b>Directorate</b>	Blood, Cancer, Palliative Care & Pharmacy
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Pharmacy Technician Team Leader
<b>Children's Act 2014</b>	This position is not a children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	This position is expected to work predominantly Kenepuru & Porirua hospital campuses but may be expected to work at Wellington Hospital site if required

## 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.

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

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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:

- 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

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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.

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

To provide day to day clinical and technical support to the pharmacy services based at Kenepuru Hospital including coordinating the distribution and Pyxis services, supporting mental health and clinical workflow to ensure an effective medicines management and supply to Hospital Health Services,

Works under the direction of the Pharmacy Technician team leader and Clinical team leader to provide support to the distribution and clinical service at Kenepuru

## 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</b>	<ul style="list-style-type: none"> <li>• Coordinates the provision of the Pharmacy distribution service at Kenepuru</li> <li>• Oversees daily distribution workflow planning at the Kenepuru site to facilitate optimal workflow.</li> <li>• Supports clinical workflow as necessary including patient counselling, patient administration and reorder of non-stock patient medications</li> <li>• Participates in the provision of operational services of the Pharmacy Department as required</li> <li>• Develops positive relationships with key personnel within areas of responsibility.</li> </ul>

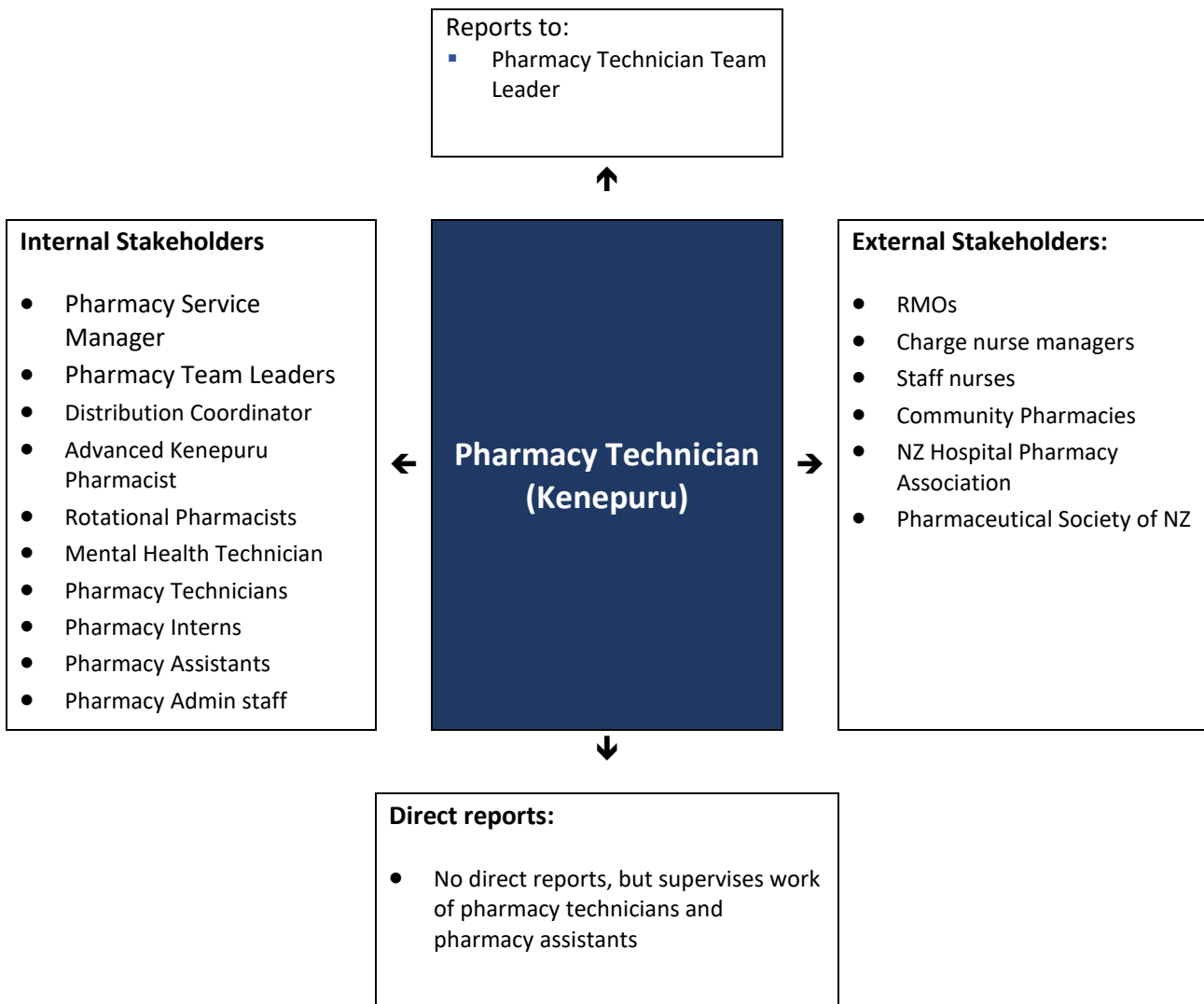
Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>• Ensure processes comply with policies, and standard operating procedures</li> <li>• Provides advice, teaching and instructions to staff and patients to positively influence and optimise medication related behaviours</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 satisfaction.</li> <li>• Identifies improvement opportunities and notifies the manager of these.</li> <li>• Provides good patient service and is responsive to patient requests or complaints.</li> <li>• Assists with distribution or pharmacy based audits as needed by the service.</li> <li>• Provides support for pharmacy related projects, as required.</li> </ul>
<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> </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 the 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>	Participates in continuing education training programmes (this may involve out of hours study as well as working hours).
<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> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>• Actively supports and complies with Health &amp; Safety policy and procedures including;               <ul style="list-style-type: none"> <li>○ Use of protective clothing and equipment as required</li> <li>○ Ensures safe handling, storage and disposal of potentially hazardous substances</li> <li>○ Active participation in hazard management and identification process</li> <li>○ Proactive reporting and remedying of any unsafe work condition, accident or injury</li> <li>○ Identifies risks and notifies the manager of these in a timely manner</li> </ul> </li> <li>• Actively contributes to risk minimisation activities within the service</li> </ul>
<p><b>5. Te Tiriti o Waitangi</b></p>	<ul style="list-style-type: none"> <li>• Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>• Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>• Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>

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
<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>

Competency	Behaviours
<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> <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> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Probes all fruitful sources for answers</li> <li>▪ Can see hidden problems</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Looks beyond the obvious and doesn't stop at first answers</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> <li>▪</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>Priority Setting</b>	<ul style="list-style-type: none"> <li>▪ Spends his/her time and the time of others on what's important</li> <li>▪ Quickly zeroes in on the critical few and puts the trivial many aside</li> <li>▪ Can quickly sense what will help or hinder in accomplishing a goal</li> <li>▪ Eliminates roadblocks</li> <li>▪ Creates focus</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>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement.</li> <li>▪ Most solutions and suggestions turn out to be correct and accurate judged over time.</li> <li>▪ Sought out by others for advice and solutions.</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Action Orientated</b>	<ul style="list-style-type: none"> <li>▪ Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging.</li> <li>▪ Not fearful of acting with a minimum of planning, seizes more opportunities than others.</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
- Previous hospital pharmacy experience
- 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 qualification
- New Zealand Certificate in Pharmacy (Specialist Technician) Level 6 qualification (desirable)

### 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**