

Position Title: Lead Pharmacist: Medicine and Continuing Care

Campus: Ballarat with line management responsibilities across all campuses

Directorate: Hospitals

Department: Clinical Support Services / Pharmacy Services

Reporting to: Deputy Director of Pharmacy Clinical Services and Education

Direct Reports: Senior Pharmacist Team Leaders, Senior Pharmacists, Pharmacists and Pharmacy Technicians – Medicine and Continuing Care clinical streams, all sites

Appointment Terms/Conditions:

Classification and Code: Grade 4 (year 1-5)

Enterprise Agreement Coverage: MEDICAL SCIENTISTS, PHARMACISTS AND PSYCHOLOGISTS VICTORIAN PUBLIC SECTOR (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

In association with the Deputy Director Clinical Pharmacy Services and Education, this role is responsible for delivering operational management, leadership, coordination, innovation and advancement of all functions relating to the provision of clinical pharmacy services to the Medicine and Continuing Care (MCC) clinical streams across Grampians Health.

The MCC clinical pharmacy streams currently incorporate, but are not limited to:

- Ballarat Campus
 - General Medicine units including A, B, C and D
 - Specialty Medicine units including
 - inpatient and ambulatory cardiology units
 - inpatient respiratory, neurology, gastroenterology, oncology and haematology units
 - Continuing Care including the Rehabilitation Unit, Inpatient Complex Care (geriatric) Unit, Gandarra Palliative Care Unit
- Horsham, Dimboola, Stawell, Edenhope General Medicine, Specialty Medicine and Subacute Units

In addition, the successful applicant will:

- Enable the delivery of high quality, effective, sustainable, innovative, and continually improving models of clinical pharmacy care for the MCC streams and support the growth of the portfolio across Grampians Health.
- Support Grampians Health Pharmacy Department leaders and managers to enhance team building and excellence within Pharmacy Services and throughout the organisation.
- Participate in pharmacy education programs, mentor and supervise undergraduate students, intern pharmacists, pharmacy technicians, residents and other pharmacists linked to the MCC team and provide education to staff from other disciplines.
- Represent the Pharmacy Department in relevant forums and committees.

In this role the successful applicant will be a member of the Pharmacy Services senior leadership team and may be required to deputise for senior leadership team members upon request.

Additional responsibilities may be delegated by the Deputy Director of Pharmacy Clinical Pharmacy Services and Education or Directors of Pharmacy or their delegate. The successful candidate will be required to participate in weekend/public holiday and/or on-call services as rostered.

KEY ACCOUNTABILITIES

Operational Management and Leadership

- Provide leadership, supervision and support to the MCC clinical pharmacy team and across Grampians Health as a key member of the Pharmacy Services Leadership Team.
- Collaborate with MCC clinical stream multidisciplinary teams, external partners and other key stakeholders to provide a seamless patient centred model of clinical pharmacy care for the portfolio.
- Ensure all MCC clinical team staff are aware of KPIs, service updates and other relevant matters in order to effectively function within their allocated role.
- Ensure opportunities are provided to assist with obtaining 100% compliance with mandatory training and competency assessments for MCC clinical pharmacy team staff.
- Identify opportunities to enhance professional development of staff and proactively implement strategies to address these within resource and budgetary limitations.
- Support the growth and development of future senior leaders by enabling Grade 3 Team Leaders within the MCC clinical pharmacy team to lead both collaboratively and with independence.
- Contribute to the implementation of the Pharmacy Services Operational Plan and Grampians Health Clinical Services Plan for the MCC clinical streams.
- Contribute to and oversee the development, implementation, evaluation and review of relevant, effective and appropriate Grampians Health and/or Pharmacy Services wide clinical governance relevant to the portfolio.

- Oversee reporting and review of delegated medication related incidents for the MCC clinical streams, including reporting via the clinical pharmacy service meeting for the purposes of team education and service enhancement.
- Identify and manage risk within the portfolio and actively work towards implementing risk reduction strategies. Ensure identified issues and risks are escalated to the Deputy Director of Pharmacy Clinical Services and Education and the appropriate clinical or professional governance framework where necessary.
- Drive improvements to Grampians Health Pharmacy Services processes and outcomes for MCC patients in conjunction with the Pharmacy Services senior leadership team.
- Proactively problem-solve, negotiate, manage conflict, facilitate open discussions with colleagues, and provide effective feedback.
- Work with Grampians Health Leadership to ensure workforce culture aligns with Grampians Health values.
- Positively promote the organisation, Grampians Health, Pharmacy Services, and the role of the clinical pharmacy service.
- Deputise for the Deputy Director of Pharmacy Clinical Pharmacy Services and Education as required.
- Whilst this position is based at the Ballarat campus, a regular on site presence is expected at all GH campuses where line management responsibilities are required, therefore travel between campuses once every 1-2 months is expected.
- The position includes active participation in the MCC clinical pharmacy services roster to the equivalent of 60% of appointed hours with the balance of time being dedicated to management/leadership responsibilities.

Clinical Pharmacy Practice and Service Provision

- Provide advanced assessment, intervention and consultative clinical pharmacy services to inpatients and/or ambulatory care patients admitted under the MCC clinical streams at Grampians Health Ballarat in area of chosen specialty/specialties. Clinical pharmacy services are to be provided in line with the current version of the Society of Hospital Pharmacists of Australia Standard of practice for clinical pharmacy and other relevant specialty standards of practice.
- Contribute to effective patient flow within the organisation (where relevant to portfolio) by proactively coordinating the day to day workload and activities of the MCC clinical pharmacy team to ensure timely clinical consultation and review is provided particularly at transitions of care.
- Assist with and/or prioritise clinical pharmacy tasks for the MCC clinical pharmacy team to ensure the smooth transition of patients through the healthcare system.
- Regularly participate in and support MCC clinical pharmacy team attendance at relevant multidisciplinary team meetings, ward rounds or team reviews and other clinical meetings to advise on pharmaceutical management issues (including but not limited to monitoring, safety, efficacy, tolerability, compliance, and transition of care issues).
- Provide and/or facilitate the delivery of education, training and awareness sessions for the multidisciplinary team, patients/carer, and other service user groups relevant to the portfolio.
- Act as a reference point for medicine information and clinical pharmacy queries both in chosen specialty area of practice in response to queries from patients, carers, and multidisciplinary team members within Grampians Health, and for MCC clinical pharmacy team members.
- Liaise with relevant internal and external care providers to ensure continuity of care for Grampians Health patients and their families.
- Ensure organisational, Pharmacy Services and clinical pharmacy team communication and documentation standards are met across the MCC clinical pharmacy team, as evidenced by audit.
- Ensure the ongoing ability to provide clinical excellence by:
 - Participating in and meeting the standards of the Grampians Health Performance Development and Review Program for self and MCC clinical pharmacy team members.
 - Participating in and fulfilling the requirements of the Grampians Health and Pharmacy Services specific orientation, induction, mentorship, supervision, and performance management programs for self and MCC clinical pharmacy team members.
 - Maintain and document ongoing CPD at a level applicable to the post and consistent with requirements of AHPRA.
 - Practice within the Code of Ethics of the Society of Hospital Pharmacists of Australia.
 - Ensure the relevant legislative requirements, hospital guidelines, NSQHC accreditation and professional standards are met by the MCC clinical pharmacy team.

- Support the Deputy Director of Pharmacy Clinical Services and Education in performance management duties as directed, completing relevant tasks as part of the Performance Development and Review Program and supervision in line with organisational and departmental policies.
- Monitor new developments through journal review, attend and present at relevant Grampians Health and external in-services, discipline or specialty conferences and other relevant educational opportunities and support and facilitate attendance, participation and contribution by MCC clinical pharmacy team members.
- Record KPI data, monitor and ensure all clinical activity undertaken by the MCC clinical pharmacy team fulfils or exceeds the applicable competency standards of the profession and the standards set by the Pharmacy Service.
- Engage in, lead, support and promote evidence based clinical pharmacy practice across the team.

Quality Improvement, Research and Innovation

- Work collaboratively with the Deputy Director of Pharmacy Clinical Services and Education, the Senior Pharmacist Advanced Practice and Innovation and relevant Medical Heads of Department to implement and embed advanced scope of practice roles for clinical pharmacy services within Medicine and Continuing Care clinical pharmacy services.
- Support MCC clinical pharmacy team members to initiate and/or coordinate and complete documented quality improvement activities or research projects for the Pharmacy Service or clinical stream. Publication in a peer reviewed journal or presentation at relevant clinical pharmacy conferences, seminars or education events desirable.
- Model and facilitate commitment to excellence and innovation as evidenced by leading, coordinating and completing at least one documented quality improvement activity or research project annually for the advancement of clinical pharmacy services or clinical stream patient care. Publication in a peer reviewed journal or presentation at relevant clinical pharmacy conferences, seminars or education events desirable.

General Accountabilities

Communication

- Maintain effective and high quality oral and written communication at all levels within Grampians Health and with external organisations.
- Active and collaborative participation in Pharmacy Service and clinical discipline meetings relevant to role as delegated by the Deputy Director of Pharmacy Clinical Services and Education or Directors of Pharmacy, as evidenced by attendance records and peer review feedback at annual performance review.
- Be accessible to the Deputy Director of Pharmacy Clinical Services and Education on a day-to-day basis, to provide support and assist with problem solving.
- Communicate with the Deputy Director of Pharmacy Clinical Services and Education in relation to clinical and program issues.

Information Management

- Ensure information is managed in line with organisational and Pharmacy Service standards.
- Ensure all team members meet documentation standards as set by the Pharmacy Service and as evidenced in audits.
- In conjunction with the Deputy Director of Pharmacy Clinical Services and Education, lead monitoring and review of data generated for the purposes of discussing staffing requirements, workloads, and roster planning, and for monitoring the efficiencies of new work practices and quality activities relevant to role.
- Initiate and participate in discussion pertaining to resource allocation, formulary management and revenue generation.
- Understand financial policies and processes, practice fiscal responsibility and act in accordance with relevant organisational policies and procedures.
- Facilitate an appreciation of departmental financial processes with junior staff.

Governance and Risk Management

- Demonstrate compliance with all Grampians Health Policies and Procedures.
- Adhere to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participate in the Grampians Health integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Demonstrate an understanding that the affairs of Grampians Health, its patients, clients, and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- Recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst BHS employees.
- Demonstrate a commitment to patient centred health care and services, consistent with the Grampians Health values, mission, and vision. It is expected that the core values of patient centred care are demonstrated in every interaction with patients, carers, and colleagues.

This post is one of continual development. The job description is intended as a guide to the principal duties and responsibilities of the post and complements individual objectives set in line with the Pharmacy Service and Directorate annual business objectives. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder.

KEY SELECTION CRITERIA

Qualifications

- Bachelor of Pharmacy
- Registered pharmacist with the Australian Health Practitioner Regulation Agency (AHPRA).
- Higher qualification in clinical pharmacy strongly desired or ability to demonstrate practice and experience aligning with Grade 4 criteria as set out in the Medical Scientists, Pharmacists and Psychologists Victorian Public Sector Enterprise Agreement 2021-2025.

Technical/Professional Knowledge and Skills

- Demonstrated advanced clinical pharmacy knowledge and practice and demonstrated ability to apply this knowledge to improve outcomes for patients and promote quality use of medicines.
- Demonstrated ability to implement, develop, and evaluate clinical pharmacy service delivery including the ability to identify, implement and review quality improvement activities, and positively influence change as required.
- Excellent communication and interpersonal skills, both written and verbal.
- Demonstrated leadership, negotiation and complex decision making skills.
- Demonstrated experience managing multiple health professionals.
- Commitment to excellence in the provision of health services.

Work Environment

- Strong record of experience delivering clinical pharmacy services within large and/or complex healthcare organisations.
- Strong record of experience working in multi-disciplinary models of care with demonstrated ability to produce impactful positive change for the benefit of patients and health services.
- Demonstrated ability to organise and prioritise workloads (own and on behalf of team) in accordance with challenging and dynamic deadlines.

Personal attributes

- Demonstrated ability to develop and successfully implement creative solutions to complex clinical care or service problems.
- Demonstrated ability to function with honesty and integrity in a work environment that is dependent upon adherence to legal requirements and minimising risk.
- Demonstrated ability to monitor, evaluate and modify own performance through reflective practice.
- Demonstrated ability to develop and empower others through supervision, mentoring, role modelling and training.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.