

Position Description

Position	Lead Pharmacy Technician
Team / Service	Pharmacy
Directorate	Blood, Cancer, Pharmacy, and Palliative Care
District	Hutt Valley
Responsible to	Chief Pharmacist
Location	This position is expected to work at Hutt Hospital campus

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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|------------------------|--|
| Mana whakahaere | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources. |
| Mana motuhake | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |
| Mana tāngata | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness. |

Mana Māori Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership:
Mahi Tahi Te Atawhai Tonu Always caring and
Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and
Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity,
excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Team/Service Perspective

The Hutt Hospital Pharmacy Department is part of the Blood and Cancer, Palliative Care, and Pharmacy Group within Capital, Coast and Hutt Valley District, and is led by the Chief Pharmacist.

The Pharmacy Department is part of the Cancer, Specialist Medicines and Community Group within Capital and Coast district, and is led by the Pharmacy Services Manager.

Pharmacy Services has identified its core business areas as those which will improve the quality and cost/effectiveness of prescribing, supply and distribution throughout the Capital & Coast district. The service comprises a clinical team, dispensary & logistics team, quality & risk team and aseptic production team. The clinical team will be instrumental in providing a clinical pharmacy service to inpatients throughout the district and in providing clinical pharmaceutical advice to clinicians. The dispensary team will provide effective support in the core business of inpatient dispensing, including effective inventory management, distribution, and technology support to facilitate this process. The quality & risk team will be instrumental in the development of strategies for drug utilisation review, education and information to improve quality and economic outcomes of prescribing. The aseptic production team will provide quality pharmaceuticals for individual clients, including full in-house compounding of cytotoxic pharmaceuticals.

Purpose of the role

- To provide the day-to-day management of technical duties of the dispensary, including all aspects of dispensing, procurement, stock management, repacking, and compounding
- To participate in and provide leadership in quality improvement projects, education/training, audits, and other innovation initiatives
- To provide supervision, direction, and mentoring to the pharmacy technician staff and pharmacists engaged in the delivery of the pharmacy dispensary service
- To provide a quality, culturally appropriate, professional pharmacy service and care to clients of the pharmacy within the context of Hutt Valley District Health Board's business plan, including supply of pharmaceuticals and advice within the hospital
- To gain technical experience in all areas of the pharmacy department

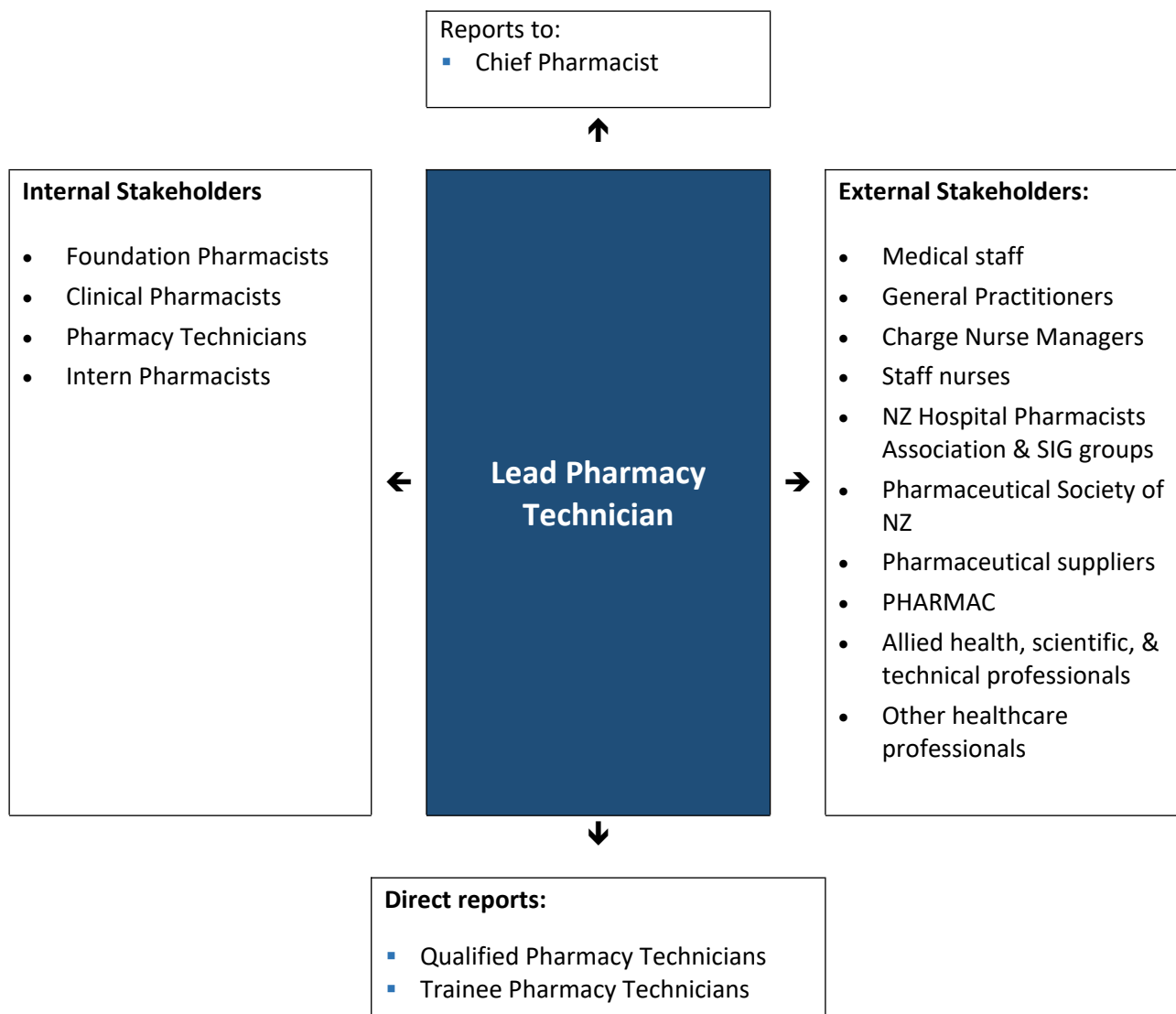
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Technical outcomes / accountabilities	<ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation Communicates with others clearly, verbally and in writing Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Displays empathy and respect for others Works within privacy and confidentiality requirements Demonstrates cultural sensitivity and responds to individual needs Actively participates in team meetings and functions Actively participates in quality processes within the department and hospital
2. To provide quality pharmaceutical care	<ul style="list-style-type: none"> Provides pharmacy services in a manner consistent with established policy and procedural standards of Te Whatu Ora Health New Zealand-Capital, Coast, and Hutt Valley Promotes the safe and cost effective use of medicines within the pharmacy service Participates in the provision of medicines supply/dispensary services to all areas Implement guidance pertaining to the Hospital Medicines List (HML) Provides technical support and advice (within their scope of practice) to the pharmacy team and wider in the organization Works proactively with the pharmacy team to cover, assist, and support others within the team so objectives can be achieved Represents the Pharmacy Department in multi-disciplinary forums e.g. committees Assists pharmacists with medications management at a ward level, if appropriate and within professional scope Maintains a high standard of accuracy and efficiency when dispensing medications
3. Leadership	<ul style="list-style-type: none"> Can orchestrate multiple activities at once to accomplish a goal Effective and productive time management and ability to prioritize tasks according to urgency Uses resources effectively and efficiently Arranges information and files in a useful manner
4. Continuous improvement, innovation, and self-development	<ul style="list-style-type: none"> Establish a culture of continuous improvement, ensuring linked and cohesive district view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector Participates in staff education session and in-service training

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ▪ Demonstrates a commitment to keeping up to date in relevant areas of own practice by reading and researching information or attending conferences/seminars ▪ Is aware of own limitations and consults with others, or seeks advice when appropriate
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership
6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply ▪ Maintain a proactive culture of Health & Safety supported by systems

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Interpersonal Savvy	<ul style="list-style-type: none"> Relates well to all kinds of people Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact and is personable and friendly Reads situations effectively, and tailors responses to reflect the needs of the situation
Process Management and Planning	<ul style="list-style-type: none"> Good at figuring out the processes necessary to get things done Knows how to manage time effectively and prioritize short and long term activities Understands how to separate and combine tasks into efficient work flow Can see opportunities for synergy and integration Can simplify complex processes Accurately scopes out length and difficulty of tasks and projects Sets objectives and goals Breaks down work into the process steps Develops schedules and task/people assignments Anticipates and adjusts for problems and roadblocks Measures performance against goals Evaluates results
Communication	<ul style="list-style-type: none"> Has sound written and verbal communication skills fit for the audience Lays out work in a well-planned and organized manner Maintains two-way dialogue with others on work and results Is a clear communicator
Ethics and Values	<ul style="list-style-type: none"> Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times Acts in line with those values Practices what he/she preaches Is professional in dealings with others Understands the need for confidentiality Respects the rights of others Is positive about focusing on safety issues at work Is receptive to Maori issues Is widely trusted Keeps confidences Admits mistakes Does not misrepresent him/herself for personal gain
Decision Quality	<ul style="list-style-type: none"> Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement Sought out by others for advice and solutions Is logical when thinking through issues Thinks reasonably quickly on their feet Is able to apply guidelines and policy to common or routine situations Considers the wider implications of their actions and decisions

Competency	Behaviours
Problem Solving	<ul style="list-style-type: none"> ▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can see hidden problems ▪ Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work ▪ Looks for ways to improve work processes - suggests new ideas and approaches ▪ Explores and trials ideas and suggestions for improvement made by others ▪ Shows commitment to continuous learning and performance development
Negotiating	<ul style="list-style-type: none"> ▪ Can negotiate skilfully in tough situations with both internal and external groups ▪ Can settle differences with minimum noise ▪ Can win concessions without damaging relationships ▪ Can be both direct and forceful as well as diplomatic ▪ Gains trust quickly of other parties to the negotiations ▪ Has a good sense of timing ▪ Can effectively cope with change ▪ Can shift gears comfortably, and adapt easily to changes at work ▪ Can decide and act without having the total picture ▪ Can comfortably handle risk and uncertainty

Experience and Capability

Essential qualifications, skills and experience

Knowledge, Skills & Experience:

- 5+ years of experience in pharmacy, hospital environment preferred
- At least 2 years of experience in staff management
- Ability to work with other healthcare professionals
- Competent computer skills
- Is prepared to, and has the ability to learn new web-based clinical applications required for the role; undertakes training if required
- Basic knowledge of the NZ health system and public hospital environment
- Sound knowledge of basic pharmacy skills and legislation
- An organised methodical, neat, accurate worker
- Flexible with good time management, reliable and punctual

Qualifications / Accreditations / Registrations:

- Completed New Zealand Certificate in Pharmacy (Pharmacy Technician) (Level 5) qualification

Someone well-suited to the role will place a high value on the following:

- Team work
- Enthusiasm
- Contribution to the continuing professional development of themselves and others

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.