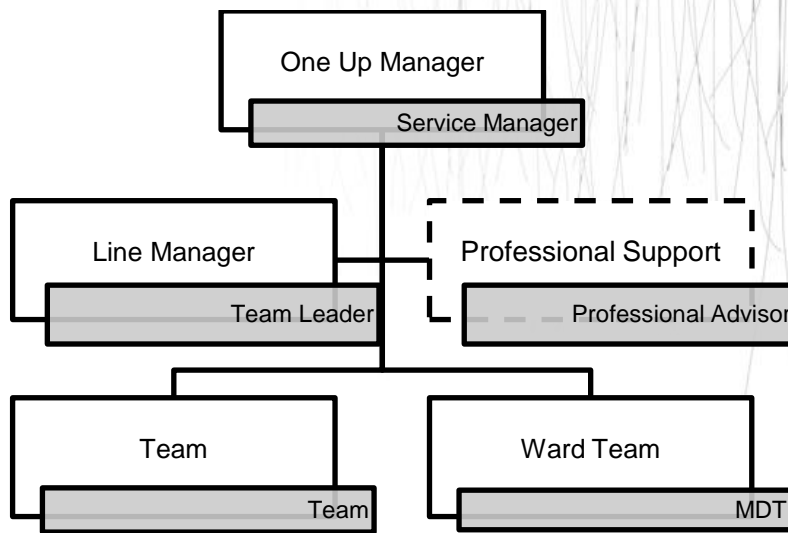


## POSITION DESCRIPTION

<b>Position:</b>	[Clinical Pharmacy Lead]	
<b>Responsible To:</b>	[Pharmacy Manager]	
<b>Direct Reports:</b>	[Approximately 7 FTE (delegated)]	
<b>Location:</b>	Rotorua and Taupō	
<b>Functional Relationships:</b>	<b>Internal:</b> Patients/Clients Service/Department Management Team Service Managers Clinical Nurse Managers Nursing Staff Medical Staff Administration Staff Allied Health Professionals Service level governance committees	<b>External:</b> Professional and regulatory bodies Tertiary training providers Union Partners External Service providers External community clinicians
<b>Financial Delegations:</b>	[Nil]	
<b>Date:</b>	[February 2023]	



**Primary purpose(s) of the position**

The Clinical Pharmacy Lead is responsible for the leadership and management of the day to day functioning of the clinical pharmacy service across Te Whatu Ora Lakes. This includes ensuring team members' practice aligns with best practice, service key performance indicators are met and that there is a strong culture of quality improvement and teamwork that exists within the team.

The role holder will have strong clinical pharmacy knowledge, display positive role modelling and will work as part of a multidisciplinary team to optimise patient care and promote the quality use of medicines. The role is expected to contribute to the overall service provision of clinical and operational (dispensary) duties as

rostered, including on-call. The role will work closely alongside the Medication Safety/Education Pharmacist to support the development of clinical staff.

The role will have delegated responsibility for the supervision and co-ordination of staff working as part of the Clinical Pharmacy Team (senior clinical pharmacists and clinical pharmacists).

The role may hold additional responsibilities (i.e. a portfolio) as per service need and as delegated by the Pharmacy Manager.

The role expectations and standards of practice align to the Co-ordinator designated position on the Te Manawa Taki Allied Health Career Framework 2023 ]

Key Objectives	Description	Expected Outcomes
<b>Clinical Practice</b> ]	Provides professional, high quality clinical care ]	<ul style="list-style-type: none"> <li>• To meet clinical competencies specific to service needs, position and profession</li> <li>• To adhere to professional standards of practice and code of ethics</li> <li>• To demonstrate a contribution to the continuum of care by working in partnership with clients, key stakeholders, and agencies</li> <li>• To maintain clinical and statistical records to organisational and professional body standards</li> <li>• To demonstrate ability to work effectively within a clinical team</li> <li>• To adhere to organisational policies and procedures and legislative requirements including those of the relevant professional body</li> <li>• Demonstrates provision of culturally safe and bicultural practice to address health inequalities with clients/patients/tangata whaiora and their whānau.</li> <li>• Takes professional and organisational responsibility for managing a complex and/or broad caseload of clients/patients/tangata whaiora in an autonomous manner.</li> <li>• Demonstrates an ability to make clinical judgements in complex situations with advanced level of knowledge and critical thinking.</li> <li>• Takes professional responsibility for working within scope of practice</li> <li>• Engages in cover/relief as appropriate, with support from proficient practitioner, clinical coordinator or other senior colleague as required. ]</li> </ul>
<b>(Teaching and Learning</b> ]	Displays a commitment to the professional development of self and others ]	<ul style="list-style-type: none"> <li>• Completes mandatory training as applicable for the role.</li> <li>• Participates positively in an annual performance review and associated clinical assurance activities.</li> <li>• Participates in regular professional supervision in line with the organisations requirements and/or professional body</li> <li>• Maintains competency to advanced practice level through identification of learning needs</li> </ul>

Key Objectives	Description	Expected Outcomes
<b>Leadership and Management</b>	Demonstrates a commitment to clinical and/or operational and/or professional leadership	<p>and Continuing Professional Development (CPD) activities. This should comply with professional registration requirements.</p> <ul style="list-style-type: none"> <li>• Leads the planning and contributes to the induction, training and, where required, assessment of staff within the team.</li> <li>• Maintains an awareness of evidence based practice and current developments to an advanced level in the clinical areas being worked in and implements new practices with support</li> <li>• Provides clinical/professional supervision and training to staff and others as appropriate</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Undertakes 1:1s, annual performance appraisals and objective setting with staff and records these conversations.</li> <li>• Ensure all staff receive supervision appropriate to their identified needs as per organisational policy and professional body requirements.</li> <li>• Leads, motivates, nurtures and manages the team to ensure that all staff are engaged with their mahi (work) and with organisational and service objectives</li> <li>• Provide clinical leadership to optimise health outcomes of patients/clients within the area of specialty/practice</li> <li>• Role model, enhance and promote practice and contribute to the development of the profession, and other professions (as relevant) within area of specialty</li> <li>• Ensure staff member timesheet completion and accuracy for team members</li> <li>• To oversee triage processes, caseload prioritisation and waitlist management for team and/or profession as relevant to work area</li> <li>• Coordinate leave cover (planned and unplanned) for profession in practice area as delegated by line manager</li> <li>• Coordinate daily workload for profession in practice area using agreed tools (e.g. CCDM) as relevant, including assurance of staff productivity (caseload/scheduling expectations), workload smoothing.</li> <li>• Directs and delegates work to support staff and other staff as required by the role, ensuring that delegated tasks, documentation, and communication is carried out.</li> <li>• Monitor clinical outcomes/indicators specific to area of specialty and provides reports where applicable</li> <li>• Attends, contributes positively to, and where applicable leads relevant department, clinical and team meetings</li> <li>• Builds collaborative and positive working relationships within the team and clinical services</li> </ul>

Key Objectives	Description	Expected Outcomes
<b>Service improvement and Research</b>	Demonstrates a commitment to service improvement and research to ensure health users have the best possible outcomes	<ul style="list-style-type: none"> <li>• Work collaboratively to promote effective use of relevant resources and be fiscally responsible</li> <li>• Supports and encourages staff to continually improve service delivery in line with operational and strategic goals</li> <li>• Contribute to staff recruitment and selection processes within team. This may involve leading the process when delegated by the line manager.</li> <li>• Contributes in the development of workforce plans, including identifying recruitment and retention strategies in collaboration with Professional Leader and senior leaders to minimise staff turnover and developing staff to meet identified service needs</li> <li>• May support credentialing and providers assurances of staff to Professional Leader in area of speciality</li> <li>• Undertakes as directed, the collection of data for use in service audit and research projects</li> <li>• Participates and contribute to quality improvement and service development activities when requested</li> <li>• Practices in a way that utilises resources (including time) in the most efficient manner</li> <li>• Awareness of, and compliance, with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.)</li> <li>• Actively identifies unmet need including gaps in service delivery or model of care and identifies and implements (with support) potential solutions to address these gaps.</li> <li>• Identify and, where appropriate, leads opportunities to implement Continuous Quality Improvement (CQI), clinical audit and research activity that enhances the clinical implementation of evidence-based practice relevant to the area of specialty</li> <li>• Contribute to case reviews and debriefs as required specific within team and clinical specialty</li> <li>• Contribute to investigations of clinical incidents and complaints within agreed timeframes in consultation with the line manager, taking appropriate follow up actions including sharing and implementing learnings into practice as required.</li> <li>• Actively participates in risk management processes</li> <li>• Where appropriate/requested, contribute to team or profession specific protocols, pathways, policies</li> </ul>

Key Objectives	Description	Expected Outcomes
<b>Utilisation of Telehealth</b>	Health care is delivered using digital technology where participants may be separated by time and/or distance	<p><b>ALLIED STAFF</b></p> <ul style="list-style-type: none"> <li>• Service provision is in line with the New Zealand Health Strategy and the New Zealand Allied Health Best Practice Guide for Telehealth to provide care “closer to home”.</li> <li>• Patient centric care which will give patients the option of telephone or video appointments where there is no need for an in-person appointment.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
<p><b>Communication and Personal Interaction</b></p> <p><b>Te Ringa Hora</b></p> <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within Lakes.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> <li>• Transfers information effectively verbally and writes clearly, coherently and succinctly.</li> <li>• Shares well thought out, concise and timely information with others using appropriate mediums.</li> <li>• Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements.</li> <li>• Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams’ success.</li> <li>• Maintains and promotes high standards of social, ethical and organisational norms.</li> <li>• Articulates differing perspectives on an issue and can see the merit of alternative points of view.</li> <li>• Works with other managers and teams to streamline processes for the best efficiency for both teams.</li> <li>• Provides staff who have concerns about another team process, a different point of view to consider.</li> <li>• Connects with others, listens, reads people and situations and communicates tactfully.</li> <li>• Gets to know their team members and treats them with respect, valuing their individuality and contributions.</li> </ul>
<p><b>Strategy &amp; Performance</b></p> <p><b>Te Ringa Raupā</b></p> <p><i>the roughened hand (symbolising a hard worker)</i></p>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> <li>• Understands individuals’ strengths and weaknesses to utilise or increase skills for those individuals.</li> <li>• Assigns and sub-delegates staff to teams to allow for development and succession planning.</li> <li>• Ensures decision making complies with organisational strategies.</li> <li>• Recognises decisions made within the unit affect overall results of the service and Lakes.</li> <li>• Works with Service Manager to maximise unit efficiency.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
<p><b>Development and Change</b></p> <p><b>Te Ringa Ahuahu</b></p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Works to include staff in change minimising barriers to implementation.</p> <p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> <li>Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</li> <li>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies.</li> <li>Openly broaches concern with staff from the outset asking for their ideas and input.</li> <li>Gives examples of what might help to resolve the issue/concern.</li> <li>Seeks opportunities to improve performance and seeks feedback to measure and improve.</li> <li>Encourages staff participation in possible solution process.</li> <li>Allows staff input to possible solutions to concern.</li> <li>Gives careful consideration to staff ideas and offers alterations to suggestions where necessary.</li> <li>Develops an informative response to the team including trends, data, process and benefits of the decided process/change.</li> <li>Allows feedback to decision to enable 'tinkering' to be made where appropriate.</li> </ul>
<p><b>Personal Accountability</b></p> <p><b>Te Ringa Tōmau</b></p> <p><i>the hand that is trustworthy</i></p>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> <li>Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual.</li> <li>Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Has own career development plan and succession planning.</li> <li>Seeks out development opportunities to expand knowledge and capability.</li> <li>Engages in projects and activities readily which are above and beyond scope of current role.</li> </ul>
<p><b>Culture and Values</b></p> <p><b>Te Ringa Taurima</b></p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and organises work to deliver on short and long term goals.</p> <p>Encourages and promotes Lakes values and expectations.</p>	<ul style="list-style-type: none"> <li>Is proactive and effective when problem solving is required.</li> <li>Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view.</li> <li>Appropriately investigates the concern looking at trends, situation and practices.</li> <li>Critically examines repeatable risk factors.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Demonstrates a commitment to and takes responsibility for going professional development.</li> <li>Purposeful about where time is invested.</li> <li>Delivers relevant results within expected timeframes.</li> <li>Role models expected behaviours and practices.</li> <li>Treats staff, patients and visitors with dignity and respect.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
		<ul style="list-style-type: none"> <li>• Uses appropriate empathy to gain organisational objectives.</li> <li>• Is solution focused.</li> </ul>
Compulsory Requirements	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>• Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services.</li> <li>• Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>• Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.</li> <li>• Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes.</li> <li>• A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>• Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>• Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> <li>• Employees are supported to lead by example and implement a culture of continuous quality improvement.</li> <li>• Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>• Māori patients are provided patient-centred care to achieve positive Māori health outcomes.</li> <li>• Needs of Māori are reviewed and reported in the further development of practice, process and or policy.</li> <li>• Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.</li> <li>• Quality care is provided to certification standards.</li> </ul>
<b>Health &amp; Safety</b>	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.	<ul style="list-style-type: none"> <li>• Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.</li> <li>• Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>• Employees participate in Health and Safety within areas of work.</li> <li>• Health and Safety activities are appropriately documented within specified timeframes.</li> <li>• Health and Safety policies have been read and understood and are applied in the workplace.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
		<ul style="list-style-type: none"> <li>• Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.</li> <li>• Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>• All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

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

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Current Annual Practicing Certificate (APC)</li> <li>▪ NZ Drivers License.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post graduate clinical and/or teaching and/or health management qualifications.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>▪ Minimum of 3 years of experience within the profession</li> <li>▪ Demonstrated clinical competence within a relevant setting</li> </ul>	<ul style="list-style-type: none"> <li>▪ Comprehensive experience working in a relevant clinical environment</li> <li>▪ Previous experience in management and/or clinical leadership</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori.</li> <li>▪ Te Tiriti O Waitangi in practice, process, policy development and decision making.</li> <li>▪ Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation.</li> </ul>	
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Pronunciation of Te Reo Māori words and names</li> <li>▪ Proficient IT skills (MS word, Excel, Powerpoint, etc).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Te Reo Māori</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>▪ Commitment to professional development</li> <li>▪ Innovative, proactive, supportive, resilient</li> </ul>	<ul style="list-style-type: none"> <li>▪ Non-smoker preferred.</li> </ul>



## ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers 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.

### STRATEGIC MISSION

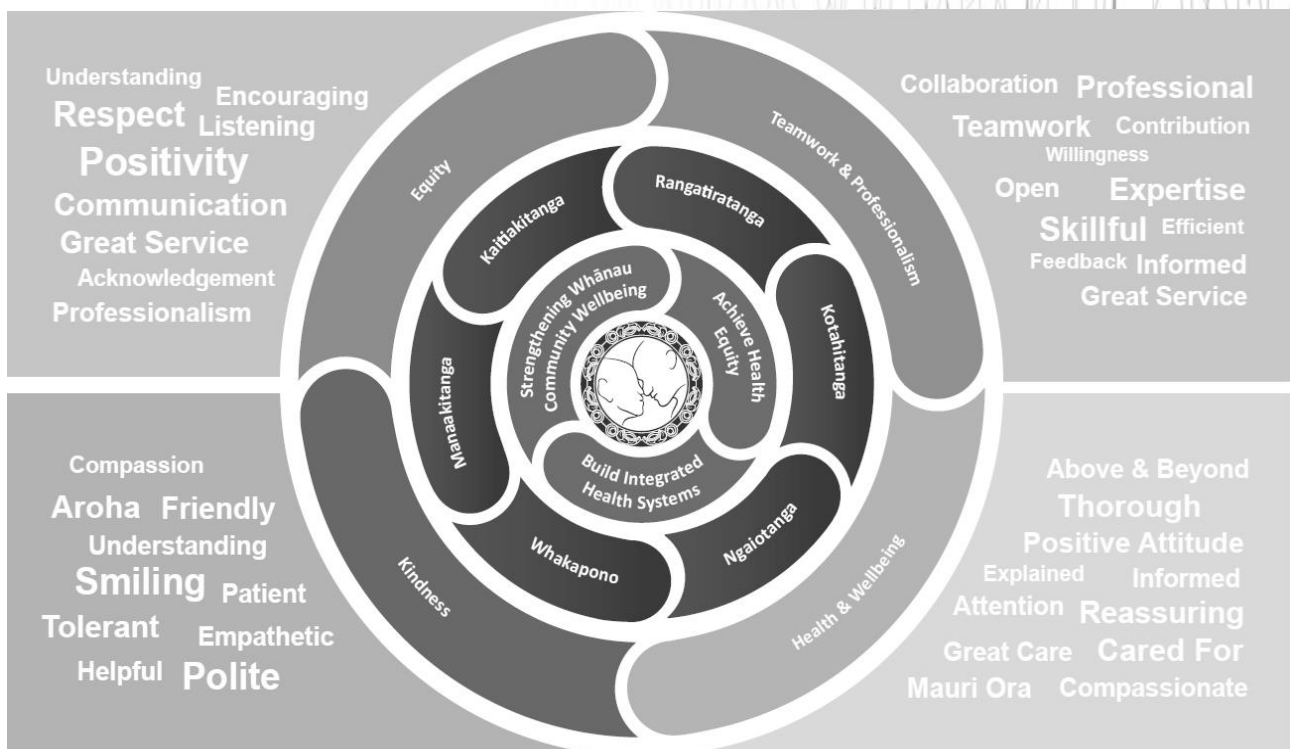


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

### THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



## TE TIRITI O WAITANGI

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

### Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## ORGANISATION STRUCTURE

### Te Whatu Ora Health New Zealand Lakes

