ROLE DESCRIPTION

Role Title: Senior Pharmacist – Emergency Department
Classification Code: AHP3
LHN/ HN/ SAAS/ DHA: Northern Adelaide Local Health Network
Hospital/ Service/ Cluster: Lyell McEwin Hospital
Division: SA Pharmacy
Department/Section / Unit/ Ward: Pharmacy
Role reports to: Deputy Director of Pharmacy (Clinical and Education)
Role Created/ Reviewed Date: October 2014

Criminal History Clearance Requirements:
- Aged (NPC)
- Child- Prescribed (DCSI)
- Vulnerable (NPC)
- General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

> Responsible for the organisation, management and operation of the designated pharmacy area. The provision of a comprehensive high-level range of pharmacy services, to exercise independent and autonomous judgement in the provision of pharmacy services, medicines information and therapeutic advice to patients of the hospital as well as medical and nursing staff and other health professionals in accordance with hospital and divisional policies and procedures and professional standards and guidelines relating to pharmacy practice. The optimisation of outcomes for patients by implementing strategies to achieve the best possible quality use of pharmaceuticals in a safe and cost-effective manner and in accordance with hospital policy.

Key Relationships/ Interactions:

Internal

> Accountable to the Director of Pharmacy and reports for regular review and feedback to the Deputy Director of Pharmacy (Clinical and Education) who undertakes and supports their professional review and development.
> Other Pharmacists, Senior Pharmacy Assistants, Pharmacy Assistants, Pharmacy Interns and Students.
> Works collaboratively with Medical and Nursing Staff and other health professionals.

External

> The general public
> Community/Primary Health care providers
> Networks with other SA Pharmacy designated clinical and education specialists.
Challenges associated with Role:

Major challenges currently associated with the role include:
> Prioritisation - ensuring core services are provided whilst competing departmental needs are also met.
> Ensuring collaboration with and inclusion of all stakeholders in the quality use of medicine.
> Understanding the requirements of this position in meeting departmental service objectives and broader health outcomes.
> Maintaining knowledge and specialist skills in a designated area of pharmacy practice.

Delegations:

Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation’s Performance Review & Development Program which will include a regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:
> Work Health and Safety (WHS).
> Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
> Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
> Disability Discrimination.
> Code of Fair Information Practice.
> Relevant Australian Standards.
> Duty to maintain confidentiality.
> Smoke Free Workplace.
> To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
> Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate.
> Waste Management Policies
> Controlled Substances Act and Regulations
> Pharmacy Act and Regulations
> Follow SHPA practice guidelines
> AHPRA codes and guidelines
> Follow SA Pharmacy and SA Health Directives and Guidelines
Special Conditions:

> Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue
> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009
> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident
> Some out of hours may be required
> May be required to work a roster over 7 days including weekends and public holidays
> May be required to participate in rotations through other sections of the Department/Local Health network
> Available for department on-call roster
> Hours may vary as per departmental roster; Normal working hours between 0600 and 2200 hours
> Some travel may be required; including interstate
> Country based staff must; have an unrestricted drivers licence and be prepared to drive on country roads; be prepared to fly in light aircraft
> May require a health assessment prior to commencement

White Ribbon:

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Key Result Area and Responsibilities

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<thead>
<tr>
<th>Key Result Areas</th>
<th>Major Responsibilities</th>
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<tbody>
<tr>
<td>Provision of a clinical pharmacy service that delivers appropriate care to patients of the Emergency Department</td>
<td>&gt; Responsible for leadership and oversight of clinical pharmacy services to patients and staff of the Emergency Department, Lyell McEwin Hospital.</td>
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<td>&gt; Responsible for the implementation of Clinical Pharmacy Services according to the Society of Hospital Pharmacists of Australia (SHPA) Standards of Practice.</td>
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<td>&gt; Promoting the quality use of medicines and optimising pharmaceutical care for patients in the Emergency Department (through liaison with the patient, staff of the Emergency Department and other appropriate health professionals).</td>
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<td>&gt; Providing expert advice relating to the development of policies and procedures for the quality use of medicines and patient care within the Emergency Department.</td>
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<td>&gt; Providing information and education related to medicines and their use to patients and multi-disciplinary staff of the Emergency Department.</td>
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<td>&gt; Participating in ward rounds, meetings, clinical reviews, case...</td>
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presentations and other professional activities (as applicable).
> Participating in the design, application and accuracy of drug treatment policies, procedures and guidelines, as well as providing oversight of stock control and coordination within the Emergency Department including drug utilisation reviews.
> Contributing to the overall management of the Pharmacy through active participation as a senior member and providing expert advice on Emergency Medicine matters to the Pharmacy.

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<th>Provision of relevant education and training to staff within the Pharmacy and Emergency Departments</th>
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<td>&gt; Responsible for leadership and oversight of staff education and procedure development relating to the clinical pharmacy service within the Emergency Department.</td>
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<tr>
<td>&gt; May be responsible for the training and oversight of other Pharmacists, Pharmacy Students, and Pharmacy Interns within the Emergency Department.</td>
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<tr>
<td>&gt; Organising and participating in the delivery of structured education programs for nurses, pharmacists and medical staff.</td>
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<tr>
<td>&gt; Regular communication with the Division of Pharmacy on matters relating to the Emergency Department, and participation in the Pharmacy’s continuing education program.</td>
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<tr>
<th>Responsible for the efficient, safe and cost effective implementation of pharmacy services that optimises pharmaceutical care for patients in a specified area or outpatients.</th>
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<td>&gt; Collaboration with pharmacists in other areas to ensure provision of the complete information to enable safe and accurate pharmaceutical care.</td>
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<tr>
<td>&gt; Contribute to and develop contingency plans for planned and unplanned disruption to clinical services, including provision of service to other areas of the department as required.</td>
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<tr>
<td>&gt; Undertake and be responsible for a range of complex duties, with limited or no professional supervision.</td>
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<tr>
<td>&gt; Contribute to the development of operational policy directives through the promulgation of critical information for the specified area medication management and pharmacy management</td>
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<tr>
<td>&gt; Providing a pharmacy service encompassing the APAC (Australian Pharmaceutical Advisory Council) Guidelines on the Continuum of Care and in accordance with The Society of Hospital Pharmacists of Australia Standards of Practice for Clinical Pharmacy guidelines and ensuring that all legal requirements are met.</td>
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<tr>
<td>&gt; Ensure effective management of human, material and financial resources.</td>
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<th>Exercising autonomous and independent professional judgement and applying high level of technical knowledge and experience, assuming primary responsibility for planning, coordinating and managing all pharmaceutical aspects in a specified area.</th>
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<td>&gt; Provide leadership for the designated pharmacy team promoting communication, collaboration and knowledge sharing with the multi-disciplinary team.</td>
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<td>&gt; Strategic responsibility.</td>
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<td>&gt; Participate in educational activities such as conferences, literature review and recognised professional development programs.</td>
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<td>&gt; Active participation and membership to relevant groups/committees to develop professional links.</td>
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<tr>
<td>&gt; Provide in service training, education and professional direction to other pharmacists, Assistants, Graduates and students.</td>
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<th>Responsible for mentoring, promoting and evaluating designated pharmacy services to</th>
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<td>&gt; Initiate and participate in multidisciplinary interdepartmental research projects.</td>
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| > Resolve problems and influence organisational attitudes and
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<th>Training &amp; Competency</th>
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<td>&gt; Actively participate in training programs and competency assessments</td>
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<td>&gt; Build knowledge through independent learning, attending and contributing to the departments continuing education programme and participation in change management projects and quality improvement programs</td>
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<tr>
<td>&gt; Contribute to the education of other pharmacists, pre-registrant pharmacists and students</td>
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<th>Develop effective relationships</th>
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<td>&gt; Develop effective relationships through empowering effective communication, motivating and creating a work environment that promotes lifelong learning, diversity, mutual trust and respect</td>
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<tr>
<td>&gt; Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies</td>
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<th>Promote and achieve quality customer outcomes</th>
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<td>&gt; Contribute to a quality patient centric medication management environment through promotion, delivery and evaluation of a high quality customer service, customer products and service standards</td>
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<td>&gt; Be motivated and encourage team members to achieve excellence in service provision to ensure the safe use of medications</td>
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<tr>
<td>&gt; Ensure the maintenance of clients’ rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate</td>
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<tr>
<td>&gt; Provide information and support to consumers and their carers to empower them to take responsibility for their own medication management</td>
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<td>&gt; Increase self-awareness of own strengths and development needs and act to improve one’s performance based on this knowledge and through lifelong learning</td>
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<td>&gt; Act with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others</td>
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<tr>
<td>&gt; Build skills to manage and prioritise workload</td>
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<th>Reconciliation and Cultural diversity</th>
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<td>&gt; Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders</td>
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ensure optimal patient care, pharmaceutical treatment and safety outcomes.

professional development policy within the framework of operational programs.

> Provide a consultancy service to other corporate operations, the public and other employees. Acting as a point of contact for senior health professionals regarding pharmacy service requirements, demands, complaints and suggestions.

> Undertaking of a range of administrative activities relating to the management and development of service.

> Accept professional responsibility for the standards of work undertaken, including the supervision and training of other professional and non-professional staff within the discipline as required to a level of completeness and adequacy.

> Involvement in quality management initiative and activities including reviewing departmental standard operating procedures and policies and ensure alignment to Hospital and wider health policies. This may require the development and writing of protocols and guidelines in addition to the participation in the education and training of nursing, medical and other health professionals.

Training & Competency

> Actively participate in training programs and competency assessments

> Build knowledge through independent learning, attending and contributing to the departments continuing education programme and participation in change management projects and quality improvement programs

> Contribute to the education of other pharmacists, pre-registrant pharmacists and students

Develop effective relationships

> Develop effective relationships through empowering effective communication, motivating and creating a work environment that promotes lifelong learning, diversity, mutual trust and respect

> Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies

Promote and achieve quality customer outcomes

> Contribute to a quality patient centric medication management environment through promotion, delivery and evaluation of a high quality customer service, customer products and service standards

> Be motivated and encourage team members to achieve excellence in service provision to ensure the safe use of medications

> Ensure the maintenance of clients’ rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate

> Provide information and support to consumers and their carers to empower them to take responsibility for their own medication management

Increase self-awareness and self-management

> Increase self-awareness of own strengths and development needs and act to improve one’s performance based on this knowledge and through lifelong learning

> Act with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others

> Build skills to manage and prioritise workload

Reconciliation and Cultural diversity

> Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders
Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> Bachelor of Pharmacy or equivalent.
> Registered or eligible for registration with the Pharmacy Board of Australia.

Personal Abilities/Aptitudes/Skills:

> Excellent written and oral communication skills.
> Good public relations skills.
> Ability to work in a team and to accept supervision.
> Work unsupervised and use initiative.
> Good technical/manipulative skills.
> Good organisation skills, attention to detail and accuracy ability to meet tight deadlines and accuracy within a complex environment.
> Demonstrated ability to undertake research, analyse and interpret data.
> Demonstrated problem solving skills.
> Proven ability to provide leadership and direction in investigating, changing, implementing and developing strategies for improving service delivery.
> Demonstrated ability to work in a multi-disciplinary setting.
> Ability to supervise, educate and train professional and non-professional staff.
> Flexibility, Resilience and Change management skills.

Experience

> Extensive experience in a hospital pharmacy practice
> Leadership, supervisory or management experience

Knowledge

> Professionally and technically competent in pharmacy practice and services, provision of medicines information, patient counselling and general dispensary and pharmacy procedures.
> Pharmacy Acts and Legislation.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Completed a Post Graduate Qualification in pharmacy or related discipline.
> Member of a Professional Body.
> CGP accreditation or equivalent.

Experience

> Experience across multiple hospital pharmacy practice settings.
Organisational Context

Organisational Overview:
Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:
SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women’s and Children’s Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:
The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian’s have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:
SA Pharmacy was formed on 1 July 2012, consolidating the publicly managed and operated pharmacy services of the five SA Local Health Networks. The service forms part of Statewide Clinical Support Services (this also include SA Medical Imaging and SA Pathology services). SA Pharmacy is led by the Executive Director SA Pharmacy.

SA Pharmacy is committed to providing a clinically led, cost-efficient, professional pharmacy service. Contemporary pharmacy services involve a range of activities aimed at enhancing the safe and effective use of medicines. These activities include the procurement, supply, manufacture and distribution of medicines, patient-centred clinical pharmacy services and system-wide professional services such as teaching, training and research.

SA Pharmacy Vision:
To provide safe, high-quality and cost effective pharmacy services, delivered by a committed and well supported workforce, to optimise patient outcomes.

SA Pharmacy Mission:
To work innovatively and effectively in the delivery of pharmacy services that:
> Ensure safe, timely and reliable supply of medicines
> Minimise the likelihood of medicine-related harm and optimise clinical outcomes
> Contribute to the sustainability of safe medication use through clinical research, education and training
> Maintain a safe workplace where staff are supported and valued.

Values

SA Health Values
The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:
We are committed to the values of integrity, respect and accountability.
We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

SA Pharmacy Cultural Values

SA Pharmacy welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. SA Pharmacy is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards - Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Richard Marotti  
Role Title: Director SA Pharmacy Services, NALHN

Signature:  
Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:  
Signature:

Date: