

## Position Description

Employment Agreement:	Southern DHB and APEX Pharmacy Collective Agreement
Position Title:	Intern Pharmacist
Service & Directorate:	Medicine, Women's and Children
Location:	Otago or Southland
Reports to:	Pharmacy Manager (Otago or Southland)
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	April 2022

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

### 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:

Allied Health, Scientific and Technical professionals work in health care teams providing a range of diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the communities they serve.

This role will work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout the SDHB in a way that is consistent with the Organisation's vision and values. This way of working will ultimately benefit all our patients and communities.

## 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

<b>Customer Focus</b>	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
<b>Integrity and Trust</b>	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.
<b>Drive For Results</b>	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.

### Role Specific Competencies

<b>Managing diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities irrespective of age and gender; supports equal and fair treatment and opportunity for all
<b>Priority Setting</b>	Spends own time and the time of others on what is important; can quickly sense what will help or hinder when seeking to accomplish goals; eliminates roadblocks; creates focus
<b>Problem Solving</b>	Uses logic and established processes to solve difficult problems and achieve effective solutions; can see hidden problems; Is excellent at honest analysis; looks beyond the obvious ; doesn't stop at the first answers
<b>Role Specific objective</b>	To work with your preceptor pharmacist to achieve competence in all of the Pharmacist level competence standards, defined by the Pharmacy Council of New Zealand, as required for registration as a Pharmacist. To undertake such duties as; ward and clinical pharmacy, general dispensary pharmacy, drug information and advice, extemporaneous manufacture (including aseptic where required) and supervision of staff, in an ethical and competent manner.

### KEY RELATIONSHIPS:

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"><li>AHS&amp;T Professional Leaders (PLs)</li></ul>	<ul style="list-style-type: none"><li>Clients, patients, families, whanau and caregivers</li></ul>
<ul style="list-style-type: none"><li>Multi-disciplinary colleagues</li></ul>	<ul style="list-style-type: none"><li>Services from the community, funding bodies, student or intern clinical liaison staff</li></ul>
<ul style="list-style-type: none"><li>Operational manager</li></ul>	<ul style="list-style-type: none"><li>Primary care - GPs, other medical staff, community pharmacies</li></ul>
<ul style="list-style-type: none"><li>AHST Professional Development Facilitator</li></ul>	<ul style="list-style-type: none"><li>Relevant professional organisations e.g. NZHPA, PCNZ, PSNZ</li></ul>
<ul style="list-style-type: none"><li>Administration staff</li></ul>	<ul style="list-style-type: none"><li>Other service providers and DHBs</li></ul>
<ul style="list-style-type: none"><li>Other SDHB staff</li></ul>	

<b>PERSON SPECIFICATION:</b>		
<b>Intern Pharmacist</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• Must hold a Bachelor of Pharmacy or equivalent tertiary qualification and have registration as an Intern Pharmacist with the Pharmacy Council of New Zealand under the provisions of the Health Practitioners Competence Assurance Act.</li> <li>• Maintain and Annual Practice Certificate (APC).</li> <li>• Maintain competency in all mandatory competency domains (M1-Professionalism in Pharmacy, M2 – Communication and Collaboration), and the optional domains as required of the area of responsibility and pharmacist grade.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstration of a high level of interpersonal and communication skills</li> </ul>	
<b>Knowledge and Skills:</b>	<ul style="list-style-type: none"> <li>• Ability to work in a supportive and honest manner</li> <li>• Ability to motivate</li> <li>• Able to gain peer credibility and respect</li> <li>• Accept responsibility for own actions</li> <li>• Possess the ability to problem solve and demonstrate initiative</li> <li>• Participate in continuing education on a regular basis, using the resources provided and documenting in the approved manner</li> <li>• Report any practice or procedure that does not comply to the operational Manager and/or professional lead</li> </ul>	
<b>Dispense Prescriptions</b>	<ul style="list-style-type: none"> <li>• Comply with all relevant legislation and the NZ Pharmacy Standards</li> <li>• Dispense prescriptions in a consistent, accurate manner</li> <li>• Respond to all prescriptions promptly</li> <li>• Maintain and demonstrate competency in all Competency Domain O3 – Supply and Administration of Medicines</li> <li>• Maintain computer records of all dispensing in an accurate manner</li> <li>• Maintain all documentation of near misses, incidents and interventions made within the dispensary.</li> <li>• Maintain and apply knowledge of the Pharmaceutical Schedule and Section H.</li> <li>• Supervise and monitor dispensing practice of pharmacy technicians, assistants, other non-pharmacist staff and students</li> </ul>	
<b>Clinical Pharmacy</b>	<ul style="list-style-type: none"> <li>• Demonstrate and maintain competency in Competency Domain O1 - Health and Medicine Management</li> <li>• Review patient medication charts in rostered ward(s)</li> <li>• Provide accurate and timely response to all information requests</li> <li>• Attend Consultant ward round where appropriate</li> <li>• Provide medication lectures as required to staff groups.</li> <li>• Comply with clinical pharmacy standards as defined by NZHPA Clinical Standards Manual and other pharmacy policies and procedures as directed</li> <li>• Provide discharge counselling as required</li> <li>• Use pharmacokinetic knowledge to provide therapeutic drug monitoring</li> <li>• Maintain records of all interventions made and document all relevant information in the patients clinical notes</li> </ul>	
<b>Extemporaneous Compounding</b>	<ul style="list-style-type: none"> <li>• Demonstrate and maintain competency in Domain O3- Supply and Administration of Medicines</li> <li>• Prepare extemporaneous products as required</li> </ul>	

	<ul style="list-style-type: none"> <li>• Prepare sterile eye drops and injections using aseptic manipulations on a limited basis, for urgent use.</li> <li>• Liaise with other health professionals and Baxter Healthcare to ensure continuity of supply compounded preparations for inpatients</li> <li>• Provide clinical input into patient's chemotherapy regimen and liaise with Baxter pharmacy where appropriate</li> <li>• Maintain records of all production</li> </ul>
<b>Drug Information</b>	<ul style="list-style-type: none"> <li>• Show competency in Domain O1- Health and Medicines Management</li> <li>• Provide responses to all drug information requests in a timely manner, dependant on users requirements</li> <li>• Ensure accuracy and relevance of all information supplied</li> <li>• Maintain records of all requests and replies</li> <li>• Demonstrate skills in operating and using all drug information databases including Micromedex and Medline</li> </ul>
<b>Supervise Staff</b>	<ul style="list-style-type: none"> <li>• Maintain and demonstrate competency in Domain M2 – Communication and Collaboration, and Domain O4 – Leadership and Organisational Management</li> <li>• Refer all staffing issues to Manager</li> <li>• Refer all practice matters to your preceptor pharmacist or in their absence another registered pharmacist</li> </ul>
<b>Provide Public health Care</b>	<ul style="list-style-type: none"> <li>• Demonstrate and maintain competency in Domain O2 – Public Health Care</li> <li>• Provide public health care advice and education for patients as required</li> <li>• Provide public health care for staff as required</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Take opportunities to participate in continuing education activities. Attend department meetings.</li> <li>• Complete Pre-registration programme, and complete assignments as required by the pre-registration programme.</li> <li>• Ensure all work is checked and/or supervised by a registered pharmacist.</li> </ul>
<b>Communication / Prioritisation</b>	<ul style="list-style-type: none"> <li>• Be directed by and communicate with the Manager Pharmacy, pharmacy staff and any other members of staff to ensure effective service delivery.</li> <li>• Prioritise work to ensure efficient service delivery across the Pharmacy Department.</li> <li>• Provide appropriate handovers as necessary to ensure seamless and efficient running of the dispensary.</li> <li>• Communicate accurate information within stated time frames to appropriate areas.</li> <li>• Maintain open and constructive communication at all times throughout the department to foster a good team environment</li> <li>• Maintain courteous and professional communication with all customers – both internal and external at all times</li> <li>• Maintain a good professional and courteous telephone manner at all times</li> </ul>

<b>KEY RESULT AREAS:</b>	
<b>Key Accountabilities:</b>	<b>Example of successful delivery of duties and responsibilities</b>
<b>Clinical Practice</b>	
<b>Legislative requirements</b> <ul style="list-style-type: none"> <li>• Practise in accordance with relevant legislation, codes, policies etc. and upholds consumer rights</li> <li>• Uphold professional code of ethics</li> </ul>	<ul style="list-style-type: none"> <li>• You adhere to professional and legislative standards of practice</li> <li>• You work according to the scope of Annual Practising Certificate</li> </ul>
<b>Assessments and Interventions</b> <ul style="list-style-type: none"> <li>• Undertake accurate and comprehensive assessments and evaluations</li> <li>• Plan and implement appropriate interventions</li> </ul>	<ul style="list-style-type: none"> <li>• Interventions are realistic and based on best practice</li> <li>• Uses standard measurement tools and equipment as set down by departmental or professional protocols</li> </ul>

<ul style="list-style-type: none"> <li>• Provide relevant education - including any relevant alternative options - in a format that can be clearly understood</li> <li>• Collaborate with patients to set realistic, patient-centred outcomes</li> </ul>	
<b>Documentation</b> <ul style="list-style-type: none"> <li>• Maintain confidentiality of patient information and documentation</li> <li>• Adhere to SDHB's documentation standards</li> </ul>	<ul style="list-style-type: none"> <li>• Your documentation is timely, clear, concise and accurate</li> </ul>
<b>Culturally Sensitive Practice</b> <ul style="list-style-type: none"> <li>• Practices in a culturally safe manner</li> </ul>	<ul style="list-style-type: none"> <li>• Assists patients to gain appropriate support and representation which reflects their cultural needs and preferences.</li> </ul>
<b>Professional Responsibilities</b>	
<b>Working in a collegial manner</b> <ul style="list-style-type: none"> <li>• Contribute to the support and education of colleagues and students to enhance development of the profession</li> <li>• Participate in and contribute to the functioning of the team</li> <li>• Establish and maintain an effective working relationship with other staff</li> </ul>	<ul style="list-style-type: none"> <li>• Formal and informal systems in place for supporting colleagues</li> <li>• Supervision records for students</li> <li>• You participate as a team member to ensure the best outcomes for patients/ people</li> </ul>
<b>Evidence-based practice and research</b> <ul style="list-style-type: none"> <li>• Consistently refer to and relate practice to literature and research</li> <li>• Critique, discuss and disseminate evidence based best practice</li> <li>• Reflect on and evaluate the effectiveness of own practice</li> </ul>	<ul style="list-style-type: none"> <li>• You implement evidence-based best practice procedures and guidelines</li> <li>• You update your knowledge related to best practice guidelines and area of practice</li> <li>• You maintain a professional portfolio or participation in an approved CPD programme (as per professional requirements)</li> </ul>
<b>Time management</b> <ul style="list-style-type: none"> <li>• Manage own time adopting a disciplined approach to establishing and following identified role-related priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Your tasks are scheduled and completed in an efficient and timely manner</li> </ul>
<b>Professional development</b> <ul style="list-style-type: none"> <li>• Develop and maintain technical professional competency</li> <li>• Appraisal, peer review, observed practice or other professional audits as applicable</li> <li>• Develop both personally and professionally to meet the changing needs of your career and profession</li> <li>• Identifying areas for personal and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• You hold current registration where applicable or as required</li> <li>• You maintain an up-to-date professional development plan</li> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> <li>• Demonstrate individual responsibility and maintain accountability for own work practice.</li> <li>• Act as a role model for the Southern DHB Organisational Values.</li> </ul>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>

Quality and Performance	
<ul style="list-style-type: none"> <li>Maintain professional and organisation quality standards</li> <li>Continually seek to identify quality improvement opportunities in order to perform role in an effective and efficient manner</li> </ul>	<ul style="list-style-type: none"> <li>Your performance will align with appropriate quality audit standards, organisational requirements and professional standards</li> </ul>
Health, Safety and Wellbeing	
<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
Treaty of Waitangi	
<p>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.</p>	<ul style="list-style-type: none"> <li><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.</li> <li><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.</li> <li><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.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

**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

.....  
Date