

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Southern Pharmacy Advisor
Service & Directorate:	Strategy, Primary and Community
Location:	Dunedin
Reports to:	General Manager Community Services
DHB Delegation Level:	Nil
Number of direct reports:	Nil
Date:	October 2018

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p>Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and changes to the provision of services

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

The purpose of the Southern Pharmacy Advisor is to advance the quality, integration and sustainability of pharmaceutical services across the Southern health system. This includes providing leadership for the improvement of pharmacy related health outcomes, patient experiences, information and value for money through good pharmaceutical utilisation.

The Southern Pharmacy Improvement Manager will also act as a key advisor to Southern DHB senior Management and Clinical Leaders on the development of pharmacy services (clinical and operational) and best-practice medicines utilisation within the Southern health system.

Responsibilities will include:

- Providing clinical leadership (and management where appropriate) to Southern DHB initiated projects relating to pharmacy and medicine management services
- Advocating for and facilitating the development and implementation of new pharmacy practice models which supports the Southern DHBs (and MoH) philosophy and the Pharmacy Action Plan
- Ensuring consistent messaging and a consistent approach to practice development across the district
- Utilising population level prescribing and dispensing data to inform quality improvement actions including actions targeted at irregular behaviours or patterns
- Facilitating and promoting the development and application of best practice medicine management
- Promoting the integration of services across primary – secondary care and between professional groups
- Advocating for community pharmacy in particular, to promote the utilisation of pharmacists skills, knowledge and talents to improve patient outcomes in a systematic and co-ordinated manner.
- Providing and/or facilitating clinical leadership and support (as appropriate) to Pharmacists, Intern Pharmacists and pharmacy support staff across the Southern health system
- Advocating for safe and cost effective use of medicines in the Southern health

Working across the district, the Southern Pharmacy Improvement Manager will additionally:

- Provide a single point of contact for external stakeholders (e.g. Pharmac, HQSC, MoH) and internal stakeholders (e.g. DHB senior management) on all pharmaceutical related matters
- Facilitate communication across the pharmacy sector
- Liaise with the Southern DHB Community Pharmacies (via the portfolio manager) as a conduit for communication with the DHB and to gain/maintain sector support to achieve the objectives of the role.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Management Competencies

Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
Effective Communication	Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.

Decision Making / Problem Solving	Demonstrates effective and timely decision making / problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required. Ensures decision making complies with organisational strategies.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Commitment to Excellence	Sets challenging goals for personal achievement and continually strives to reach or exceed them in the pursuit of excellence. Seeks opportunities to improve their performance and seeks feedback to measure and improve how they are doing. Focuses on results rather than on efforts.
Innovation / Initiative	Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Strategy, Primary and Community team 	<ul style="list-style-type: none"> • Community Pharmacists
<ul style="list-style-type: none"> • Prescribers 	<ul style="list-style-type: none"> • WellSouth PHN
<ul style="list-style-type: none"> • Primary Health Manager 	<ul style="list-style-type: none"> • Prescribers
<ul style="list-style-type: none"> • Clinical Pharmacists and Leads 	<ul style="list-style-type: none"> • Pharmacist
<ul style="list-style-type: none"> • Clinical Council 	<ul style="list-style-type: none"> • Ministry of Health
	<ul style="list-style-type: none"> • HQSC

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Bachelor of Pharmacy degree or equivalent. • Pharmacist registered with the Pharmacy Council of New Zealand • Hold an Annual Practising Certificate (APC). 	<ul style="list-style-type: none"> • Post graduate studies in health policy, public health or administration (or equivalent).
Experience	<ul style="list-style-type: none"> • Extensive experience and knowledge of the Health & Disability sector. • Proven ability to successfully facilitate and gain commitment to achieving team objectives • Demonstrated ability in operating pro-actively and with initiative to instigate strategic change • Experience and success in transformational change. 	<ul style="list-style-type: none"> • Experience working in strategic functions • Experience working with multiple stakeholders to achieve strategic change in a complex environment
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to analyse and plan across a broad range of functions, e.g. strategic, service, trend, financial, quantitative and qualitative matters. • Confidence to accept responsibility and to act with authority and 	

	<p>independence within delegated responsibilities</p> <ul style="list-style-type: none"> • Ability to manage multiple projects and to work to strict deadlines 	
Personal Qualities	<ul style="list-style-type: none"> • Strong action and results orientation • Strategic thinker • Commitment and personal accountability • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change • Maintains an exceptionally high level of confidentiality 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Strategic Planning and Management	
<ul style="list-style-type: none"> • Responsibility for the overall leadership and strategic development of pharmacy practices in the Southern district • Drive the development and implementation of the pharmaceutical management plan focusing on the quality of prescribing, including Community Pharmaceuticals, Hospital Medicines, Pharmaceutical Cancer Treatments (PCTs), partnership across the sector, integration of information flows and prescribing behaviours • Provide advice and guidance to the development of pharmaceutical practices in the Southern district • Access and interpret prescribing and dispensing data to inform quality improvement 	<ul style="list-style-type: none"> • Pharmaceutical utilisation is consistent with good practice • All prescribers receive benchmarking information • Unexplained variations in prescribing patterns are identified and actions are implemented to address • Interventions and actions are successfully implemented, and are targeted to achieve maximum effectiveness and address greatest areas of need •
Governance and Leadership	
<ul style="list-style-type: none"> • Provide and/or facilitate clinical leadership and support (as appropriate) to Pharmacists, Intern Pharmacists and pharmacy support staff across the Southern health system. • Ensure good relationships and linkages are developed and maintained with key stakeholders including community pharmacists, Well South, the University of Otago, and National Agencies • Build momentum for system-wide improvement through the coordination and facilitation of key stakeholders and relationships • Liaise with the Southern DHB Community Pharmacies (via the portfolio manager) as a conduit for communication with the DHB and to gain/maintain sector support to achieve the objectives of the role. 	<ul style="list-style-type: none"> • Develop and progress strong positive and productive relationships with service and clinical leaders within the local and broader health sector to ensure the collaborative support of the strategy and to influence operational delivery of the strategy. • A consistent understanding of key focus areas and actions is held across the relevant arms of the sector • Pharmacy and Prescriber practices are successfully influenced through policy development, direct and indirect leadership
Quality and Sustainability	
<ul style="list-style-type: none"> • Maintain oversight and understanding of Key Performance Indicators such as southern rates of polypharmacy against the HQSC Atlas, reduced readmission rates due to reduction in Adverse Drug Events, reduced burden on GP and community pharmacists to perform medicine reconciliation, and reduced utilisation of Pharmaceuticals. • Provide clinical leadership (and management where appropriate) to Southern DHB initiated projects relating to pharmacy and medicine management services 	<ul style="list-style-type: none"> • Improvements in the quality of prescribing, and information flows are achieved • Decreases in the rates of polypharmacy and adverse events are achieved • Pharmaceutical expenditure is reduced where safe and sustainable to do so

<ul style="list-style-type: none"> • Advocate for safe and cost effective use of medicines throughout the district 	
Living Southern DHB Values	
Proactively demonstrating Southern DHB values in all aspects of the role.	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date