

Position holder (title)	Team Leader (Clinical)
Reports to (title)	Principal Pharmacist
Department / Service	Pharmacy / Operations Directorate
Purpose of the position	To co-ordinate and develop clinical pharmacy and associated services in accordance with legislation and professional standards. To provide professional supervision, direction and mentoring to pharmacists engaged in the delivery of the clinical aspects of the hospital Pharmacy Service.

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Chief Pharmacist & Principal Pharmacist – To relate issues of concern or service development and to advise on business matters. ▪ Dispensary Co-ordinator - The collaborative commitment to safe work practices, staff support and professional development. Effective interaction and communication identifying issues of concern and development of pharmacy services, staff skills, knowledge and attitudes. ▪ Clinical Pharmacists - To ensure safe work practices, effective communication, support, sharing of knowledge, clinical competence and professional development. ▪ Pharmacy Technicians and Pharmacy Assistants - To provide professional and educational support. ▪ Medical staff - Effective interaction and communication regarding medicines usage, safety and funding. The provision of clinical pharmacy, educational and medicines information support. ▪ Nursing staff - To foster effective relationships in order to discuss medication related issues or concerns and to provide educational and medicines information support to maximise patient medication outcomes. 	<ul style="list-style-type: none"> ▪ Primary care Health Care Practitioners e.g. GPs, Community Pharmacists, and Clinical Pharmacist Facilitators, community based nurses - To facilitate continuity of care through communication and discussion of medication related issues. ▪ Health Hawke's Bay PHO – Clinical Pharmacist Facilitator (Medicines and Diagnostics): to facilitate continuity of care / integration through communication and discussion of medication related issues. ▪ Representatives from pharmaceutical companies - For the exchange of information relating to company specific pharmaceuticals.

Dimensions

Expenditure & budget / forecast for which accountable	Nil
Challenges & Problem solving	Supporting the Chief Pharmacist and Principal Pharmacist to manage the Hospital Pharmacy Service – particularly, but not limited to, the clinical pharmacy service; managing team performance and staff performance management; managing the ad hoc problems that present day to day within the clinical pharmacy service; to contribute to the strategic development of the Pharmacy Service through the Pharmacy Management Group (PMG) within budgetary restraints; the position holder will maintain professional and courteous relationships with all internal and external stakeholders at all times
Number of staff reports	Direct Reports 8 FTE (10 persons) Indirect Reports 2 FTE (2 persons)
Delegations & Decision	Has delegations and authority to manage the day-to-day operational activity of the Health Services' clinical pharmacy service
Other Indicators	Pharmacy Key Performance Indicator (KPI) suite



Our vision

HEALTHY HAWKE'S BAY

TE HAUORA O
TE MATAU-Ā-MĀUI

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.

Our values

Tauwhiro – delivering high quality care to patients and consumers

Rāranga te tira – working together in partnership across the community

He kauanuanu – showing respect for each other, our staff, patients and consumers

Ākina – continuously improving everything we do



Key Accountabilities

Management	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To participate in the Pharmacy Management Group (PMG) meetings and associated activities. 	<ul style="list-style-type: none"> ▪ Attendance and participation in PMG meetings recorded in the minutes.
<ul style="list-style-type: none"> ▪ To identify and contribute to strategies to improve pharmacy services. 	<ul style="list-style-type: none"> ▪ Opportunities and actions for improving pharmacy services are discussed with the Principal Pharmacist or at PMG meetings.
<ul style="list-style-type: none"> ▪ To advise the Principal Pharmacist of issues or risks affecting the delivery of the clinical pharmacy service or affecting the performance of the clinical pharmacists or intern pharmacists. 	<ul style="list-style-type: none"> ▪ Issues and risks are highlighted at one-on-one and PMG meetings, and verbally to the Principal Pharmacist if the issues are considered high risk.
<ul style="list-style-type: none"> ▪ To ensure all ward and departments receive an appropriate level of clinical pharmacy service within the allocated resources, at all times. 	<ul style="list-style-type: none"> ▪ The allocation of clinical pharmacy resources is discussed at Pharmacy Management Group (PMG) and one-on-one meetings.
<ul style="list-style-type: none"> ▪ To arrange ward cover for planned and unplanned absences. 	<ul style="list-style-type: none"> ▪ Cover arranged and conveyed to the relevant people.
<ul style="list-style-type: none"> ▪ To negotiate and publish the clinical pharmacists' ward roster in a timely manner. 	<ul style="list-style-type: none"> ▪ The clinical pharmacists' ward roster is published in a timely manner.
<ul style="list-style-type: none"> ▪ To negotiate and publish the pharmacists' on-call roster in a timely manner. 	<ul style="list-style-type: none"> ▪ The pharmacists' on-call roster is published in a timely manner.
<ul style="list-style-type: none"> ▪ Organisation and facilitation of the 3-monthly (February, May, August and November) recording of all pharmacists and technician interventions. <ul style="list-style-type: none"> » Intervention data analysed and a report produced. 	<ul style="list-style-type: none"> ▪ Intervention report completed within 6 weeks of the end of the data collection period. ▪ Feedback on interventions provided to the Pharmacy team, the Drug and Therapeutics Committee and Senior Hospital staff.

Performance Management	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To manage the performance of direct reports (pharmacists and intern pharmacists) including: <ul style="list-style-type: none"> » Completion of Performance Plans. » Completion of Development Plans. 	<ul style="list-style-type: none"> ▪ Performance and development plans agreed with each team member.
<ul style="list-style-type: none"> » Two-monthly one-on-one meetings. » Six-monthly accompanied ward visits (peer review). » Half-yearly and annual performance review (Performance and Development Review; PDR). 	<ul style="list-style-type: none"> ▪ Performance review meetings undertaken and discussed at one-on-one meetings with Principal Pharmacist.

Direct Clinical Pharmacy Service Provision	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To participate in clinical pharmacy activities at ward level as rostered: 	
<ul style="list-style-type: none"> » Takes responsibility for a ward(s) providing pharmaceutical care to patients on this ward(s). 	
<ul style="list-style-type: none"> » Attendance on ward rounds and ward meetings. 	
<ul style="list-style-type: none"> » Provision of advice (e.g. to nursing, and medical staff) on the effective, safe and cost-effective use of medicines. 	
<ul style="list-style-type: none"> » To implement the guidance of the Pharmaceutical Schedule / Hospital Medicines List (HML). 	<ul style="list-style-type: none"> ▪ The appropriateness of non-funded / approved medicines is investigated before supply is initiated.
<ul style="list-style-type: none"> » Medication charts are reviewed with full endorsement of the medication charts. 	
<ul style="list-style-type: none"> » Records interventions made. 	<ul style="list-style-type: none"> ▪ Participates (with completion of records) in the 3-monthly intensive intervention-monitoring programme.
<ul style="list-style-type: none"> » Identification and reporting of adverse drug reactions (ADRs). 	<ul style="list-style-type: none"> ▪ ADRs reported to the Centre for Adverse Reaction Monitoring (CARM) using the prescribed form.

Direct Clinical Pharmacy Service Provision	
» Counselling patients on the use of their medicines.	
» Provision of medication cards and patient information leaflets (PILs) to patients.	
» Resolution of discharge issues (e.g. un-funded medicines, Special Authority, Named Patient Pharmaceutical Assessment [NPPA] applications, non-standard formulations).	
» Liaison with the Dispensary and Imprest Teams to facilitate the timely supply of medicines to patients.	
» Identifies opportunities to improve pharmacy services, developing and implementing actions when appropriate.	▪ Opportunities and actions for developing pharmacy services discussed at one-on-ones or PMG.
» To complete an Event Forms (Incident Accident Hazard Report) if an event relating to medicines usage or supply is identified.	▪ Event Forms (Incident Accident Hazard Report) are completed and forwarded to an appropriate manager within 24 hours.
▪ To develop positive relationships with key personnel within delegated ward(s).	▪ Positive feedback received from key personnel at end of appraisal period.

Education and Training	
Tasks (how it is achieved):	How it will be measured (KPI):
▪ To act as role model and mentor to the Pharmacists and Intern Pharmacist(s).	▪ Pharmacists and Intern Pharmacists receive regular clinical pharmacy instruction and mentorship.
▪ To provide orientation / induction to new Pharmacists on the clinical aspects of the Pharmacy Service.	▪ All new staff receive formal orientation / induction training in clinical pharmacy practice at HBH.
▪ To co-ordinate, and participate in the training and assessment of pharmacists undertaking clinical pharmacy practice.	▪ All clinical pharmacists receive documented training in clinical pharmacy practice. ▪ Accompanied ward visit evaluations are documented and filed in personnel files.
▪ To co-ordinate the weekly pharmacists' clinical meetings / journal club.	▪ Meetings held weekly, with minutes taken.
▪ To participate in the training of other healthcare professionals.	▪ Training provided documented in the department database (Training Provided to External Agencies).
▪ To participate personally in internal and external continuing education programmes.	▪ Regular attendance and participation in the department CE meetings recorded. ▪ Formal presentation at departmental CE meetings. ▪ Attendance at external CE meetings discussed at one-on-one meetings with feedback at a departmental CE session.

Operational Services	
Tasks (how it is achieved):	How it will be measured (KPI):
▪ Prescriptions are dispensed meeting all legal, ethical standards and regulations, Good Manufacturing Practice (GMP) and local policies & procedures.	▪ No complaints laid, nor Event Forms (Incident Accident Hazard Report) involving the Team Leader Clinical.
▪ To ensure that the requirements of the Pharmaceutical Schedule are met when purchasing or supplying pharmaceuticals from HBH Pharmacy, thus not contravening the New Zealand Public Health and Disability Act 2000.	▪ The requirements of the Pharmaceutical Schedule are followed at all times.
▪ To participate in the on-call pharmacy service.	▪ All on-call calls logged. ▪ The review of on-call procedures and the on-call bag contents discussed with fellow members the on-call team.

Medicines Management Services	
Tasks (how it is achieved):	How it will be measured (KPI):
▪ To implement the guidance of HBDHB protocols, guidelines and clinical pathways.	▪ Significant deviations from guidelines are reported to an appropriate authority.

Medicines Management Services	
<ul style="list-style-type: none"> ▪ To promote the cost-effective use of resources and safe practices by participation in the development of Pharmacy Service's and HBH policies and procedures, particularly those involving medicines. 	<ul style="list-style-type: none"> ▪ Policies and procedures contributed to are discussed at one-on-one meetings.
<ul style="list-style-type: none"> ▪ To be editor for the quarterly Pharmacy and Therapeutics Bulletin. 	<ul style="list-style-type: none"> ▪ Pharmacy and Therapeutics Bulletin published quarterly (March, June, September, December).
<ul style="list-style-type: none"> ▪ To identify, support and participate in areas for practice research, audits and quality projects. 	<ul style="list-style-type: none"> ▪ Research, audits and quality projects protocols agreed with senior staff. ▪ Results reported to colleagues and documented in reports.
<ul style="list-style-type: none"> ▪ To co-ordinate, participate in and evaluate drug usage review (DUR) audits. 	<ul style="list-style-type: none"> ▪ DUEs written up and formally reported to the Drug and Therapeutics Committee.
<ul style="list-style-type: none"> ▪ To manage the Medicines Information (MI) service. <ul style="list-style-type: none"> » To promote best practice by the provision of evidence based medicines information. » All MI queries and answers are documented. » To provide training to other Pharmacists and Intern Pharmacists in the techniques and processes of answering formal MI queries. 	<ul style="list-style-type: none"> ▪ References used are current and valid. ▪ All MI queries are documented. ▪ Training provided is recorded in a MI training log.
<ul style="list-style-type: none"> ▪ To maintain a database of HBH Pharmacy Service produced PILs. ▪ To undertake a rolling programme of review and updating HBH Pharmacy Service produced PILs. 	<ul style="list-style-type: none"> ▪ PILs database maintained. ▪ All HBH Pharmacy Service produced PILs have undergone a review within the past 24 months.

Clinical Trials	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To oversee and facilitate the running of clinical trials within Pharmacy. 	
<ul style="list-style-type: none"> ▪ To ensure that the Pharmacy Service is adequately remunerated for all clinical trial activities. 	<ul style="list-style-type: none"> ▪ Revenue due to the Pharmacy Services is 'paid' into an appropriate account.
<ul style="list-style-type: none"> ▪ To maintain the clinical trials database with monthly reporting of key data to the Principal Pharmacist. 	<ul style="list-style-type: none"> ▪ Clinical trials data reported to the Principal Pharmacist by agreed deadlines.

Occupational Health & Safety	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ Displays commitment through actively supporting all health and safety initiatives. 	<ul style="list-style-type: none"> ▪ Evidence of participation in health and safety activities.
<ul style="list-style-type: none"> ▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision. 	<ul style="list-style-type: none"> ▪ Ensures all staff/colleagues maintain adequate safety standards.
<ul style="list-style-type: none"> ▪ Ensures own and others safety at all times. 	<ul style="list-style-type: none"> ▪ Demonstrates support of staff/colleagues to maintain safe systems of work.
<ul style="list-style-type: none"> ▪ Complies with policies, procedures and safe systems of work. 	<ul style="list-style-type: none"> ▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting.
<ul style="list-style-type: none"> ▪ Reports all incidents/accidents, including near misses in a timely fashion. 	<ul style="list-style-type: none"> ▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting.
<ul style="list-style-type: none"> ▪ Is involved in health and safety through participation and consultation. 	

Key Competencies

Customer Service	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> Open and responsive to customer needs. 	<ul style="list-style-type: none"> Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.
<ul style="list-style-type: none"> Demonstrate an understanding of continuous quality improvement. 	<ul style="list-style-type: none"> Identifies customer needs and offers ideas for quality improvement.
<ul style="list-style-type: none"> Resolves and addresses complaints, recognises compliments. 	<ul style="list-style-type: none"> Effective management of customers/situations. Numbers of compliments (maximised) and complaints (minimised). All events and complaints are responded to promptly within agreed timeframes.

ENGAGING EFFECTIVELY WITH MĀORI	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori Is visible, welcoming and accessible to Māori consumers and their whānau Actively engages in respectful relationships with Māori consumers and whānau and the Māori community Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience Actively facilitates the participation of whānau in the care and support of their whānau member 	<ul style="list-style-type: none"> Accelerated health outcomes for Māori Evidence of positive feedback from Māori consumers and whānau, and colleagues Evidence of collaborative relationships with Māori whānau and community/organisations Evidence of whānau participation in the care and support of their whānau member

HONOURING THE TREATY OF WAITANGI OBLIGATIONS	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> Demonstrates understanding of the principles of the Treaty of Waitangi. Ensure the principles of partnership, protection and participation are applied to day to day work. Ensures procedures do not discriminate against Māori 	<ul style="list-style-type: none"> Evidence of the principles applied in work practice.

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Māori	<ul style="list-style-type: none"> ▪ Demonstrates the ability to engage effectively with Māori consumers (patients/families/whānau). ▪ Demonstrates ability to apply the Treaty of Waitangi within the Service.
Qualifications (e.g. tertiary, professional)	<ul style="list-style-type: none"> ▪ Holds a graduate Pharmacy qualification recognised by the Pharmacy Council of New Zealand. ▪ Registered as a Pharmacist with the Pharmacy Council of New Zealand holding a valid Annual Practising Certificate (APC).
Business / Technical Skills (e.g. computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> ▪ An up to date knowledge of pathophysiology, pharmacology, therapeutics and pharmacotherapy. ▪ Problem solving skills. ▪ Effective written and verbal communication skills. ▪ Organisational skills, particularly the ability to plan and organise your own work routines. ▪ Basic word-processing skills using Word, Excel and PowerPoint. ▪ Be able to use the Internet and search through literary database programs.
Experience (technical and behavioural)	<ul style="list-style-type: none"> ▪ Values & Behaviours Shows commitment to, and demonstrates the behaviours of the health sector: <ul style="list-style-type: none"> • He kauanuanu Showing respect for each other, our staff, patients and consumers – this means I actively seek to understand what matters to you. • Ākina Continuously improving everything we do – this means that I actively seek to improve my service. • Rāranga te tira Working together in partnership across the community – this means I will work with you and your whānau on what matters to you. • Tauwhiro Delivering high quality care to patients and consumers – this means I show empathy and treat you with care, compassion and dignity. ▪ Relevant clinical hospital pharmacy experience. ▪ Varied and comprehensive clinical pharmacy experience. ▪ Advanced knowledge and experience in clinical speciality area. ▪ Evidence of management experience and skills.
Desirable	
	<ul style="list-style-type: none"> ▪ Holds a post-graduate pharmacy qualification. ▪ Member or associate of the New Zealand College of Pharmacists'. ▪ Member of the New Zealand Hospital Pharmacists' Association (NZHPA). ▪ Evidence of management experience and skills. ▪ Familiar with the pharmacy computer program ePharmacy (CSC, ePx).

Recruitment Details

Position Title	Team Leader (Clinical)
Hours of Work	80 per fortnight
Salary & Employment Agreement Coverage	In accordance with the Hawke's Bay District Health Board's Pharmacy Workers Collective Agreement; Team Leader, steps 1-2: \$84,596 - \$88,336 gross per annum according to qualifications and experience
Date	February 2017