# Position Description | Te whakaturanga ō mahi

# **Te Whatu Ora | Health New Zealand**

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| Title | Pharmacy Technician | | | |
| Reports to | Pharmacy Team Leader (Southland) | | | |
| Location | Southland | | | |
| Department | Pharmacy | | | |
| Direct Reports | Nil | | **Total FTE** |  |
| Date | | February 2023 | | |
| Job band (indicative) | | Te Whatu Ora - Health New Zealand - Southern and APEX Pharmacy Collective Agreement | | |

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

## Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

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| **Wairuatanga** | The ability to work with heart | “*When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled*”. |
| **Rangatiratanga** | Ensuring that the health system has leaders at all levels who are here to serve | “*As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all*” |
| **Whanaungatanga** | We are a team, and together a team of teams | “*Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora*” |
| **Te Korowai Manaaki** | Seeks to embrace and protect the workforce | “*The wearer of the cloak has responsibility to act/embody those values and behaviours*” |

**About the role**

The primary purpose of the role is to:

* Provide 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.
* Work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout Te Whatu Ora - Health New Zealand - Southern 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.

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| Key Activities | Description |
| **Dispense Prescriptions** | * Dispense medications to in patients and outpatients accurately off prescriptions * Receiving a written prescription from the patient or their representative * Checking the accuracy and completeness of the prescription, in association with the pharmacist * Stamping, numbering, and annotating the prescription * Performing necessary calculations for checking by the pharmacist * Computer entry for generation of prescription labels * Retrieving, counting, and pouring of medicines under the supervision of the pharmacist * Selecting type of prescription container * Affixing prescription and auxiliary labels to prescription containers * Pricing prescriptions * Filing prescriptions * Establishing and maintaining prescription records |
| **Named patient, requisition and imprest supply and management of medication to Wards/Areas** | * Be the first point of contact for medication supply issues on the ward * Work as a team with the ward pharmacist, other technicians, and nursing staff to ensure all the medicine needs of the patients are met * Take a proactive role in identifying changes in usage and medicine requirements and adjust named patient and imprest systems accordingly to optimise medicine delivery, following recommended guidelines * Undertake the timely supply of named patient medications to the ward * Ensure the correct application of the named patient method of supply on the ward * Dispense medications appropriately to a patient off the received patient chart * Charts requiring further clarification are brought to the wards pharmacist’s attention * Prepare and supply medications promptly and accurately according to the requisition of the end user * Ensure medicines are supplied off an appropriate order and guide Te Whatu Ora - Health New Zealand - Southern staff as to appropriate ordering procedures * Review medicine requirements for the wards and clinical areas to maintain imprest supplies * Ensure stock is correctly rotated * Ensure stock is returned from wards as appropriate * Ensure department procedures are complied with, updated when required and department standards are maintained * Arrange for products not currently available to be ordered * Deliver medications to areas if required |
| **Repacking and Compounding** | * Comply with the New Zealand Standards: Pharmacy Services and Te Whatu Ora - Health New Zealand - Southern policies and procedures for repacking and compounding * Repack and compound under the supervision of a pharmacist * Extemporaneously compound pharmaceuticals following the successful completion of the extemporaneous compounding module of the National Certificate in Pharmacy (Technician) * Maintain all records and documentation for repackaging an extemporaneous compounding * Ensure that the work area is always kept clean and tidy |  |
| **Administration** | * Where legislatively required, ensure that prescriptions emailed to us are followed up with the original copy * Be able to complete the end of month batch in a timely and accurate manner * Filing and archiving of all documentation according to the legislation and Te Whatu Ora - Health New Zealand - Southern policy in conjunction with either the Pharmacy Manager (District) or Pharmacy Team Leader * Telephones are answered promptly. Messages received are recorded accurately and passed on appropriately. Calls that cannot be actioned are passed onto an appropriate person * Participate in the development and maintenance of pharmacy policies and procedures * Undertake quality assurance audits as required by the Pharmacy Manager (District), Pharmacy Team Leader, or their delegate |
| **Housekeeping** | * Maintaining dispensary, including fixtures and fittings, in a clean and tidy state including responsibility for cleaning protocols * Maintaining packaging and dispensing equipment |
| **Inventory Management** | * Monitoring stock levels to ensure sufficient quantities for optimal operation and assisting with ordering * Place orders with suppliers if required, under the supervision of the Pharmacy Team Leader or his/her delegate * Receiving and checking supplies purchased * Returning wrong or damaged stock for credit and maintaining records of such transactions * Replenishing stock bottles * Maintaining inventory records * Rotating stock and monitoring expiry dates * Identifying expired products for disposal or return to manufacturers * Maintaining correct storage conditions for all stock including monitoring pharmacy ambient, fridge and freezer temperatures and maintain documentation according to Cold Chain Policy |
| **Education** | * Take opportunities to participate in continuing education activities. Attend department meetings and tutorials. Record activity in training record * Act as a resource person and trainer, in areas of personal technical expertise, for other pharmacy personnel and health professionals * Undertake (to completion) recognised Pharmacy Technician qualification (if not formally qualified) |
| **Extended scope for experienced technicians** | * Performs (and helps develop) new roles for Pharmacy Technicians as the department service evolves (as an example but not specifically limited to Medicines Reconciliation or accuracy checking technicians) |
| **Communication/Prioritisation** | * Be directed by and communicate with the Pharmacy Manager (District), Pharmacy Team Leader, pharmacy staff and any other members of staff to ensure effective service delivery * Prioritise work to ensure efficient service delivery across the Pharmacy Department * Provide appropriate handovers as necessary to ensure seamless and efficient running of the dispensary * Communicate accurate information within stated time frames to appropriate areas * Always maintain open and constructive communication throughout the department to foster a good team environment * Always maintain courteous and professional communication with all customers – both internal and external * Always maintain a professional and courteous telephone manner |

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| Key Result Area | Expected Outcomes / Performance Indicators |
| Clinical Practice | |
| Legislative requirements | * Practises in accordance with relevant legislation, codes, policies etc. and upholds consumer rights * Upholds professional code of ethics * Works according to the scope |
| Documentation | * Maintains confidentiality of patient information and documentation * Adheres to Te Whatu Ora - Health New Zealand - Southern’s documentation standards * Documentation is timely, clear, concise and accurate |
| Culturally sensitive practice | * Practices in a culturally safe manner * Assist patients to gain appropriate support and representation which reflects their cultural needs and preferences |
| **Professional Responsibilities** | |
| Working in a collegial manner | * Contributes to the support and education of colleagues and students to enhance development of the profession * Participates in and contributes to the functioning of the team * Establishes and maintains an effective working relationship with other staff * Participates as a team member to ensure the best outcomes for patients/ people |
| Evidence-based practice and research | * Consistently refers to and relates practice to literature and research * Critiques, discusses, and disseminates evidence-based best practice * Reflects on and evaluates the effectiveness of own practice by updating knowledge related to best practice guidelines and area of practice * Maintains a portfolio |
| Time Management | * Manages own time by adopting a disciplined approach to establishing and following identified role-related priorities * Tasks are scheduled and completed in an efficient and timely manner |
| Professional Development | * Develops and maintains technical professional competency * Develops both personally and professionally to meet the changing needs of career and profession * Identifies areas for personal and professional development by maintaining an up-to-date professional development plan * Training and development goals are identified/agreed with manager * Performance objectives reviewed annually with manager * Actively seeks feedback and accepts constructive criticism |
| Quality and Performance | * Maintains professional and organisation quality standards * Continually seeks to identify quality improvement opportunities to perform role in an effective and efficient manner * Performance aligns with appropriate quality audit standards, organisational requirements, and professional standards |
| **Other Duties** | |
|  | * Undertakes duties from time to time that may be in addition to those outlined above but which fall within capabilities and experience * Demonstrates individual responsibility and maintains accountability for own work practice * Acts as a role model for the Te Whatu Ora - Health New Zealand - Southern organisational values * Responds positively to requests for assistance in own and other areas, demonstrating adaptability and willingness |
| **Te Tiriti o 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.   + *Partnership* – 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.   + *Participation* – 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.   + *Protection* – work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori. |
| **Health & Safety** | |
|  | * Takes all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora – Health New Zealand – Southern’s Health, Safety and Wellbeing policies, procedures and systems. |

## Relationships

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| External | Internal |
| * AHS&T Professional Leaders (PLs) * Multi-disciplinary colleagues * Operational manager * AHST Professional Development Facilitator * Administration staff * Other Te Whatu Ora - Health New Zealand - Southern staff | * Clients, patients, families, whanau and caregivers * Services from the community, funding bodies, student or intern clinical liaison staff * Primary care - GPs, other medical staff, community pharmacies * Relevant professional organisations e.g. NZHPA, PCNZ, PSNZ * Other service providers |

## About you – to succeed in this role

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| **You will have** | **Essential:**   * Must be a qualified pharmacy technician (with the Pharmaceutical Society of New Zealand) and/or be eligible and committed to completing the training to gain the National Certificate in Pharmacy (Technician) * Minimum of four years’ secondary education, including aptitude in Mathematics and English to a level equivalent to a pass in School Certificate or completion of NCEA level 1 with a minimum of 12 credits in literacy and 12 credits in numeracy * Demonstration of a high level of interpersonal and communication skills * Experience in implementing Te Tiriti o Waitangi in action   **Desired:**   * Prior Hospital experience is desirable but not essential |
| **You will be able to** | **Essential:**   * Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role * Take care of own physical and mental wellbeing, and have the stamina needed to go the distance * Able to maximise the quality and contributions of individuals and teams to achieve the organisation’s vision, purpose and goals * Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities * Demonstrate a strong drive to deliver and take personal responsibility * Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve * Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity |

*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*

Acknowledged / Accepted:

Employee Date

Manager Date