

## Job Description

### Clinical Pharmacy Team Leader

#### Medical & Elder Services

<b>Position Title:</b>	Clinical Pharmacy Team Leader
<b>Organisation Unit:</b>	Medical and Elder Services
<b>Location:</b>	Te Whatu Ora Te Tai Tokerau
<b>Responsible to:</b>	Pharmacy Manager, Pharmacy, Te Whatu Ora Te Tai Tokerau
<b>Primary Functions of the Position:</b>	To support, develop and deliver clinical pharmacy services to the patients, other service users and staff of Te Whatu Ora Te Tai Tokerau.

#### Functional Relationships

The Clinical Pharmacy Team Leader will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>• General Managers</li> <li>• Service and Business Managers</li> <li>• Pharmacy Manager</li> <li>• Pharmacy Staff</li> <li>• Clinical Directors and all Medical Staff</li> <li>• All pharmacy service areas across Te Whatu Ora Te Tai Tokerau</li> <li>• All ward and department prescribing, nursing, allied and clerical staff</li> <li>• Human resources service</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and their whanau</li> <li>• Community pharmacies</li> <li>• Pharmacy contractors providing services to regional Te Whatu Ora Te Tai Tokerau hospitals</li> <li>• General practitioners</li> <li>• Medical and nursing staff employed by Hokianga and Whangaroa Trusts</li> <li>• PHARMAC, Ministry of Health and other relevant national groups</li> <li>• Pharmaceutical Company representatives / suppliers</li> </ul>

## Key Responsibilities and Expected Outcomes

Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Clinical Pharmacy Team Leader encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Health and Safety
- Privacy & Confidentiality
- Clinical and operational leadership
- Resource allocation
- Provision of information, patient education, teaching and supervision
- Service delivery and development, and clinical performance monitoring
- Quality improvement and assurance
- Human resource management of direct reports
- General pharmacist duties
- Medico-legal responsibilities

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora Te Tai Tokerau management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend Te Whatu Ora Te Tai Tokerau Te Tiriti o Waitangi Training</li> </ul>
<b>Clinical and operational leadership</b>	<ul style="list-style-type: none"> <li>• Ensures that practice, conduct and deliverables of the clinical service meet the standards of professional, ethical and relevant legislative requirements</li> <li>• Works with the team to develop and implement a plan to ensure all components required to develop the service are addressed in a planned and timely manner</li> <li>• A positive clinical team culture is developed through leadership, role-modelling and mentoring that ensures a safe, supportive environment, that maintains staff motivation, commitment and performance</li> <li>• Works with the senior team to ensure adequate and equitable service cover across Te Whatu Ora Te Tai Tokerau, within available resource</li> <li>• Maintains a high clinical profile and a visible presence within the team, to coach, guide, mentor and support staff</li> <li>• Uses expert knowledge and skills in providing patient care and leading others in the clinical team</li> <li>• Facilitates a collaborative, interdisciplinary approach to clinical management</li> <li>• Develops and maintains relevant protocols and guidelines, and ensures staff are aware of these</li> <li>• Encourages and supports practice change through role modelling a commitment to best practice and quality of care</li> <li>• Deliver own clinical workload</li> <li>• Develop links and maintain working relationships with other clinical team leaders in Te Whatu Ora Te Tai Tokerau and other Health NZ District pharmacies</li> <li>• Develop and maintain excellent relationships with the senior pharmacy team, directorate senior management, internal and external stakeholders</li> <li>• Membership and attendance of internal and external committees and forums related to the role e.g., NCPSDG</li> <li>• Lead by example in service delivery excellence and professionalism</li> </ul>

Key Responsibility Area	Expected Outcomes
<b>Resource allocation</b>	<ul style="list-style-type: none"> <li>• In conjunction with Pharmacy Manager coordinates dispensary, weekend and on call rosters, and leave requests of direct reports</li> <li>• Coordinates and allocates staff and other resources across the service, with input from the senior team</li> </ul>
<b>Provision of information, patient education, teaching and supervision</b>	<ul style="list-style-type: none"> <li>• Provide medicines information on request using appropriate resources and according to medicines information standards</li> <li>• Coordinate and provide orientation, supervision and training of intern pharmacists, trainee pharmacy technicians, pharmacy technicians and pharmacy undergraduate students as required</li> <li>• Be the expert in paper and information system pharmacy service delivery and medicines management processes</li> <li>• Provide patient and caregiver education, when requested and where appropriate</li> <li>• Identifies educational needs of self and other staff and works with staff to determine how these can be met</li> <li>• Ensures staff are trained, competent and motivated, providing the best possible person centred care and clinical service</li> <li>• Contributes to clinical workforce development</li> <li>• Co-ordinates and provides education and support to clinical pharmacy team; including proactive education and awareness of new or changing processes, protocols and guidelines; and coordinating ongoing opportunities for continuous education</li> <li>• Provides education and support to external health providers where appropriate; including community pharmacies</li> </ul>

Key Responsibility Area	Expected Outcomes
<b>Service delivery and development, and clinical performance monitoring</b>	<ul style="list-style-type: none"> <li>• Leads by example in clinical excellence, CPD, use of skills and knowledge and professionalism</li> <li>• Delivers a clinical pharmacy service to a specified group of patients</li> <li>• Supports the pharmacy service to provide an individualised, comprehensive, high quality pharmaceutical care service</li> <li>• Supports the service to ensure patients receive the most appropriate medication for safe and effective treatment in a timely manner</li> <li>• Ensures prescribers and other health care workers are provided with appropriate information regarding medication</li> <li>• Participates in multi-disciplinary team working</li> <li>• Develops a positive relationship and excellent communication with all personnel within areas of responsibility</li> <li>• Ensures that appropriate audit of service, prescribing and evidence based practice is performed and reported on and that poor performance is addressed</li> <li>• Directs and ensures appropriate planning of clinical service provision; develops and facilitates the achievement of goals and objectives for the clinical pharmacy service which enable improved effectiveness, efficiency and safety</li> <li>• Responds with constructive strategies to meet new challenges and initiates / adopts change when appropriate</li> <li>• Develops, maintains and reports on service deliverables and targets e.g., medicine reconciliation</li> <li>• Supports staff in bringing about change and challenging existing practices to increase efficiency and provide better service to patients</li> <li>• Promotes and ensures that clinical service systems, procedures and processes are established and implemented consistently and to a high standard by the service team</li> <li>• Innovates on service development, being mindful of staff abilities, capabilities and financial constraints</li> <li>• Monitors workflow demands and equitable spread of work between clinical pharmacy team and to wards and services</li> <li>• Information on service performance, clinical and related activity trends, resource utilisation is gathered and reviewed regularly to address service issues, challenges or opportunities; and reported to the Pharmacy Manager</li> <li>• Policies, procedures and systems relating to clinical service delivery are regularly reviewed and updated</li> <li>• Manages clinical complaints and incidents, in consultation with the Pharmacy Manager</li> <li>• Manages intervention recording and on call service data logging; and analysis of these</li> <li>• Supports the Pharmacy Manager to manage the rural hospital pharmacy service contracts</li> </ul>

Key Responsibility Area	Expected Outcomes
<b>Quality improvement and assurance</b>	<ul style="list-style-type: none"> <li>• Develops effective benchmarking and service deliverable/target criteria</li> <li>• Establishes an effective mechanism allowing peer review across the clinical service</li> <li>• Continually seeks to improve the quality of service delivery</li> <li>• Provides and analyses information for monitoring the service and participate in audit and quality improvement activities required by the pharmacy service and Te Whatu Ora Te Tai Tokerau</li> <li>• Clinical and service risks are identified, reported and appropriate actions taken to mitigate, in consultation with the Pharmacy Manager</li> </ul>
<b>Human resource management of direct reports</b>	<ul style="list-style-type: none"> <li>• Attends and completes relevant mandatory human resources education for line management and additional leadership development where appropriate</li> <li>• In conjunction with Pharmacy Manager manages assigned direct staff reports</li> <li>• Completes annual mahi and me process for direct reports, to required schedule</li> <li>• Participates in recruitment processes</li> <li>• Manages direct reports' timesheets and leave</li> <li>• Seeks guidance and advice to promote effective staff relationships, to identify and resolve any issues, and minimise risk</li> <li>• Direct reports receive regular feedback, guidance and direction to ensure effective use of their time and other resources, so that work is planned, prioritised and productive</li> <li>• Manages regular meetings with direct reports to discuss performance and issues, and to provide feedback on the current state of the service</li> </ul>

Key Responsibility Area	Expected Outcomes
<b>General pharmacist duties</b>	<ul style="list-style-type: none"> <li>• Works as part of the pharmacy team to ensure operational duties are fulfilled</li> <li>• Participates in standard 7 day rostering of working hours</li> <li>• Participates in pharmacist on call roster</li> <li>• Participates in dispensary service provision</li> <li>• Completes Te Whatu Ora Te Tai Tokerau mandatory training</li> <li>• Participates in pharmacy stock control and purchasing</li> <li>• Participates in pharmacy stocktake processes</li> <li>• Participates in team/pharmacy service quality improvement activities</li> <li>• Participates in variation of standard hours worked as need dictates</li> <li>• Attends educational and role-related courses and conferences where appropriate</li> <li>• Undertakes other duties as requested by the Pharmacy Manager</li> <li>• Meets the changing needs of the service</li> <li>• Membership of external groups as required e.g., NZHPA</li> <li>• Supplies all medicines in accordance with internal protocols and Pharmaceutical Schedule specifications</li> <li>• Monitors those medications subject to therapeutic drug monitoring</li> <li>• Deputises for Pharmacy Manager when required</li> </ul>
<b>Medico-legal responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintains a current Annual Practising Certificate from the Pharmacy Council of New Zealand</li> <li>• Participates in a professionally recognised continuing professional development programme</li> <li>• Ensures that all activities within the pharmacy service are conducted within the parameters of appropriate legislation, professional standards of practice and Te Whatu Ora Te Tai Tokerau policies, protocols and procedures</li> <li>• Maintains confidentiality of all patient information</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>• Practicing and observing safe work methods;</li> <li>• The use of safety equipment;</li> <li>• Reporting unsafe conditions or equipment; and</li> <li>• Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
<b>Privacy and Confidentiality</b>	<ul style="list-style-type: none"> <li>• Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Te Tai Tokerau</li> <li>• Complete mandatory induction training on Privacy responsibilities</li> </ul>

## Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

## Person Specification

### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>Registration with the Pharmacy Council of New Zealand</li> <li>Holder of a current annual practising certificate</li> <li>Post graduate qualification in a relevant clinical area (or equivalent pharmacy experience)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>A high degree of IT literacy</li> <li>At least five years post-registration experience as a practising pharmacist</li> <li>Recent hospital pharmacy experience in a senior clinical role</li> <li>Proven experience with diverse teams and achieving goals</li> <li>Proven experience in communicating with and influencing diverse groups of people</li> <li>Experience in educating and supporting others</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of project management and quality improvement initiatives</li> <li>Previous experience of staff management</li> <li>Knowledge and experience of leadership</li> <li>Knowledge of audit and research</li> </ul>

### Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and its application to the health setting</li> <li>Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>Health and Safety at Work Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and its application to the health setting</li> <li>Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>Health and Safety at Work Act 2015</li> <li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>New Zealand Council of Healthcare Standards</li> </ul>



## Skills & Personal Attributes

### Skills

- Enthusiastic commitment to providing the best possible service to patients
- Energy, drive and enthusiasm combined with tolerance and persistence
- Excellent computer skills
- Excellent written and verbal communication skills
- Demonstrates a high level of current technical and professional skills
- Ability to develop productive and positive relationships, using diplomacy and tact
- Ability to lead, educate and motivate team members of pharmacy and the wider service
- Shows initiative and works proactively to achieve personal and team goals
- Demonstrates a high level of current technical and professional skills
- Ability to work well alone, be proactive and be responsible for meeting own targets and managing own time and resources
- Ability to critically analyse processes and situations and develop improvements
- Ability to manage a challenging and complex workload and prioritise tasks appropriately
- Ability to work well alone, self-motivate and be proactive and be responsible for meeting own targets and managing own time and resources
- Ability to manage a challenging and complex workload and prioritise tasks appropriately
- Ability to influence diverse groups of people and change practice
- Ability to critically analyse processes and situations and develop improvements
- Perseveres with tasks and achieves objectives despite obstacles
- Consistent high level of performance of routine and non-routine tasks

### Personal Attributes

- Outcome focused
- Motivated, innovative and self-directed
- Team focused
- Ability to influence others effectively and diplomatically to drive change
- Commitment to personal professional development and that of others
- Organised and methodical
- Flexible, can do attitude

## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: Clinical Pharmacy Team Leader

Signature of employee: \_\_\_\_\_

Date: \_\_\_\_\_