

Position Description

Position Title	Pharmacist – Grade 1 (see Grade 2 on page 8)
Position Number	30100063
Division	Clinical Governance
Department	Pharmacy
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (MEDICAL SCIENTISTS, PHARMACISTS & PSYCHOLOGISTS) ENTERPRISE AGREEMENT 2021-2025
Classification Description	Pharmacist Grade 1
Classification Code	SW5 to SW10
Reports to	Paul O'Brien, Director of Pharmacy
Management Level	Non-Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Governance Division

The Clinical Governance Division has a focus on promoting and supporting patient safety and quality of service. It recognises the importance of leadership, culture, patient safety, clinical performance, professionalism and patient care. The Clinical Governance team works collaboratively with other staff to provide high quality clinical governance support and advice, both internally and when supporting our Regional Partner Health Services. The Clinical Governance team, in conjunction with the Office of the Chief Medical Officer, oversees incident reporting, investigation of adverse patient events and concerns/complaints regarding clinicians. Bendigo Health has a leadership role to play in the Loddon Mallee region and this division is committed to ensuring processes are in place to deliver on our vision.

In addition the Executive Director Clinical Governance has professional responsibilities as the Chief Medical Officer. As such the CMO is focused on leading and supporting the medical workforce to feel valued and empowered to provide exceptional, quality care.

The Pharmacy Department

The Pharmacy Department's core activities are central to medication supply, medication information and medication safety at Bendigo Health. The Pharmacy service supports effective medication management by both hospital staff (doctors, nurses, allied health) and hospital inpatients, outpatients as well as to specific groups of community patients.

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- The safe, accurate and timely provision of medications to the hospital and patients
- Quality customer service to hospital staff and patients

Responsibilities and Accountabilities

Key Responsibilities

WARD PHARMACY AND SUPPLY OF MEDICATION

- To dispense prescriptions to inpatients, and supply medications as required to wards and authorised departments, by a Pharmacist controlled ward imprest system, or by requisition.
- When requested, or routinely, to review original medication orders for each patient, checking and clarifying orders, where necessary, with regard to doses, indications, adverse reactions, interactions, legality and cost.
- To participate in the ward pharmacy services as designated and perform such duties in accordance with recognised professional standards; undertaking medication reconciliation, preparation of pharmaceutical care plans and other clinical duties as appropriate for optimal patient care.
- To dispense prescriptions on discharge and when appropriate, or routinely, to counsel patients who are being discharged, and/or their relatives or carers, on the use of their medications.
- When requested, or routinely, counsel patients who are self-medicating on the use of their medication.
- To participate in the manufacture of aseptic (including cytotoxics) and non-aseptic pharmaceuticals as required.

INFORMATION AND ADVISORY SERVICE

- To offer advice and information to staff in regard to pharmaceuticals and pharmacy related issues, both verbally and by contribution to the Medication Safety Newsletter, and take part in the continuing education and formal teaching programmes of the pharmacy department.

ADMINISTRATION

- To perform clerical and administrative duties associated with the issue of various categories of pharmaceuticals.
- To assist the Director of Pharmacy in the purchase, preparation, storage and maintenance of pharmacy stocks.
- To assist the Director of Pharmacy in the documentation of drug use and the preparation of orders.
- To maintain, under the direction of the Director of Pharmacy, all necessary records of drugs held and dispensed, observing all statutory laws and regulations relating to such drugs.
- To assist the Director of Pharmacy in the preparation of statistics on drug usage and costs.

- To assist the Director of Pharmacy in other administrative functions.
- To be actively involved in the Pharmacy Department's Quality Improvement program
- To actively participate in staff meetings, providing information and initiatives, and assisting in their implementation.
- To maintain a co-operative and close professional working relationship with other staff in the Pharmacy Department and with wards and other departments.
- To supervise the activities of the unqualified pharmacy staff as required

Hours

- Oncall, weekends and public holidays as rostered, depending on experience

Departmental Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Maintain accurate records, statistics and reports as needed.
- Participate in service development as required.
- Participate in quarterly rotations as required
- Development and / or delivery of department education programs for Pharmacy students, or pharmacy technicians
- Other duties as determined by manager
- Maintain and update pharmacist orientation program to clinical service
- Contribute to the strategic plan for pharmacy services which address Hospital priorities, emerging pharmaceutical trends, technological change, and patient care objectives

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

GENERIC RESPONSIBILITIES

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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KEY SELECTION CRITERIA

Essential

Qualifications, Certificates and Registrations

1. A Bachelor of Pharmacy or equivalent degree and current general registration with the Pharmacy Board of Australia (AHPRA)

Specialist Expertise

2. Have a sound knowledge of pharmacotherapeutics

Personal Qualities, Skills and Abilities

3. Ability to work as part of a team, as well as to work independently
4. Ability to give excellent customer service to both internal and external customers
5. Ability to demonstrate decision-making skills, maintain accuracy and provide a timely, efficient service
6. Must have excellent communication skills, both written and verbal, and a demonstrated high level of interpersonal skills with patients, their families and all health care professionals
7. A personal approach which is positive, enthusiastic, friendly and helpful
8. Commitment to continuing education and professional development

Desirable

Personal Qualities, Skills and Abilities

9. Experience in hospital pharmacy including dispensary services and/or clinical service to ward(s)

Progression from Grade 1 to Grade 2 Key Performance Indicators

- Minimum of 30 months experience as a registered pharmacist in the hospital setting, which for a clinical service position will include a majority of past time experience in a clinical role.
- Evidence of formal skills assessment (e.g. ClinCAT) to have been completed within the past 12 months.
- Demonstrated active engagement in Pharmacy Department education programs which may include: pharmacy student supervision, Intern Pharmacist training and education, the SHPA Residency Program, professional development presentations.
- Other indicators may include:
 - (i) Representing pharmacy and/or the health service on relevant committees & working groups; or
 - (ii) Ability to act as a point of reference within area of specialisation; or

(iii) Demonstrated commitment to further education undertaking Graduate Certificate or Diploma of Clinical Pharmacy; or

(iv) Participation in the organisation, development and/or delivery of department education programs for pharmacy students, pre-registrants or pharmacy technicians; or

(v) Involvement in research and/or quality projects; or

(vi) Contribution to the publication of service improvement projects; or

(vii) Demonstrated commitment to development of the profession by involvement in pharmacy organisations at a committee engagement level.

- To be able to undertake the role of On-call Pharmacist as rostered
- Successful completion of a Performance Review and Development Plan.
- Achievement of position key performance indicators/responsibilities as above.

MANDATORY REQUIREMENTS

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

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Position Description

Position Title	Pharmacist – Grade 2
Position Number	30100063
Division	Clinical Governance
Department	Pharmacy
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (MEDICAL SCIENTISTS, PHARMACISTS & PSYCHOLOGISTS) ENTERPRISE AGREEMENT 2021-2025
Classification Description	Pharmacist Grade 2
Classification Code	SX2 to SX5
Reports to	Paul O’Brien, Director of Pharmacy
Management Level	Non-Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

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- The safe, accurate and timely provision of medications to the hospital and patients
- Quality customer service to hospital staff and patients

Responsibilities and Accountabilities

Key Responsibilities

WARD PHARMACY AND SUPPLY OF MEDICATION

- To dispense prescriptions to inpatients, and supply medications as required to wards and authorised departments, by a Pharmacist controlled ward imprest system, or by requisition.
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- To participate in the ward pharmacy services as designated and perform such duties in accordance with recognised professional standards; undertaking medication reconciliation, preparation of pharmaceutical care plans and other clinical duties as appropriate for optimal patient care.
- To dispense prescriptions on discharge and when appropriate, or routinely, to counsel patients who are being discharged, and/or their relatives or carers, on the use of their medications.
- When requested, or routinely, counsel patients who are self-medicating on the use of their medication.
- To participate in the manufacture of aseptic (including cytotoxics) and non-aseptic pharmaceuticals as required.
- To assist the Director of Pharmacy in the development of policies and procedures for the Pharmacy Department.
- To assist the Director of Pharmacy in the co-ordination of specialised services
- Ability to act as a point of reference within area of specialisation

INFORMATION AND ADVISORY SERVICE

- To offer advice and information to staff in regard to pharmaceuticals and pharmacy related issues, both verbally and by contribution to the Medication Safety Newsletter, and take part in the continuing education and formal teaching programmes of the pharmacy department.

ADMINISTRATION

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- To assist the Director of Pharmacy in the purchase, preparation, storage and maintenance of pharmacy stocks.

- To assist the Director of Pharmacy in the documentation of drug use and the preparation of orders.
- To maintain, under the direction of the Director of Pharmacy, all necessary records of drugs held and dispensed, observing all statutory laws and regulations relating to such drugs.
- To assist the Director of Pharmacy in the preparation of statistics on drug usage and costs.
- To assist the Director of Pharmacy in other administrative functions.
- To be actively involved in the Pharmacy Department's Quality Improvement program
- To actively participate in staff meetings, providing information and initiatives, and assisting in their implementation.
- To maintain a co-operative and close professional working relationship with other staff in the Pharmacy Department and with wards and other departments.
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Hours

- Oncall, weekends and public holidays as rostered, depending on experience

Departmental Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Maintain accurate records, statistics and reports as needed.
- Participate in service development as required.
- Participate in quarterly rotations as required
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Specialist Expertise

11. Have a sound knowledge of pharmacotherapeutics
12. Experience in hospital pharmacy including dispensary services and/or clinical service to ward(s)
13. Ability to act as a point of reference within area of specialisation

Personal Qualities, Skills and Abilities

14. Ability to work as part of a team, as well as to work independently
15. Ability to give excellent customer service to both internal and external customers
16. Demonstrated ability to coach and support other staff
17. Ability to demonstrate decision-making skills, maintain accuracy and provide a timely, efficient service
18. Must have excellent communication skills, both written and verbal, and a demonstrated high level of interpersonal skills with patients, their families and all health care professionals
19. Commitment to continuing education and professional development

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