

# POSITION DESCRIPTION

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| **Position**: | Pharmacy Technician | |
| **Responsible to:** | Pharmacist Manager | |
| **Location:** | Rotorua | |
| **Functional relationships:** | **Internal**:  Clerical Staff  Nursing Staff  Allied Health Staff  Medical Staff  Other Departments | **External**: |
| **Financial delegations:** | (N/A) | |
| **Date**: | August 2020 | |

### Primary purpose(s) of the position

* 1. Dispensing Service: To work to maintain an efficient and accurate dispensing service that provides medication and pharmaceuticals in a timely manner for the benefit of patients in the care of Lakes DHB Hospitals.
  2. Pharmaceutical Care: To work to ensure optimal utilisation of drugs for and by patients by appropriate application of the Quality Use of medicines guidelines.

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| **Key Objectives** | Description | Expected Outcomes |
| **Dispensing Services** | To work to maintain an efficient and accurate dispensing service that provides medication and pharmaceuticals in a timely manner for the benefit of patients in the care of Lakes District Health Board. | * To assist the Dispensary pharmacists in the preparation of prescriptions * To receive written prescriptions and drug charts and to check with the pharmacist as to accuracy and completeness. * To dispense prescriptions under the supervision of a pharmacist * To process prescriptions into the computer and alert the pharmacist of any changes in the medication history * To maintain defined stock levels to and to be responsible for ordering from specified sources. Be responsible for receiving and checking incoming supplies and returning wrong or damaged stock for credit and recording. * To maintain stock rotation and monitor expiry dates * To maintain all stock and fixtures and fittings in the dispensary in a clean and tidy state * To replenish imprest supplies of medications to the wards and clinical areas under the supervision of a pharmacist * To file completed prescriptions and to prepare prescription batches for submission to Healthpac * To participate in Quality Assurance activities of the Department and to initiate suitable activities after consultation with the Dispensary Manager * To receive and deal with patient enquiries at the pharmacy counter or via the telephone and if appropriate refer the enquiry to a pharmacist. * A collegial working relationship with medical and nursing staff to promote the effective use of drugs * Interaction between health professionals * The provision of accurate, timely and independent information on drug availability, scheduling and costs to hospital staff * To interact with and support the clinical pharmacists on drug availability, alternative medication * To work to maintain processes that ensure an efficient, timely and safe provision of independent patient medicines to the patient or their carer. * To work to maintain processes that ensure an efficient, timely and safe provision of imprest supplies to wards and departments * To be aware of and provide, as appropriate, pharmacy services to meet the particular needs and preferences of Maori consumers. |
| **Safety** | Demonstrates clinical, legal and cultural safety to practice. | * To be aware of and practise in accordance with protocols that promote the safe use of medicines * To be aware of and assist with the overall implementation of the Quality Use of Medicines strategies recommended by the Ministry of Health Quality Use of Medicines Group * To be aware of and practise in accordance with Lakes District Health Board: * Health and safety protocols * Infection Control protocols * Bicultural protocol * Human resources protocol * To be aware of a practise in accordance with: * Health and Disability Consumer Code of Rights * Health Information Privacy Code * Pharmaceutical Society of New Zealand Code of Ethics * Quality Standards for Pharmacy in New Zealand |
| **Professionalism** | Demonstrates competence, accountability and responsibility for professional pharmacy practice | * To maintain competence in accordance with the dictates of the Pharmacy Council * To actively pursue a continuing education programme * To be actively involved in promoting professional practice. * To maintain your own health and well being, and to refer to relevant support personnel as necessary |
| **Communication** | Interact effectively with healthcare consumers, family/whanau members and health team workers | * To demonstrate good communication and listening skills * To function as an effective team member * To demonstrate a professional attitude in all interactions * To ensure correct and pertinent information is communicated appropriately using the available tools via the correct channels * To seek appropriate assistance with conflict situations |
| **Time Management** | Demonstrate effective time management, teamwork and resource utilisation. | * To have well developed time management skills * To assist other staff with time management and priority setting * To promote positive working relationships within the pharmacy team * To ensure resources are used in an economic and responsible manner |
| **Education** |  | * To keep updated with current Pharmac changes to medicines availability * To undertake staff training sessions * To maintain competence * To keep updated with current Dispensing practice. |



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| **Capabilities** | Capability definition | Achievement Indicators |
| **Communication and Personal Interaction** | Openly communicates and cooperates with all levels of DHB employees, patients and visitors. | * Listens actively, absorbs message and responds appropriately. * Builds effective working relationships. * Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation. * Openly and constructively participates in conversations with MD team, patients, managers and visitors * Patients and visitors are appropriately welcomed and treated while within the DHB * Collegiality with team mates and md teams * Accepts differences of opinion can occur but these happen respectfully and without any continued animosity |
| **Strategy & Performance** | Spends energy on delivering role requirements and meeting objectives  Organises own time to deliver on required tasks and duties | * Has an energetic approach to work and is self motivated. * Accepts direction and instruction of manager but is able to work effectively without direction or guidance. * Organises time and resources effectively. * Understands and work towards achievement of the organisation’s goals. * On shift is busy completing shift duties. * Utilises effective time management strategies to meet shift duties and works towards achieving objectives in any spare moments. |
| **Development and Change** | Accepts change in day to day practices and contributes to decision making of the team.  Makes suggestions to increase efficiency of the unit. | * Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress * Works with managers and team to make any changes within practices work * Contributes to change processes, offering solution based ideas * Constructively makes suggestions to improve process or practices and gain efficiencies * Accepts when ideas are not accepted for implementation |
| **Personal Accountability** | Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.  Looks for and undertakes development activities appropriate for role and career development. | * Offers constructive criticism and accepts feedback. * Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations, to allow improvements to be made. * Accepts all feedback and participates in feedback discussions appropriately * Responds and queries how improvements can be made * Advises manager wherever issues may be impacting on performance * Recognises areas that could be improved in own practice * Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made |
| **Culture and Values** | Operates in line with DHB values and expectations and professional codes of conduct. | * Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues. * Incorporates the Lakes Way into day to day business activities * Shows respect for patients, colleagues, * managers, md teams * Utilises the Lakes Way philosophy to engage with patients, visitors and md * teams |

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| **Compulsory Requirements** | Description | Expected Outcomes |
| **Record Keeping** |  | * Complies with the Lakes DHB Corporate Records Management policy to create and maintain full and accurate records. |
| **Quality & Risk** | Patient safety is paramount to the service we deliver at Lakes District Health Board. This is achieved in a clinical governance framework identifying and managing risk and opportunities to improve. | * Proactively encourage all staff and lead by example implementing a culture of continuous quality. * Identify all risks that will prevent Lakes DHB from achieving their goals. * Report and manage risks appropriately. * Put the patient at the centre of all improvement. * Use evidence based improvement methodologies when appropriate for all improvements. * Promote Certification where appropriate to showcase quality. |
| **Health & Safety** | Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines. | * Implementation and reinforcement of a proactive healthy work place culture which reflects current Lakes DHB tertiary accreditation status and relevant Lakes DHB and legislative requirements. * Healthy lifestyles are actively promoted and participated in, within the work area. * Employees participate in Health and Safety within areas of work. * Health and Safety activities are appropriately documented within specified timeframes. * Any opportunities for improving Health and Safety are reported and acted upon in a timely manner. * All near misses/incident/accidents are reported to the appropriate line manager within 24 hours. |
| **Maori Health** | Maori philosophies and values of health are reflected in work practice. | * Relationships are established and maintained with Te Huinga Takiora Maori in the planning and delivery of services. * Demonstrates knowledge of, and practices in a manner that is consistent with, the Treaty of Waitangi in the provision of health care services and support to Maori clients and their whanau. * Assists in the facilitation of safe services to Maori, including access to Maori treatment options and involvement of whanau in planning and delivery of care. * Recognises and facilitates the rights of Maori clients and their whanau to participate in cultural activities. * Has a working knowledge of the Lakes DHB Maori communities. |

**Signatures:**

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| Line Manager:  (position description approved): |  |
| Employee:  (acceptance of position description): |  |

*(Please also initial all other pages to show acceptance of position description.)*

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| **Person Specification** | **Essential:** | **Knowledge of:** |
|  | * A New Zealand registered pharmacy technician * Demonstrated commitment to continuing professional development * Have energy, initiative, self-motivation and problem solving skills * Have integrity and respect for confidentiality * Be personable with good communication skills, but have sufficient assertiveness to work in a collegial environment * To understand and have the ability to work with Maori | * Treaty of Waitangi and its application to the health setting * Current Medicines Act and Regulations * Current Misuse of Drugs Act and Regulations * The Pharmacy Act * The Health Practitioners Competence Assurance Act * Quality Standards for Pharmacy in New Zealand * Pharmaceutical of Society of New Zealand Code of Ethics * Pharmaceutical Society of New Zealand Practice Handbook * Current Privacy Act and Health Information Privacy Code * Current Health and safety in Employment Act * Current Health and Disability Commissioner (Code of Health and Disability Service Consumer’s Right) Regulations |
| **Personal Attributes:** |  | * Non-smoker preferred. |

**ABOUT LAKES DISTRICT HEALTH BOARD**

At Lakes District Health Board we place the highest of value on the people of our community, including employees and patients, and as such all staff are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

**VISION**

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well being, and ora - describing the state of wellness.

**MISSION**

* Improve health for all
* Maximise independence for people with disabilities
* With tangata whenua, support a focus on health

**VALUES**

Lakes DHB has three core values:

1. **Manaakitanga** *Respect and acknowledgement of each other’s intrinsic value and contribution*
2. **Integrity** *Truthfully and consistently acting collectively for the common good*
3. **Accountability** *Collective and individual ownership for clinical and financial outcomes and sustainability*

**THE LAKES WAY – Our promise to our patients**

**Caring:**

* We will treat you and your family with respect
* We will make choices available to you
* We will treat you with dignity
* We will respect your individual beliefs

**Communicating:**

* We will listen
* We will keep you informed
* We will answer your questions

**Consistency:**

* We will keep you safe
* We will provide you with the best possible care

**TREATY OF WAITANGI**

Lakes DHB embraces the three principles of the Treaty of Waitangi. In practical terms this means:

* Partnership; working together with iwi, hapu, whanau and Maori communities to develop strategies for improving the health status of Maori.
* Participation; involving Maori at all levels of the sector in planning, development and delivery of health and disability services that are put in place to improve the health status of Maori.
* Protection; ensuring Maori wellbeing is protected and improved as well as safeguarding Maori cultural concepts values and practices.

Lakes DHB is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown in its Treaty relationship.

**ORGANISATION STRUCTURE**

