MELBOURNE HEALTH

First in Care, Research and Learning

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Position Description

Position title:	**Clinical Pharmacist Grade 3: Team Leader**
Portfolio/service:	**Critical Care and Investigative Services**
Location:	**Pharmacy**
Reports to:	**Director of Pharmacy, Deputy Director of Pharmacy (Clinical)**
Award:	**Victorian Public Health Sector (Medical Scientists, Pharmacists, and Psychologists) Enterprise Agreement 2012-2016**
Classification:	**SX6-SX81**
Date of Review:	**February 2017**

Position Summary for Clinical Pharmacist Grade 3: Team Leader

This position is responsible for the direction, planning, provision, and review of pharmacy services to the respective departments and to provide leadership and direction for the Melbourne Health Pharmacy Service quality and safety programs

Key Accountabilities

1. **Provide a high quality, safe and cost-effective pharmacy services to Melbourne Health and it's relevant divisions**

- Provide a clinical pharmacy service to Melbourne Health.
- Ensure the timely and accurate supply of drugs by dispensing, imprest maintenance and responding to medication shortages.
- Provide medicines information to clinical staff.
- Promote the rational use of medicines by leading quality and safety projects.
- Represent the Pharmacy Department at multidisciplinary meetings
- Develop and maintain a policies and procedures manual governing the scope of pharmacy services.
- Supervise other pharmacy staff involved in providing services.
- Ensure consistent pharmacy practices.
- Develop expert knowledge and skill

Outcome Measures:
- High quality of pharmacy services delivered.
- Timely responses to drug information requests from doctors, pharmacy and health care staff.
- Ongoing compliance with best practice, local or national guidelines.
- Service policies and procedures manual developed and maintained.
- Standardised pharmacy service provided.
- Meet departmental and organisational KPIs

2. Financial Resources and Practice Management

- Provide regular analyses of drug expenditure and recommendations to enable effective control of drug expenditure.
- Develop and conduct target drug programs and drug usage evaluations as needed and report results to the Drug and Therapeutics Committee.
- Identify and act upon cost avoidance in drug therapy by promoting rational, cost- effective regimens, drugs, and by reducing waste.
- Actively contribute to various drug utilisation and medication evaluation programs
- Identify and introduce new pharmacy practices that can result in improved medication use in the area of practice.

Outcome Measures:
- Effective drug expenditure advice provided.
- Optimal, safe and cost effective drug therapy is provided.
- Drug wastage minimised.

3. Teaching and education

- Participate in Medical and Nursing staff training /in-service programs.
- Provide education to staff as required.
- Precept intern pharmacist and undergraduate pharmacy students
- Identify training and educational requirements and priorities for the area of practice.

Outcome Measures
- Precept intern pharmacists.
- Precept professional experience placement (PEP) student(s) as required.
- Present medical and nursing in-services to ED and MCC staff each year.

4. Service Standards & Benchmark Service

- Establish and implement key service standards for the provision of pharmacy services.
- Ensure ongoing review of all procedures to ensure that these are appropriate, effective and followed by staff.
- Review and benchmark service with other major Australian hospitals to ensure best practice and cost-effective service delivery.
- Replicate at Melbourne Health other hospitals' areas of excellence

Outcome Measures:
- Service standards implemented and met.
- Service benchmark established.
- Best practices implemented at Melbourne Health.
- Ongoing compliance with best practice and quality procedures for the area.

5. Occupational Health and Safety

- Participation in the pharmacy department occupational health and safety program is mandatory.
- Report to the management any unsafe work practices, hazards, and near miss incidents and accidents to the management.

Outcome Measure:
- Annual O&HS target activities are undertaken within the designated time frame.
- Incidents, clinical issues, hazards, safety risk and near misses are responded to and reported appropriately.

6. Continuing Education and Competency

- All pharmacy staff must participate in the training and assessment processes including relevant competency assessments in the area of practice.
- All pharmacists must undertake the continuing professional development (CPD) activities as required by the Pharmacy Board of Australia.
- All pharmacists must participate in the Melbourne Health pharmacist continuing education program.
- All pharmacists must participate in an ongoing competence assessment program (SHPA clinCAT) as part of an overall staff development program

Outcome Measures:
- Training and assessment in the area of practice completed and satisfactory.
- CPD requirements are met.
- SHPA clinCAT evaluation

7. Other Responsibilities

- Clinical Team Leader to staff working within respective division
- Contribute to the overall management of the Pharmacy through active participation as a member of senior management.
- Regularly communicate with staff and Department on matters relating to respective division.
- Participate in the Pharmacy Department's Performance Development Program.
- Attendance of relevant meetings as the pharmacy representative
- Participate in on-call and weekend services

Outcome Measures:
- Provide support and input into the overall management of the Pharmacy.
- Pharmacy team managed at a local level
- Pharmacy service is delivered to the satisfaction of management.

Key Relationships

Internal - Patients, Nurses, Medical staff, other hospital and pharmacy staff

External – Other pharmacists both locally and nationally, representation on committees

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Key Selection Criteria

- Formal Qualifications
  - Registered, or eligible for general registration, as a pharmacist with AHPRA

- Essential:
  - A minimum of 5 years' experience in hospital pharmacy practice
  - Commitment to patient focused service.
  - Capacity to perform under pressure, to meet time constraints and determine work priorities.
  - Well-developed written and oral communication skills.
  - Well-developed staff supervision and interpersonal skills.
  - Sound knowledge and understanding of all relevant aspects of hospital pharmacy. In particular, a demonstrated ability to practice in accordance with Society of Hospital Pharmacists of Australia (SHPA) Guidelines.
  - A demonstrated commitment to continuous quality improvement process, leadership, service development and ongoing change.
  - A demonstrated commitment to continuing education and the ability to keep abreast of current knowledge and accepted practices

- Broad range of experience in hospital pharmacy

- Desirable:
  - Masters in Clinical Pharmacy (or equivalent clinical qualification such as Board of Pharmaceutical Specialities certification).
  - Demonstrate commitment to development of the profession through involvement in relevant pharmacy organisations. (e.g. SHPA, PSA, ACPP, AHP) or participation in relevant groups
  - Didactic and experiential teaching skills to provide education to undergraduate and postgraduate pharmacists, nurses, doctors and other allied health care staff.
  - Team management experience

Required Capabilities

The Capability Development Framework applies to all Melbourne Health employees and describes the capabilities that are needed to meet our strategic goals.

Below is the full list of capabilities and the level required for the position. The capabilities in bold are considered those that the incumbent should demonstrate ability on appointment.

Capability Name	**Attainment Level**
Organisational savvy	Consolidation
Communicating effectively	Mastery
Building relationships	Mastery
Consumer care	Mastery
Working safely	Mastery
Utilising resources effectively	Consolidation
Innovation and continuous improvement	Consolidation
Adaptability and resilience	Consolidation
Integrity and ethics	Mastery
Delivering results	Consolidation
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Consolidation

Melbourne Health Generic Key Performance Indicators

All staff at Melbourne Health are measured through successful:

- Demonstration of Melbourne Health values, being a role model for living the values;
- Successful completion of required mandatory training activities, including training related to the National Standards ;
- Participation in the development and implementation of the annual Melbourne Health and portfolio specific business planning process (if required);
- Ability to operate within allocated budget (if required);
- Achievement of Melbourne Health and portfolio specific KPI targets as they apply to your area of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure all your direct reports have an individual development and work plan including an annual review;
- Ability to take accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.

About Melbourne Health

Melbourne Health is Victoria's second largest public health service, employing over 8,900 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The Royal Melbourne Hospital – City Campus, The Royal Melbourne Hospital – Royal Park Campus, North Western Mental Health, and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

Melbourne Health provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All Melbourne Health services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

Our Vision

To be the first in Care, Research and Learning.

Our Values

- **Caring** – We treat everyone with kindness and compassion
- **Excellence** – We are committed to learning and innovation
- **Integrity** – We are open, honest and fair
- **Respect** – We treat everyone with respect and dignity at all times
- **Unity** – We work together for the benefit of all

Our Priorities

Melbourne Health Strategic Plan 2015-2020 – Transforming Health is our plan for the future – one which we are committed to achieving together.

This position contributes to the achievement of the six Strategic Priorities, articulated in the plan:

1. Care and Outcomes
2. Patient and Consumer Experience
3. Innovation and Transformation
4. Workforce and Culture
5. Collaboration
6. Sustainability

Work Environment

Health Safety and Wellbeing Responsibilities
Melbourne Health endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Take reasonable care for their own safety and that of anyone else that could be affected by their actions;
- Speak up for safety – the safety of patients, consumers, colleagues and visitors;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures; and

- Fully co-operate with Melbourne Health in any action it considers necessary to maintain a working environment which is safe and without risk to health.

Directors, Managers and Supervisors

1) Employees with a management or supervisory role have a responsibility to ensure health, safety and wellbeing principles are in place and maintained in their work areas. Directors, managers and supervisors have responsibility to model appropriate behaviours in relation to HS&W and develop responsible attitudes in employees and contractors working in their areas.

2) Managers have the responsibility to:
   - Ensure HS&W policies and procedures are effectively implemented in the workplace;
   - Ensure risk management activities are undertaken and effective risk controls are in place;
   - Make sure appropriate safe work practices are developed and adhered to;
   - Make sure that HS&W training needs for staff are identified and undertaken as required;
   - Support HS&W consultative mechanisms in the workplace:
   - Ensure HS&W is an agenda item at all workplace team meetings.
   - Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical;

General
Melbourne Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

Melbourne Health is a smoke free environment.

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Melbourne Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

……. ..../……./2017
Employee Signature

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Employee Name (*please print)*