



Assistant Profile

Domain identifier	Domain heading	Domain summary	Level 1 Assistant	Level 2 Assistant	Level 3 Assistant
Core 1	Professional responsibilities	This domain covers accepted standards of behaviour and professional practice underpinned by legislation, policies, procedures, guidelines and codes of practice. Staff are required to work within the scope of their role and maintain responsibility and accountability for their actions. Representing interests of the pharmacy profession are also part of this domain.	Professional attitude and appearance. Maintains confidentiality and complies with privacy legislation	Maintains a required standard of practice and behaviour. Works within scope of assistant role referring to others for advice and support when required.	Behaviour is consistent with policies, procedures, professional and ethical standards of pharmacy practice. Takes responsibility for own actions.
Core 2	Personal & professional development / learning	This domain is about personal and professional development e.g. appraisal and development review. It includes accepting responsibility to undertake continuing learning and development.	Completes relevant training programmes. Able to receive feedback and act on it constructively.	Takes responsibility for own personal development.	Attends relevant training events and applies learning to practice. Identifies own learning and development needs. Keeps up to date on knowledge and current awareness of pharmaceutical issues. Constantly strives to build knowledge and skills, acknowledges and learns from mistakes and improves outcomes.
Core 3	Education & training (of others)	This domain is about sharing knowledge and using skills to contribute to the development of others. This may involve a variety of different methods and includes teaching and training of other staff as well as educating patients and carers.	Regularly attends staff meetings. Participates in orientation of new staff as required.	Trains/supervises other assistants/trainees/students	Participates in orientation and training of new staff as required. Willing to share own knowledge.
Core 4	Cultural competence	The ability to interact respectfully and effectively with persons from a different background to one's own, including the ability to use that knowledge in cross-cultural situations. Culture includes but is not restricted to age, gender, sexual orientation, race, socioeconomic status (including occupation), religion, physical, mental or other impairments, ethnicity and organisational culture. (As defined by Pharmacy Council of NZ)	Understands cultural sensitivity and the principles of Treaty of Waitangi.	Demonstrates cultural sensitivity, treating others with sensitivity, empathy, respect and dignity; responding to individual needs without discrimination.	Demonstrates understanding of Treaty of Waitangi and cultural safety and acts in accordance with this. Supports the delivery of culturally competent services.
Core 5	Communication & teamwork	This domain relates to developing effective communication and presentation skills, establishing and maintaining working relationships and gaining co-operation of others in order to provide excellent care and service. It includes the skills required to communicate appropriately and collaborate with patients, carers and healthcare professionals and adapt communication styles to suit the recipient and situation.	Communicates effectively in English (oral and written language). Provides and receives routine factual information. Has a good telephone manner. Communicates with a range of people and services. Develops positive working relationships. Able to work as part of a team and	Good interpersonal skills. Able to interact well with a variety of people from a range of backgrounds.	Provides information in a logical order in a way that is appropriate to audience. Able to write effective e-mails to their peers. Able to work with high degree of diplomacy and co-operation. Establishes and maintains working relationships with all pharmacy staff. Understands the roles of other members



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			participates in team meetings.		of the multi-disciplinary team and their scope of practice.
Core 6	Planning and organising	This domain looks at self-management, planning, prioritisation and organisational skills. It also takes account of strategic planning and dealing with interferences/contingencies.	Punctual. Good time management skills.	Manages own work and helps to organise tasks for other assistants.	Able to plan and organise simple activities. Responds well under pressure.
Core 7	Research, analysis and information delivery	This domain relates to information literacy; accessing, using and interpreting all types of information resources and information systems. It includes skills required to undertake research and share information and findings with others in an appropriate manner.	Computer literate. Carries out data entry and maintains computer records.	Works accurately with information management systems and keeps them up to date using set procedures. Participates in audits and surveys as required.	Applies basic information technology skills. Involved in data collection for audits.
Core 8	Reasoning & judgment	This domain looks at analytical, judgemental and decision making skills. This involves identifying problems, understanding complex situations and making informed recommendations/decisions by taking all relevant factors into consideration.	Deals with routine enquiries and knows when to refer them.	Analyses facts and situations to deal with day to day problems such as stock supply issues	Accepts responsibility for own actions. Knows when to refer to pharmacist/colleagues. Demonstrates problem solving skills in relation to pharmacy practice. Able to use initiative and adjust behaviour in response to changed situations.
Core 9	Quality, safety & risk management	This domain relates to ensuring quality and safety in all areas of work and practice. This includes all aspects of governance and risk management e.g. clinical, information, organisational. This domain also covers the maintenance and promotion of health, safety and security of everyone at all times.	Complies with policies, procedures and safe systems of work to ensure own and others safety at all times. Reports any work issues that may put health, safety and security at risk.	Keeps accurate and complete records consistent with legislation, policies and procedures. Recognises equipment/system problems or faults. Ensures safe handling, storage and disposal of potentially hazardous substances. Supports departmental quality initiatives.	Complies with all pharmacy SOPs, documentation requirements and audits.
Core 10	Policy and service development	This domain covers the responsibilities required to develop and implement policies and/or services. It includes service improvement targeted at users and may range from small scale specific improvements to large organisational changes.	Understands and complies with local policies and procedures.	Provides comments for review of procedures when requested.	Actively participates in pharmacy service improvement.
Core 11	Financial & physical resources	This domain relates to financial resources and physical assets including security, maintenance, budgetary and ordering responsibilities. It includes understanding pharmaceutical funding systems within New Zealand.	Maintains security of pharmacy and drugs. Carries out stock rotation, expiry checks and restocks consumable items. Ensures medicines are stored and distributed appropriately. Uses and maintains resources efficiently and effectively. Understands the financial and stock control implications of input errors when receipting or issuing items.	Involved in stock control, ordering and receipting medicines under supervision and ensuring appropriate storage conditions. Processes, receives and checks stock orders.	Ensures appropriate levels and rotation of stock, materials and equipment to minimise wastage. Aware of financial implications in relation to high cost drugs.



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Core 12	Technical practice	This domain looks at skills required to provide technical pharmacy services including theoretical, practical and specialist technical knowledge. It covers all aspects of dispensing and compounding and includes having an understanding of maths and being able to perform calculations.	Assists pharmacy technicians. Works accurately and uses standard equipment Picks and delivers medicines. Familiar with compounding equipment. Undertakes environmental monitoring cleaning, maintenance and validation of production facilities and equipment. Carries out self-checking.	Able to carry out basic calculations. Issues, picks, packs and delivers stock to wards and assists with maintaining imprest stock levels on wards. Has a sound knowledge of compounding principles and assists in preparation of compounded products in line with relevant codes of practice. Checks work of others for non-patient specific medication supplies.	Maintains appropriate ward medication supplies in collaboration with ward pharmacist and nursing staff.
Core 13	Clinical practice	This domain looks at skills required to provide medicines management services. It includes theoretical and practical knowledge about medicines use and covers ward based and patient care responsibilities both individually and as part of the wider healthcare team.			Establishes the validity of medicine supply requests.
Core 14	Leadership and management	This domain relates to effective leadership and management of people, processes and services within the organisation. It includes staff development and management, work planning/allocation, and other human resource aspects such as recruitment, payroll, leave, disciplinary procedures.	Demonstrates own duties to less experienced staff & students. Displays initiative.	Supervises and monitors pharmacy assistants & students.	Acts as a role model for other assistants.