Position Description

Position Title	Pharmacist - Clinical Team Leader
Position Number	30100063
Division	Clinical Governance
Department	Pharmacy
Enterprise Agreement	Medical Scientists, Pharmacists And Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Pharmacist Grade 3
Classification Code	SX6 - SX81
Reports to	Director of Pharmacy
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Clinical Team Leader works to:

- Supervise and coordinate Pharmacy staff in the performance of their day-to-day clinical responsibilities working within the Treating Teams. For Medical, this includes inpatients under Medical A, B, C, D, Oncology/Haematology, Cardiology, GEM on Acute and Renal. Team numbers and scope may change according to the needs of Pharmacy and the hospital.
- Provide clinical leadership and support to the Pharmacy Medical teams; including PRDPs, team meetings, audits, medication safety actions.
- Ensure the appropriate training, development and competency structures for staff are in place to optimise the practice of clinical pharmacy and quality of patient care.
- Ensure the provision of a high quality and continually improving hospital pharmacy clinical service that advances the objectives of Bendigo Health and ensures the provision of best quality care to its patients.
- Provide safe, accurate and timely provision of medications and medicines information to the hospital and patients
- Provide a clinical pharmacy service to a specified clinical unit or ward. Assist with Dispensary services as required. The position has both a leadership and clinical role.

Responsibilities and Accountabilities

Key Responsibilities

CLINICAL PHARMACY SERVICES AND SUPPLY OF MEDICATION

- Responsible for the daily provision of an effective clinical pharmacy service at Bendigo Health and to assist the Director in planning, developing and delivering clinical services across the service.
- Supervise and coordinate the relevant Pharmacy staff in the performance of their day-to-day responsibilities working in the various Treating Teams. For Medical teams, this includes inpatients under General Medical teams, Oncology/Haematology, Cardiology, GEM on Acute and Renal. Team numbers and scope may change according to the needs of Pharmacy and the hospital.
- Maintain and develop the quality of clinical pharmacy services to ensure consistency with clinical pharmacy practice and optimise patient safety and quality of care. The terms Clinical Pharmacy and Ward Pharmacy are used interchangeably at Bendigo Health.
- Supervision of relevant pharmacy staff in the performance of their day-to-day responsibilities.
- Assist in the development, implementation and ongoing running of a clinical pharmacy competency program.
- Assist with continuing education and training (including pharmacy interns and students)

- Provide clinical services to wards and units as needed and participate in the day-to-day operations of the department to ensure efficient and effective provision of services.
- Maintain and develop the range of clinical indicators and workload statistics relating to those which reflect the activities and standard of service provided by the clinical pharmacy team.
- Support strategies within the service to reduce risks associated with medication use.
- To investigate and respond to clinical pharmacy complaints.
- Support and facilitate pharmacy practice research projects within the department
- Develop clinical procedures and ensure that all clinical pharmacists understand and are adequately trained in the implementation and compliance with such procedures.
- Ensure provision of appropriate education to patients and carers on the best use of their medicines.
- Provide information and advice on drug usage and costs to medical and nursing staff within designated areas of practice.
- Ensure clinical services are provided according to the recommendations of Advanced Pharmacy Australia (formerly SHPA Standards of Practice for Clinical Pharmacy).
- 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 counsel patients who are being discharged, and/or their relatives or carers, on the use of their medications.
- To dispense prescriptions to inpatients, and supply medications as required to wards and units, by a ward imprest system or requisition.

MANAGEMENT

- To assist the Director of Pharmacy in the development of policies and procedures for the Pharmacy Department.
- Provide advice to management staff or relevant senior staff members regarding staff allocation and workload.
- Assist Pharmacy management with rosters and staff rotations for the clinical pharmacy team according to need, workload, and specific clinical interest
- Assist in the orientation of new staff, and ongoing training program for existing staff. Ensure the provision of a comprehensive induction program for new clinical pharmacists and manages the maintenance of pharmacist orientation programs to clinical service areas.
- Conduct clinical competency assessments and mentoring of pharmacists and interns within areas of responsibility in consultation with the clinical team leader.
- To co-ordinate and manage the clinical service and oversee supervision of all pharmacists, pharmacy interns and students working within area of responsibility
- Ensure performance development reviews of all clinical staff within area of responsibility
- To contribute to the recruitment, selection and induction of staff.
- Co-ordinate and facilitate clinical pharmacist meetings.

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 pharmacy staff as required
- Ensure services provided by pharmacy technicians are performed accurately and efficiently
- To assist with PBS preparations and claims.
- To be competent with the Pharmacy dispensing system, hospital patient and clinical support software, ePR and Pharmacy automation systems.
- Reviews relevant medication incidents reported through the Riskman (VHIMS) database.

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.

Key Selection Criteria

Essential

- A Bachelor of Pharmacy or equivalent degree and current general registration with the Pharmacy Board of Australia (AHPRA)
- A minimum of five years' experience in providing clinical pharmacy services to hospital wards.
- Have a sound knowledge of pharmacotherapeutics
- Ability to act as a point of reference within area of specialisation
- Ability to work as part of a team, as well as to work independently
- Ability to give excellent customer service to both internal and external customers
- Experience in, or demonstrated aptitude and willingness to develop and apply skills in, staff training, supervision and performance management.
- Ability to demonstrate decision-making skills, maintain accuracy and provide a timely, efficient service
- 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
- Commitment to continuing education and professional development

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time.

We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.