

Position Description

Position Details

Title	Advanced Clinical Pharmacist
Reports to	Associate Clinical Lead Pharmacist – Clinical Pharmacy Services
Location	Department of Pharmacy
Authorised by	Clinical Lead Pharmacist – Clinical Pharmacy Services
Date	June 2019

Primary Function

To provide the highest level of clinical pharmacy expertise to support the provision of advanced clinical pharmacy practice to specific complex patient groups and to promote and lead clinical excellence and quality within the clinical service to achieve the safe, effective and economical use of pharmaceuticals within the limits of resource.

Key Accountabilities

Key Result Area	Expected Outcomes/Performance Indicators
Clinical and Clinical Leadership	<ul style="list-style-type: none"> • Provides a high level, comprehensive and professional clinical pharmacy service to a specified group of complex patients, as per service requirements. • Practices clinical pharmacy in a proactive manner, forming positive working relationships with key nursing, medical and business personnel within areas of responsibility. • 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. • Acts as a clinical expert by providing high level and accurate pharmaceutical advice to internal and external colleagues in complex therapeutic situations upon request. • Horizon scans with regards to best medication

	<p>related practice and takes initiative in leading best practice in the clinical area of responsibility.</p> <ul style="list-style-type: none"> • Undertakes medicines reconciliation to the national standard (Health Quality and Safety Commission) on admission, at transfer and at discharge. • Provides a medication optimisation service to patients in clinical areas. • Works with patients in partnership to promote their understanding of and adherence to medicines. • Supports HML requirements and promote the quality use of medicines within the clinical area of responsibility. • Resolves medication related discharge issues for patients (e.g. section 29 medicines, specials authority, Named Patient Pharmaceutical Assessments (NPPA) applications). • Provides medicines information to patients, carers and other healthcare professionals. • Facilitates the supply of pharmaceutical products to ensure timely medication supply to patients. • Work proactively within a team of clinical pharmacists and technicians, to cover, assist and support others within the team so objectives can be achieved. • Liaises with dispensary and imprest teams to provide the most appropriate drug distribution service, particularly to the specific areas of responsibility. • Documents clinical interventions and contributions on regular basis and in accordance with departmental requirements. • Documents clinical metrics and other work activities on a regular basis and in accordance with departmental requirements. • Acts as a clinical role model for staff in accordance with the purpose statement and guiding principles of the Pharmacy Department. • Acts as a clinical champion in supporting clinical service improvement including proactive working with project leads to overcome barriers to implementation. • Actively promotes the principles of Antimicrobial Stewardship and follows Antimicrobial Stewardship practice guidance.
<p>Education, Training and Research</p>	<ul style="list-style-type: none"> • Proactively manages own continual professional development and undertakes learning and development necessary to function as an advanced practitioner including working towards and achieving advanced practice credentialing. • Conducts clinical coaching and mentoring for senior clinical pharmacists, clinical pharmacists and other clinical pharmacy staff. • Conducts accompanied ward visits with clinical staff and use appropriate assessment and feedback tools/techniques to promote clinical excellence in the clinical pharmacy service. • Acts in partnership with the Associate Clinical

	<p>Lead to support individual clinical pharmacist goal setting.</p> <ul style="list-style-type: none"> • Proactively supports the clinical training of pharmacy personnel (including Externs). • Teaches undergraduate and postgraduate Pharmacy courses at the School of Pharmacy, Auckland University (including supporting weekend and evening teaching sessions) as requested by the Pharmacy Department. • Participates in the identification of need, development and delivery of other health care professionals as appropriate. • Actively contributes to the teaching of other pharmacists and professional group regionally, nationally and internationally in the area of expertise. • 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.
Quality and Clinical Governance	<ul style="list-style-type: none"> • Works in partnership with the Associate Clinical Lead to ensure that all clinical staff performs clinical activities in accordance with standard operating procedures and recognised professional standards of practice. • Identifies and leads best practice (with respect to the medicines pathway) including proactively developing protocols and guidelines, and identify other strategies (in conjunction with other senior health care professionals) to improve prescribing practice within the clinical area of responsibility. • Inputs into medicine related clinical policies, Medicines Administration Guidelines and medication standing orders in collaboration with the Medicines Governance Team as requested by the Associate Clinical Lead. • Analyses clinical metric and intervention data in partnership with the Associate Clinical Lead. • Interprets drug expenditure usage trends for prescribers and budget holders to support cost effective use of medicines within the clinical area of responsibility. • Identifies, records and reports adverse events in accordance with organisational policy. • Contributes to the management and investigation of medication errors and near misses in partnership with the Medicines Governance team. • Participates in, supports and, where appropriate, leads quality initiatives within Pharmacy. • Actively advocates for the principles of Antimicrobial Stewardship with others and follows Antimicrobial Stewardship practice guidance.
Management of Clinical Pharmacy Services	<ul style="list-style-type: none"> • To deputise for the Associate Clinical Lead when required. • Assists the Associate Clinical Lead in ensuring

	<p>that regular one on ones and performance appraisals of clinical staff are undertaken in a timely manner.</p> <ul style="list-style-type: none"> • Supports the Associate Clinical Lead by ensuring that staff poor performance (technical and/or behavioural) is identified and addressed appropriately. • Provides clinical leadership for staff within the clinical service in accordance with the purpose statement and guiding principles of the Pharmacy department. • Works in partnership with the Associate Clinical Lead to support a cohesive team environment.
General	<ul style="list-style-type: none"> • Supports the Pharmacy Mission Statement and act in accordance with department's Guiding Principles at all times. • Attends such meetings and committees as requested by the Associate Clinical Lead or Clinical Lead Pharmacist – Clinical Pharmacy Services as the departmental representative. • Undertakes other duties as requested by the Clinical Lead Pharmacist – Clinical Pharmacy Services. • Meets the changing needs of the service, the duties and working times may be subject to reasonable change in the future. • Undertakes all duties in a safe manner with due regard to occupational health and safety policies. • Respects confidentiality of information pertaining to patients, staff and management.

Matters Which Must Be Referred To 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

Direct Reports	None
Budget Accountability (if applicable)	Nil

Relationships

External	<ul style="list-style-type: none"> • Pharmaceutical Society • Pharmacy Council • PHARMAC
-----------------	---

	<ul style="list-style-type: none"> • NZHPA • Community Pharmacists • GP's • PHOs • University of Auckland • University of Otago
Internal	<ul style="list-style-type: none"> • Pharmacy staff • Medical staff, including relevant clinician leads • Nursing staff, including relevant nursing leads • Allied Health • Analysts • Support staff • Patients
Committees/Groups	<ul style="list-style-type: none"> • Hospital Medicines Committee • Service Quality and Medicine Governance Groups

Person Specification

	Essential	Desired
Education & Professional Qualifications	B.Pharm. or other recognised pharmacy qualification Registered as a pharmacist with the Pharmacy Council of New Zealand and holds a current APC. Post-graduate clinical qualification and/or demonstrated commitment to continuing professional development.	Masters in Clinical Pharmacy Post-graduate qualification in clinical education Pharmacist prescribing qualification
Experience/Knowledge	At least 5 years' experience in hospital pharmacy. Evidence of extensive and relevant practice of clinical pharmacy.	Evidence of recent and/or longstanding practice at a senior level within the area of responsibility in a large hospital.

Personal Characteristics

- Passionate about clinical pharmacy
- 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
- Active and independent learner
- excellent communicator
- Well organised
- Resilient
- Hard working
- Enthusiastic personality
- Takes initiative
- Able to motivate others
- Innovative

Critical Competencies

Competency	Description
Expert practice	Demonstration of a high degree of professional autonomy, dealing with complex issues or situations, including circumstances of considerable uncertainty. Are recognised as experts within their own area of practice with the profession and by other professional groups.
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.
Teamwork	Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole.
Flexibility	Ability to adapt and work effectively within a variety of situations, and with various individuals or groups.
Self-management	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.
Communication/interpersonal skills	Actively listens, drawing out information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference. Empathises with others and considers their needs and feelings.
Quality orientation	Pays attention to detail and initiates self-checking procedures; ensures high levels of accuracy and consistent quality. Monitors quality and devises systems to support continuous improvements.
Planning & monitoring	Develops plans to accomplish goals, establishes timeframes and allocates resources. Identifies and removes barriers. Monitors progress and addresses problems to achieve outcomes.
Learning	Constantly strives to build knowledge and skills, acknowledges and learns from mistakes and improves outcomes.
Judgement/Decisiveness	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. Knows when to ask for help.
Innovation	Actively questions old ways of doing things, thinks outside the square and develops creative, effective solutions to improve outcomes.
Patient/customer orientation	Develops positive working relationships with patients / customers, identifies and seeks to meet their needs. Treats them as first priority and improves service.

Working for Auckland DHB – 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
- Modelling Auckland DHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting Auckland DHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in Auckland DHB, 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 Auckland DHB'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 Auckland DHB 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 Auckland DHB may reasonably require