



Position Title: Senior Clinical Pharmacist (Team Leader): Emergency Department (ED) Services (Ballarat)

Campus: Ballarat

Directorate: Hospitals

Department: Clinical Support Services / Pharmacy Services

Reporting to:

Indirect: Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services

Direct: Deputy Director of Pharmacy (DDoP) Clinical Services & Education

Direct Reports: Clinical stream Pharmacists and Pharmacy Technicians

Appointment Terms/Conditions:

Classification and Code: Grade 3 (year 1-4)

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.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<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

As Grampians Health Ballarat continues to expand, so too does our Emergency Department (ED) services. To support this growth, we are introducing a second permanent, full-time Grade 3 Senior Clinical Pharmacist (Team Leader) position.

The Team Leaders will work collaboratively to provide senior clinical leadership and advanced pharmacy services across our extended hours ED model of care, which incorporates the Short Stay Unit (SSU) and Emergency Ambulatory Care (EAC). Each Team Leader will have an allocated individual portfolio which will include responsibilities for leadership, education and clinical service development to ensure high-quality patient care is prioritised within the dynamic acute environment.

As a Senior Clinical Pharmacist (Team Leader), you will ideally have at least five (5) years' experience in hospital pharmacy and preferably a post graduate qualification in clinical pharmacy.

This position is primarily responsible for delivery of care, leadership, coordination, day-to-day management and oversight to all functions relating to the provision of clinical pharmacy services by the Emergency Department Clinical Pharmacy Team at Grampians Health Ballarat. In addition, this role will be responsible for the ongoing planning and implementation of a 7-day extended hours ED clinical pharmacy service rostering model and the strategic leadership of pharmacy service Job and preparations for relocating into a new Emergency Department in 2027.

This role will provide consultative advice on service development to other Grampians Health campus, including the current Horsham Emergency Department and Urgent Care Centres at Stawell and Edenhope.

In addition, the successful applicant will:

- Support senior Pharmacy Department leaders and managers to enhance team building and excellence within the Pharmacy Department and throughout the organisation.
- Participate in pharmacy education programs, mentor, and supervise undergraduate students and interns, pharmacy technicians, Grade 1, Grade 2 resident and registrar pharmacist staff and provide education to the pharmacy team and staff from other disciplines.

The successful applicant may also be required to represent the Pharmacy Department in relevant forums and committees, provide support across other areas of the Pharmacy Department including clinical and operational services as required. Additional responsibilities may be delegated by the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services & Education. The successful candidate will be required to participate in weekend/public holiday and on-call services as rostered for the Pharmacy Department.

KEY ACCOUNTABILITIES

Operational Management and Leadership

- Provide leadership within Pharmacy Services as a key member of the Clinical Pharmacy Team.
- Ensure ED services clinical pharmacy team staff are aware of KPIs, service updates and other relevant matters in order to effectively function within their allocated role.
- Ensure the ED Services receive an appropriate level of clinical pharmacy service within allocated resources, and provide leadership, supervision, and support to Emergency Department Clinical Pharmacy Team staff in the performance of their day-to-day responsibilities.
- Identify opportunities to enhance professional development of clinical pharmacy team staff and collaboratively implement strategies to address these with the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education.
- Collaborate with clinical stream multidisciplinary teams, external partners and other key stakeholders to provide a seamless patient centred model of clinical pharmacy care for ED Services patients.

- Contribute to the implementation of the Pharmacy Services Operational Plan for ED Services.
- Contribute to or oversee the development, implementation and review of relevant, effective and appropriate Grampians Health and/or Pharmacy Services wide clinical governance relevant to the ED Services clinical stream.
- Identify and manage risk within the ED Services clinical pharmacy team, ensure identified issues and risks are appropriately escalated and work collaboratively with the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education to implement risk reduction strategies. This includes overseeing the reporting and review of medication related incidents for Emergency Department Services.
- Drive improvements to Grampians Health Pharmacy Services processes and outcomes for patients in conjunction with the Pharmacy Services senior leadership team.
- Develop and oversee the development, implementation, evaluation and review of relevant Grampians Health procedures, policies, guidelines, and tools relevant to the Emergency Department.
- Work with the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education and Grampians Health Leadership to proactively problem-solve, negotiate, manage conflict, facilitate open discussions with colleagues, provide effective feedback and 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 Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education as required.
- This position requires full time, active participation in the ED Services clinical pharmacy roster.

Clinical Pharmacy Practice and Service Provision

- Provide advanced assessment, intervention and consultative clinical pharmacy services to patients across all areas (ED, SSU and EAC) for the ED Services clinical stream at Grampians Health Ballarat. Clinical pharmacy services are to be provided in line with the current version of the Advanced Pharmacy Australia Standard of practice for clinical pharmacy and Emergency Medicine.
- Contribute to effective patient flow within the organisation by proactively coordinating the day-to-day workload and activities of the ED Services clinical pharmacy Team workforce to ensure timely clinical consultation and review is provided particularly at transitions of care.
- Assist ED Services clinical pharmacy team staff with prioritisation of tasks to ensure smooth transition of patients through the healthcare system.
- Regularly participate in and support ED Services 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 ED Services.
- Act as a reference point for medicine information and clinical pharmacy queries for ED Services in response to queries from patients, carers, multidisciplinary team colleagues and 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 ED Services 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.
 - Participating in and fulfilling the requirements of the Grampians Health and Pharmacy Services specific orientation, induction, mentorship, supervision, and performance management programs.
 - 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 Advanced Pharmacy Australia.

- Ensure the relevant legislative requirements, hospital guidelines, NSQHC accreditation and professional standards are met.
- Support the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP 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 clinical team members.
- Record KPI data, monitor and escalate concerns regarding the ED Services clinical pharmacy team ability to meet or exceed the applicable competency standards of the profession.
- Engage in, lead, support and promote evidence based clinical pharmacy practice across the ED Services clinical pharmacy team.

Quality Improvement, Research and Innovation

- In conjunction with the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and relevant clinical stream multidisciplinary team staff, provide clinical advice and leadership for the implementation, embedding, sustainable expansion and evaluation of service provision by the ED Services clinical pharmacy team for existing and new clinical service initiatives.
- Support ED Services clinical pharmacy team members to conduct quality improvement activities or research projects. 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 or assisting with and completing at least one documented quality improvement activity or research project annually for the advancement of clinical pharmacy services or ED Services 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 Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education as evidenced by attendance records and peer review feedback at annual performance review.
- Be accessible to the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and DDoP Clinical Services and Education on a day-to-day basis, to provide support and assist with problem solving.
- Communicate with the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education in relation to clinical, team and stream issues.

Information Management

- Ensure information is managed in line with organisational and Pharmacy Service standards.
- Support team members to meet documentation standards as set by the Pharmacy Service and as evidenced in audits.
- Initiate and participate in discussion pertaining to staffing requirements, workloads, and roster planning issues with the Lead Pharmacist: Critical Care, Surgical, Women's and Children's Services and the DDoP Clinical Services and Education and assist with 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 Grampians Health 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 desired or ANZCAP advanced practice credentialing (in Emergency Medicine) or ability to demonstrate practice aligning with Grade 3 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.
- Excellent communication and interpersonal skills, both written and verbal.
- Demonstrated problem solving, negotiation and complex decision-making skills.
- Demonstrated experience providing supervision and support to multiple health professions.
- 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 teams 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 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.