

POSITION DESCRIPTION

POSITION DETAILS:	
TITLE:	LEAD OPERATIONAL PHARMACIST – ASEPTIC MANUFACTURING
REPORTS TO:	CLINICAL LEAD PHARMACIST – ASEPTIC MANUFACTURING AND BUSINESS SUPPORT
LOCATION:	DEPARTMENT OF PHARMACY
AUTHORISED BY:	CLINICAL LEAD PHARMACIST – ASEPTIC MANUFACTURING AND BUSINESS SUPPORT
DATE:	DECEMBER 2016

PRIMARY FUNCTION:
To manage aseptic compounding services providing operational oversight of personnel, processes and facilities ensuring adherence to current Good Manufacturing Practice (cGMP) requirements for a pharmaceutical production, whilst creating and leading a culture of continuous improvement and service excellence

Key Result Area	Expected Outcomes/Performance Indicators
<u>Service Delivery</u>	<p>Deputises for the Clinical Lead Pharmacist in their absence</p> <p>Leads the Aseptic Compounding Service to ensure effective and efficient operation</p> <p>Responsible for the maintaining the Aseptic Compounding Service and bringing improvement by initiating, implementing, supporting and monitoring systems and processes meeting cGMP requirements</p> <p>Participates in the provision of a full aseptic compounding service.</p> <p>Drives a culture of continuous improvement throughout all aspects of Pharmacy Aseptic Production Unit (PAPU) (e.g. enhance efficient service provision, reduce waiting times, improve accuracy, support staff development)</p> <p>Leads relevant improvement initiatives within Pharmacy</p> <p>Developing and reviewing operational policies, procedures and standards</p> <p>To ensure planning of daily workload and staffing including:</p> <ol style="list-style-type: none"> 1. Rosters and staff allocation in response to service pressures 2. Liaising with internal and external stakeholders regarding staff utilisation 3. Manage staff adherence to rosters 4. Reorganise rosters in response to changing circumstances <p>Oversees the accurate and timely reporting of performance management data and that any required action is agreed and implemented in order to minimise risk in the</p>

	<p>compounding/dispensing process</p> <p>Responsible for inventory and procurement control</p> <p>To play an active part in the departments Intrathecal Policy, ensuring own status in the Intrathecal master register remain current</p> <p>Chairs and/or attends and contributes to relevant Senior Management meetings. Represents Aseptic Services / Pharmacy at departmental and organisational meetings</p>
<p><u>Staff Supervision</u></p>	<p>Assists with staff recruitment</p> <p>Ensures all Aseptic services staff are trained and validated to perform their tasks</p> <p>Ensure appraisal and development reviews are performed</p> <p>Ensures staff undertake the required accreditations / validations relative to their grade and responsibilities</p> <p>Identifies, addresses and escalates poor staff performance (technical, clinical and/or behavioural)</p> <p>Ensure ADHB policies on recruitment, sickness absence, equal opportunities, Health and Safety and other national legislation are followed and understood by staff</p> <p>To foster productive, collaborative and effective working relationships to ensure:</p> <ul style="list-style-type: none"> • Staff perform activities in accordance with standard operating procedures and recognised professional standards of practice (e.g. cGMP) • Staff maintain accurate and efficient physical and electronic stock control practices and minimise expired stock • Identification and leadership of best practice including proactively developing protocols, policies and guidelines, and identify other strategies to ensure safe medication management • Investigation, recording and reporting of medication errors, near misses, formal complaints / incidents / deviations •
<p><u>Education, Training and Research</u></p>	<p>Identifies, designs, delivers and evaluates training for staff including:</p> <ol style="list-style-type: none"> 1. Plans inductions for Aseptic Services and other pharmacy staff 2. Full and accurate staff training records are maintained 3. Ensure that all staff are aware of their responsibilities within relevant policies, procedures and guidelines <p>Participates in the identification of need, development and delivery of other health care professional / student training as appropriate</p>

	<p>Identifies, and where appropriate, develops and leads practice research within the context of the Pharmacy and Medicines research strategy in collaboration with the School of Pharmacy, University of Auckland and others key stakeholders</p> <p>Proactively manages own continual professional development and undertakes learning and development necessary to function as a Lead Quality Pharmacist including working towards and achieving advanced practice credentialing</p> <p>Responsible for aspects of own professional development by participating in service programmes and attending educational opportunities relevant to the role</p>
<p><u>Clinical Service</u></p>	<p>Works with the Associate Clinical Lead to support a cohesive team environment</p> <p>Provides clinical role modelling for staff within the clinical service in accordance with the purpose statement and guiding principles of the Pharmacy department</p> <p>Provides a clinical pharmacy service (working within the cancer screening office) to Cancer Services or as per service requirements</p> <p>Works with patients in partnership to promote their understanding of and adherence to medicines</p> <p>Liaises with key personnel (medical, nursing and service managers) within the area of responsibility to lead best clinical pharmacy practice and support the quality use of medicines</p> <p>Supports HML requirements and promote the quality use of medicines within the clinical area of responsibility</p> <p>Facilitates the supply of pharmaceutical products to ensure timely medication supply to patients</p> <p>Documents clinical interventions and contributions on regular basis and in accordance with departmental requirements</p> <p>Documents clinical metrics and other work activities on a regular basis and in accordance with departmental requirements</p> <p>Actively promotes the principles of Antimicrobial Stewardship and follows Antimicrobial Stewardship practice guidance</p> <p>Practices as part of the pharmacy team contributing to the provision and development of high quality and consistent pharmaceutical services within ADHB</p>
<p><u>Health and Safety</u></p>	<p>To report to the Clinical Lead Pharmacist (Aseptic Manufacturing and Business Support) any residual risks that are unacceptable and not within his / her span of control to rectify</p> <p>To be aware of and observe fully the employee's duties under the Health and Safety at Work Act and to observe all the Trust's policies relating to Health and Safety and Risk Management</p>

	<p>To ensure the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.</p> <p>To wear/make use of protective clothing and equipment provided To adhere to the associated hygiene and clothing requirements of the individual work areas. This may involve the absence of make up, the removal of jewellery, wearing protective clothing including hoods, facemasks, gloves and safety shoes, working in a confined space for up to 3 hours at a time and the receipt, distribution and preparation of cytotoxic medicines under COSHH guidelines</p> <p>To provide training in the use of protective clothing and equipment and ensure staff wear/make use of it appropriately</p> <p>To be aware of the cytotoxic/hazardous material spillage procedure and be able to act quickly and appropriately in the event of a spillage and instruct others in appropriate action</p> <p>To adhere to all safe systems of work applicable to the work area Ensure the security of the Pharmacy Department at all times</p>
General	<p>Supports the Pharmacy Mission Statement and act in accordance with department's Guiding Principles at all times</p> <p>Undertakes other duties as requested by the Clinical Lead Pharmacist</p> <p>Meets the changing needs of the service, the duties and working times may be subject to reasonable change in the future</p> <p>Respects confidentiality of information pertaining to patients, staff and management</p>

MATTERS WHICH MUST BE REFERRED TO THE CLINICAL LEAD PHARMACIST – CLINICAL PHARMACY SERVICES OR ASSOCIATE CLINICAL LEAD

- Significant issues affecting individual performance
- Significant issues affecting others performance
- Significant issues affecting pharmacy service performance, including quality and clinical governance issues
- Significant issues medicine related patient risk issues in clinical areas outside of pharmacy
- Significant systemic patient safety issues
- Occupational Health and Safety issues

Authorities: None	
FTE Direct Reports: 5.2 Pharmacists 14.6 Pharmacy Technicians 8.6 Assistants	Budget Accountability (if applicable): \$ None

Relationships		
External	Internal	Committees/Groups
• Pharmaceutical	• Pharmacy staff	• Service Quality and

<ul style="list-style-type: none"> • Society • Pharmacy Council • PHARMAC • NZHPA • University of Auckland • University of Otago • PHARMAC • OneLink Ltd • <i>Pharmaceutical companies</i> • Medsafe • Contractors • Medicines Control 	<ul style="list-style-type: none"> • Medical staff, including relevant clinician leads • Nursing staff, including relevant nursing leads • Allied Health • Analysts • Support staff • Patients • Laboratory Staff • Service Managers • Health Alliance • ADHB Facilities Staff • Engineers 	<p>Medicine Governance Groups</p> <ul style="list-style-type: none"> • PAPU Team meetings • Pharmacy Quality meetings • Clinical Cancer Care Team
--	---	--

Person Specification		
Education Qualifications		
Professional	<p>Essential</p> <p>B.Pharm. or other recognised pharmacy qualification</p> <p>Registered as a pharmacist with the Pharmacy Council of New Zealand and holds a current APC.</p> <p>Post-graduate clinical qualification and/or demonstrated commitment to continuing professional development.</p>	<p>Desired</p> <p>Masters in Clinical Pharmacy</p> <p>Post-graduate qualification in clinical education</p> <p>Pharmacist prescribing qualification</p>
Experience/Knowledge	<p>At least 5 years experience in hospital pharmacy.</p> <p>Evidence of applied GMP experience.</p> <p>Knowledge of NZ legislation.</p> <p>Evidence of effectively training staff.</p> <p>Intermediate computer skills.</p> <p>Demonstrated ability to work positively with senior staff and management.</p> <p>Effective communication and interpersonal skills</p> <p>Audit experience in a related industry.</p>	<p>3+ years in a production role within pharmaceutical, manufacturing or similar industry.</p>

Personal Characteristics
<ul style="list-style-type: none"> • Displays a commitment to patient care • Role models the ADHB values • Can give and receive feedback well, even when the issues are complex and/or emotive • Team player

- Flexible
- An active and independent learner
- An excellent communicator
- Well organised
- Resilient
- Hard working
- Enthusiastic personality
- Takes initiative
- Able to motivate others
- Innovative

CRITICAL COMPETENCIES	
COMPETENCY	DESCRIPTION
LEADERSHIP	Develops and communicates a vision for the future, inspiring commitment to the goals of the organisation/team. Operationalises the mission and facilitates change. Is able to manage diversity and draw together a range of perspectives.
People Management	Leads the team, communicates expectations and agrees goals. Provides feedback and objectively evaluates and develops performance. Actively recognises others' achievements. Can manage conflict.
TEAMWORK	Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole.
JUDGEMENT / DECISIVENESS	<p>Considers options, develops options, identifies the pros and cons and makes effective decisions within appropriate timeframes and levels of responsibility. Recognises critical factors and weighs up risks appropriately.</p> <ul style="list-style-type: none"> ■ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time ■ Sought out by others for advice and solutions.
PLANNING & MONITORING	<p>Develops action plans and priorities to accomplish goals, establishes time frames and allocated resources. Identifies and removes barriers. Monitors progress and addresses problems to achieve outcomes.</p> <ul style="list-style-type: none"> ■ Respect for safety of self and others ■ Regard for handling hazardous materials ■ Regard for equipment
PATIENT / CUSTOMER ORIENTATION	<p>Develops positive working relationships with patients/ customers, identifies and seeks to meet their needs. Treats customers as first priority and improves service.</p> <ul style="list-style-type: none"> ■ Sense of urgency ■ Is dedicated to meeting the expectations and requirements of patients, internal and external customers <p>Acts with patients and customers in mind</p>
QUALITY ORIENTATION	<p>Works to a high level of accuracy, is methodical in self-checking, is consistent in maintaining quality standards. Actively ensures staff do like-wise.</p> <p>Attention to detail:</p> <ul style="list-style-type: none"> ■ Ability to observe and judge staff performance ■ Ability to read, interpret and transcribe data accurately ■ Develop and follow processes and procedures accurately and to completion ■ Ability to detect errors
COMMUNICATION / INTERPERSONAL SKILLS	<p>Actively listens, drawing out information and checking understanding. Expresses information effectively, both orally and in writing, adjusts language and style to recipients and considers their frame of reference.</p> <ul style="list-style-type: none"> ■ Ability to communicate clearly and effectively in a timely manner with all members of the unit

	<ul style="list-style-type: none"> ■ Ability to determine others' understanding ■ Awareness and consideration of how other people are feeling ■ Ability to communicate errors through constructive feedback <p>Ability to complete records accurately and with sufficient detail using Good Documentation Practice</p>
FLEXIBILITY	Ability to adapt and work effectively within a variety of situations, and with various individuals or groups.
SELF MANAGEMENT	<p>Sets high standards and strives to achieve stretching goals. Displays drive and energy and persists in overcoming obstacles. Copes with stress. Is resilient to change and understands personal limitations. Is proactive and displays initiative.</p> <ul style="list-style-type: none"> ■ Can be counted on to exceed goals successfully ■ Is constantly and consistently one of the top performers ■ Very bottom-line oriented ■ Steadfastly pushes self and other for results
LEARNING	<p>Constantly strives to build knowledge and skills. Acknowledges and learns from mistakes and improves outcomes.</p> <p>Ability to learn and retain new processes</p>
TEAMWORK	<p>Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole.</p> <ul style="list-style-type: none"> ■ To be a willing and active member of the unit, the Unit Management Team and the team of Trainers across the sites. ■ To understand the roles and responsibilities within the unit ■ Respect for others
INNOVATION	Actively questions old ways of doing things, thinks outside the square and develops creative, effective solutions to improve outcomes.

WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

CITIZENSHIP

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

THE EMPLOYER AND EMPLOYEE RELATIONSHIP

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB's objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi

- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

PROFESSIONAL DEVELOPMENT

As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require