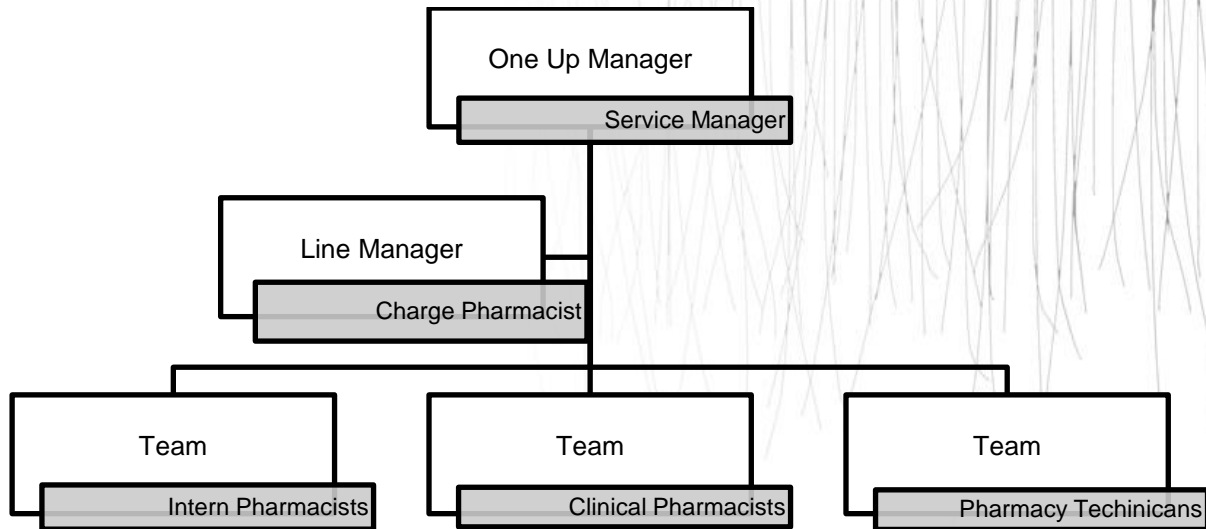


POSITION DESCRIPTION

Position:	Pharmacy Technician.	
Responsible To:	Charge Pharmacist.	
Direct Reports:	Nil	
Location:	Rotorua & Taupō	
Functional Relationships:	Internal: Clerical Staff Nursing Staff Allied Health Staff Medical Staff Other Departments	External: Union Partners External Service providers External community clinicians
Financial Delegations:	(Insert delegation level if applicable)	
Date:	December 2024	



Primary purpose(s) of the position

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 Health New Zealand Lakes Hospitals.

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 Health New Zealand Lakes	<ul style="list-style-type: none"> • 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.

Key Objectives	Description	Expected Outcomes
Safety	Demonstrates clinical, legal and cultural safety to practice.	<ul style="list-style-type: none"> 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 practice in accordance with Health New Zealand Lakes : <ul style="list-style-type: none"> Health and safety protocols Infection Control protocols Bicultural protocol Human resources protocol To be aware of a practice in accordance with: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 wellbeing, and to refer to relevant support personnel as necessary
Communication	Interact effectively with healthcare consumers, family/whanau members and health team workers	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> 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.



Capabilities	Capability Definition	Achievement Indicators
<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</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"> Transfers information effectively verbally and writes clearly, coherently and succinctly. Shares well thought out, concise and timely information with others using appropriate mediums. 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. Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams' success. Maintains and promotes high standards of social, ethical and organisational norms. Articulates differing perspectives on an issue and can see the merit of alternative points of view. Works with other managers and teams to streamline processes for the best efficiency for both teams. Provides staff who have concerns about another team process, a different point of view to consider. Connects with others, listens, reads people and situations and communicates tactfully. Gets to know their team members and treats them with respect, valuing their individuality and contributions.
<p>Strategy & Performance</p> <p>Te Ringa Raupā</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"> Understands individuals' strengths and weaknesses to utilise or increase skills for those individuals. Assigns and sub-delegates staff to teams to allow for development and succession planning. Ensures decision making complies with organisational strategies. Recognises decisions made within the unit affect overall results of the service and Lakes. Works with Service Manager to maximise unit efficiency.
<p>Development and Change</p> <p>Te Ringa Ahuahu</p> <p><i>the hand that shapes or fashions something</i></p>	<p>Works to include staff in change minimising barriers to implementation.</p>	<ul style="list-style-type: none"> Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution. Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Openly broaches concern with staff from the outset asking for their ideas and input. Gives examples of what might help to resolve the issue/concern.

Capabilities	Capability Definition	Achievement Indicators
<p><i>(refers to someone who is innovative)</i></p>	<p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> Seeks opportunities to improve performance and seeks feedback to measure and improve. Encourages staff participation in possible solution process. Allows staff input to possible solutions to concern. Gives careful consideration to staff ideas and offers alterations to suggestions where necessary. Develops an informative response to the team including trends, data, process and benefits of the decided process/change. Allows feedback to decision to enable 'tinkering' to be made where appropriate.
<p>Personal Accountability</p> <p>Te Ringa Tōmau</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"> Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual. Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year. Is constantly striving to acquire and maintain knowledge, skills and/or experience. Has own career development plan and succession planning. Seeks out development opportunities to expand knowledge and capability. Engages in projects and activities readily which are above and beyond scope of current role.
<p>Culture and Values</p> <p>Te Ringa Taurima</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"> Is proactive and effective when problem solving is required. Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view. Appropriately investigates the concern looking at trends, situation and practices. Critically examines repeatable risk factors. Is constantly striving to acquire and maintain knowledge, skills and/or experience. Demonstrates a commitment to and takes responsibility for going professional development. Purposeful about where time is invested. Delivers relevant results within expected timeframes. Role models expected behaviours and practices. Treats staff, patients and visitors with dignity and respect. Uses appropriate empathy to gain organisational objectives. Is solution focused.

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> 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.

Compulsory Requirements	Description	Expected Outcomes
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> • Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. • 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. • Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes. • A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.
Record Keeping		<ul style="list-style-type: none"> • Works within the Te Iti Kahurangi framework and supporting guide document. • Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.
Quality & Risk	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"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. • Quality care is provided to certification standards.
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.	<ul style="list-style-type: none"> • Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy 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. • Health and Safety policies have been read and understood and are applied in the workplace. • Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. • 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.

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:
Education and Qualifications:	<ul style="list-style-type: none"> ▪ A New Zealand registered pharmacy technician level 4 ▪ Demonstrated commitment to continuing professional development ▪ Have integrity and respect for confidentiality ▪ To understand and have the ability to work with Maori. 	<ul style="list-style-type: none"> ▪ Pharmacy technician Level 5 or above
Experience:	<ul style="list-style-type: none"> ▪ Community or Hospital experience 	<ul style="list-style-type: none"> ▪ Hospital experience
Knowledge:	<ul style="list-style-type: none"> ▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori. ▪ Te Tiriti O Waitangi in practice, process, policy development and decision making. ▪ Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation. ▪ 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 	<ul style="list-style-type: none"> ▪ ..
Skills:	<ul style="list-style-type: none"> ▪ Pronunciation of Te Reo Māori words and names.. ▪ Have energy, initiative, self-motivation and problem solving skills 	<ul style="list-style-type: none"> ▪ Te Reo Māori..

-
- Be personable with good communication skills, but have sufficient assertiveness to work in a collegial environment

Personal Attributes:

- ..
 - Non-smoker preferred...
-

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

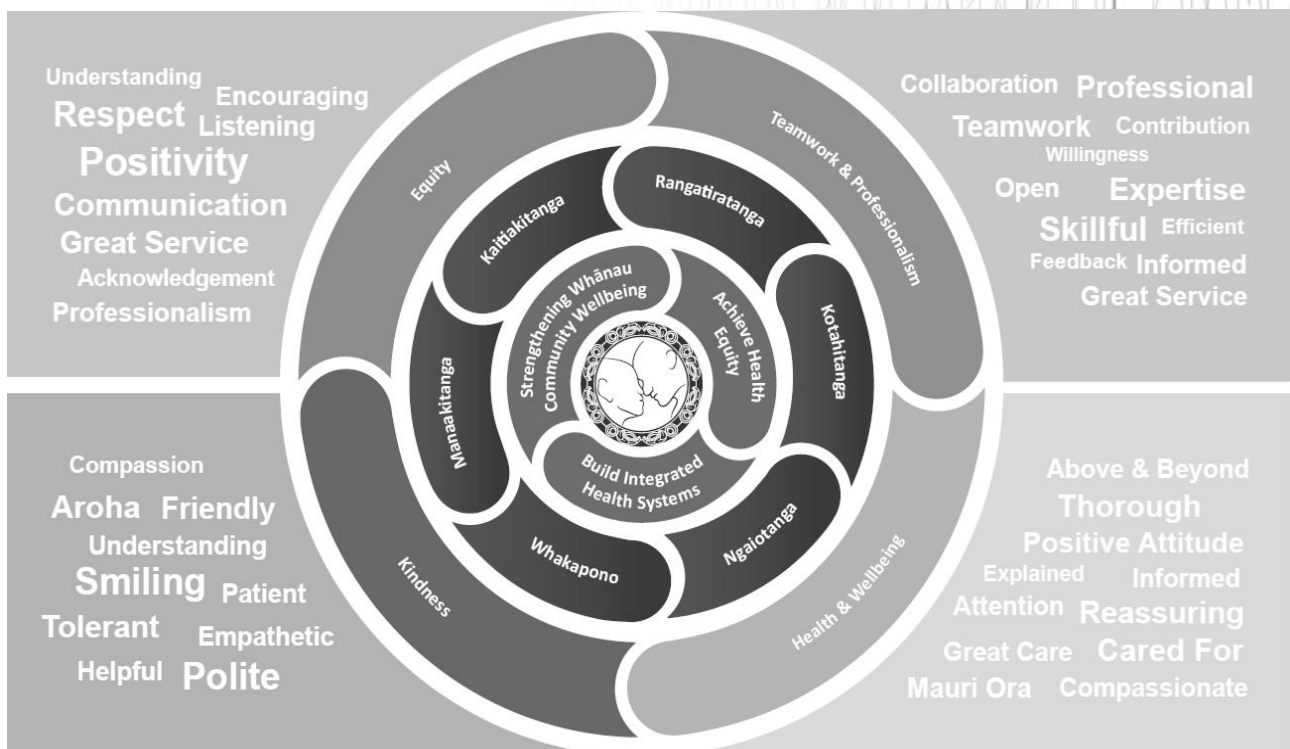


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

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

