

Position Title: Senior Pharmacist (Team Leader) - Horsham

Campus: Horsham

Directorate: Hospitals

Department: Pharmacy

Reporting to: Deputy Director of Pharmacy – Clinical Services and Education, and
Deputy Director of Pharmacy – Operations and Logistics

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement.

Enterprise Agreement: Pharmacist Grade 3 Year 1-4 (SX6-SX81)

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Horsham 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 collaboration with the Grampians Health Pharmacy Services Senior Leadership Team, the Senior Pharmacist (Team Leader) provides leadership and operational oversight of the Pharmacy Team at the Horsham campus as a member of the Horsham Pharmacy Team Leader group. There are three core Leadership elements:

- Management and supervision of grade 1 and 2 Pharmacists
- Acting as the Site Team Leader on a rotational basis
- Portfolio leadership on a rotational basis and in the areas of
 - o Dispensary Operations
 - o Cancer Pharmacy Services
 - o Medicine and Continuing Care Clinical Pharmacy Services
 - o Critical Care, Surgical, Women's and Children's Clinical Pharmacy Services

The Team Leader also participates in the delivery of pharmacy services, across clinical pharmacy services, operations, and other areas as delegated by the Pharmacy Senior Leadership Team

KEY ACCOUNTABILITIES

Management and Leadership

- a. Provide leadership within Pharmacy Services as a key member of the pharmacy team, with a focus on service provision to the Horsham campus, however, may require work at the other Grampians Health campus.
- b. Ensure Pharmacy Services staff working at the Horsham site are aware of KPIs, service updates and other relevant matters to effectively function within their allocated role.
- c. Provide onsite supervision and support to the Horsham Campus pharmacy technician workforce (in collaboration with the Pharmacy Technician Team Leader) and pharmacy learners (where relevant) in their delivery of pharmacy services.
- d. Provide effective staff training and supervision (all sites, where relevant), including the coordination of staff orientation to the Horsham Campus pharmacy services.
- e. Identify opportunities to enhance professional development of self and Pharmacy Services staff working at the Horsham site and collaboratively implement strategies to address these with the Deputy Directors of Pharmacy.
- f. Collaborate with GH – Horsham multidisciplinary teams, external partners, and other key stakeholders to provide a seamless patient centred model of clinical pharmacy care for the patients and consumers at the Horsham Campus.
- g. Contribute to the implementation of the Pharmacy Services Operational Plan for the Horsham campus.
- h. 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 Horsham campus in conjunction with the Senior Pharmacist Medication Guardrails and Guidelines pharmacist and/or Medication Safety pharmacists.
- i. Identify and manage risk within Pharmacy Services for the Horsham campus and work collaboratively with the Deputy Directors of Pharmacy to implement risk reduction strategies for the Horsham campus. Ensure identified issues and risks are escalated to the Deputy Directors of Pharmacy in a timely and constructive manner.
- j. Drive improvements to Grampians Health Pharmacy Services processes and outcomes for patients and consumers at the Horsham campus, in conjunction with the Pharmacy Services senior leadership team.
- k. Work with the Deputy Directors of Pharmacy 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.
- l. Positively promote the organisation, Grampians Health, Pharmacy Services, and the role of Pharmacy Services.

- m. This position requires active participation in the Horsham Pharmacy roster, with rotational responsibilities as required to the Horsham campus and/or provision of virtual pharmacy services to other GH campuses e.g. Ballarat, Dimboola, Stawell, Edenhope
- n. Portfolio Leadership (and operational reporting) across one of four key portfolios, in collaboration with the relevant Grampians Health portfolio Lead
 - a. Dispensing Operations – Deputy Director Operations and Logistics
 - b. Cancer Pharmacy Services – Lead Pharmacist – Cancer Services
 - c. Medicine and Continuing Care – Lead Pharmacist Medicine and Continuing Care
 - d. Critical Care, Surgical and Women’s and Children – Lead Pharmacist Critical Care, Surgical, Women’s and Children

Clinical Pharmacy Practice and Service Provision

- a. Provide advanced assessment, intervention and consultative clinical pharmacy services to inpatients and/or ambulatory care patients admitted to Grampians Health. 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.
- b. Proactively contribute to effective patient flow by coordinating and prioritising discharge facilitation, ensuring timely clinical consultation and review is provided to patients and consumers and ensuring the smooth transition of patients through the health care system.
- c. Assist Horsham Pharmacy staff with prioritisation of tasks to ensure smooth transition of patients and timely delivery of services.
- d. Regularly participate in 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).
- e. 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 Horsham campus.
- f. Act as a reference point for medicine information and clinical pharmacy queries for the Horsham campus (or other GH campus as rostered) in response to queries from patients, carers, multidisciplinary team colleagues and pharmacy team members.
- g. Liaise with relevant internal and external care providers to ensure continuity of care for Grampians Health patients and their families.
- h. Ensure organisational, Pharmacy Services and clinical pharmacy team communication and documentation standards are met, as evidenced by audit.
- i. Ensure the ongoing ability to provide clinical excellence by:
 - a. Participating in and meeting the standards of the Grampians Health Performance Development and Review Program.
 - b. Participating in and fulfilling the requirements of the Grampians Health and Pharmacy Services specific orientation, induction, mentorship, supervision, and performance management programs.
 - c. Participating in and meeting the requirements of the Grampians Health Credentialing Committee.
 - d. Maintain and document ongoing CPD at a level applicable to the post and consistent with requirements of AHPRA.
 - e. Practice within the Code of Ethics of the Society of Hospital Pharmacists of Australia.
 - f. Ensure the relevant legislative requirements, hospital guidelines, NSQHC accreditation and professional standards are met.
 - g. Support the Deputy Directors of Pharmacy 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.
 - h. 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 Horsham pharmacy team members.
 - i. Record KPI data, monitor and escalate concerns regarding the Horsham Pharmacy team’s ability to meet or exceed the applicable competency standards of the profession to the Deputy Directors of Pharmacy.
 - j. Engage in, lead, support and promote evidence based clinical pharmacy practice across the Horsham campus.

Operational Practice and Service Provision

- a. Effectively performs the duties of a pharmacist according to legal requirements. Ensure the dispensary is managed in line with current Standard of Practice in Dispensing and Distribution for Pharmacy Services, as outlined by the Society of Hospital Pharmacists of Australia and guidelines for Good Pharmaceutical Practice.
- b. Role model delivery of patient focused pharmaceutical care and teamwork to a high standard that is consistent with the GH values.
- c. Effectively manage pharmacy dispensary services for: inpatients, discharge medications, oncology, and outpatients, as well as vaccine service (where relevant), distribution and good receipting (stores).
- d. Oversee medication supply via imprests, distributions or dispensing to Horsham Campus clinical areas as required.
- e. Implement and refine processes to ensure accurate and efficient medication supply and stock management including the effective use of the pharmacy software program – i.Pharmacy.
- f. Actively lead and/or contribute to occupational health and safety matters related to the pharmacy department, particularly the dispensary area.
- g. Monitor and/or record dispensary activities-related KPIs and ensure all activities undertaken fulfil or exceed the applicable competency standards of the profession, and the standards set by the Pharmacy Department.
- h. Identify areas of potential efficiencies that can be leveraged to the benefit of improving service to GH and our patients.

General Accountabilities

Communication

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

Information Management

- a. Ensure information is managed in line with organisational and Pharmacy Service standards.
- b. Ensure documentation standards as set by the Pharmacy Service and as evidenced in audits are met, and support Horsham Pharmacy team members to meet set documentation standards.
- c. Initiate and participate in discussion pertaining to staffing requirements, workloads, and roster planning issues with the Deputy Directors of Pharmacy and assist with monitoring the efficiencies of new work practices and quality activities relevant to role.
- d. Initiate and participate in discussion pertaining to resource allocation, formulary management and revenue generation.
- e. Understand financial policies and processes, practice fiscal responsibility and act in accordance with relevant organisational policies and procedures.
- f. Facilitate an appreciation of Pharmacy Services financial processes with other staff.

Quality Improvement, Research and Innovation

- a. 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 every two years for the advancement of Pharmacy Services or Horsham campus patient care. Publication in a peer reviewed journal or presentation at relevant clinical pharmacy conferences, seminars or education events desirable.

- b. Support Horsham Pharmacy team members to conduct quality improvement activities or research projects in conjunction with Pharmacy Services team members.

Governance and Risk Management

- a. Demonstrate compliance with all Grampians Health Policies and Procedures.
- b. Adhere to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- c. 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.
- d. 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.
- e. 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.
- f. 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 degree and current pharmacist registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- Higher qualification in clinical pharmacy desired 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
- Membership or eligible for membership of an appropriate professional body – Society of Hospital Pharmacists of Australia or Pharmaceutical Society of Australia
- Drivers Licence

Technical/Professional Knowledge and Skills

- Hospital pharmacy experience with skills in clinical pharmacy, Quality Use of Medicines information, Medication safety, PBS knowledge and drug usage evaluation
- Thorough understanding of relevant legal requirements, accreditation standards and guidelines
- Experience with ARIA electronic chemotherapy prescribing (or the capacity to be trained in use of ARIA electronic prescribing) and iPharmacy dispensing software.
- An awareness of financial impacts and how to manage efficiently and effectively
- Excellent time management, organisational, computer, interpersonal and communication skills

Work Environment

- Strong record of experience delivering pharmacy services within 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.
- Ability to adapt constructively and flexibly within a busy and dynamic working environment.
- The ability to work flexibly between Grampian Health Horsham and Horsham campuses as rostered and to provide virtual pharmacy services to other GH campuses when the need arises.

Personal attributes

- Demonstrated ability to function with honesty and integrity in a work environment that is dependent upon adherence to legal requirements.
- Demonstrated ability to monitor, evaluate and modify own performance through reflective practice.
- Demonstrated ability to identify, and actively participate in, quality improvement activities and positively influence change as required.
- Demonstrated ability to organise and prioritise workloads (own and on behalf of team) in accordance with challenging and dynamic deadlines.
- Demonstrated ability to develop and empower others through supervision, mentoring, role modelling and training.
- Demonstrated abilities of self-motivation and self-discipline to maintain high professional standards while working in an isolated environment however also recognising the need for and requesting support.

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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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

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.