

## **POSITION DESCRIPTION –Alfred Health/The Alfred/Caulfield Hospital/Sandringham Hospital**

|                              |   |
|------------------------------|---|
| <b>DATE REVISED:</b>         | <b>November 2017</b>                        |
| <b>POSITION:</b>             | <b>Pharmacy Infrastructure Co-ordinator</b> |
| <b>AWARD/AGREEMENT:</b>      | <b>HSU1</b>                                 |
| <b>CLASSIFICATION TITLE:</b> | <b>Grade 5 (HS5)</b>                        |
| <b>DEPARTMENT/UNIT:</b>      | <b>Pharmacy</b>                             |
| <b>DIVISION:</b>             | <b>Medical Services</b>                     |
| <b>ACCOUNTABLE TO:</b>       | <b>Associate Director of Pharmacy</b>       |

## **ALFRED HEALTH**

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at [www.alfredhealth.org.au](http://www.alfredhealth.org.au)

## **OUR PURPOSE**

To improve the lives of our patients and their families, our communities and humanity.

## **OUR BELIEFS**

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

## **DEPARTMENT**

The Pharmacy services operate over 4 sites within Alfred Health. Pharmacists, Interns, and Technicians are essential members of all teams and have a critical role in patient management. Their understanding of Pharmaceutics, Pharmacology and Medicine Management ensures Alfred Health patients receive the best pharmacy care possible. The service has 3 key priorities:

- Medication Safety
- Cost effective use of medicines
- Delivery of specialist pharmacy expertise at critical points in the patient care pathway

Services have been aligned with the Alfred Health clinical programme structure

Further information is available at [www.alfredhealth.org.au/Department.aspx?ID=180](http://www.alfredhealth.org.au/Department.aspx?ID=180)

## **POSITION SUMMARY**

The Pharmacy Infrastructure Co-ordinator is responsible for the co-ordination of core pharmacy services including administration services and maintenance of facilities and equipment. This position works across all Alfred Health sites and has a key role in project management.

- Responsible for the maintenance and development of Pharmacy infrastructure and resources including facilities and equipment, and information resources.
- To lead and manage the administration service team to ensure accurate business, human resources and meeting representations are recorded and maintained.
- Support the delivery and development of improved performance across the organisation in relation to complex project management.
- Promote quality improvement in practice by leading pharmacy service and facilities redesign projects across the organisation.
- To participate in and where relevant lead on specific pharmacy development projects, particularly those involving renovation, development of facilities and sourcing and implementation of new equipment, resources or technologies.

## **KEY RESPONSIBILITIES**

### **Facilities Management**

- To have overall operational responsibility for the maintenance and facilities management of the pharmacy departments across Alfred Health.
- To manage, co-ordinate and monitor the financial transfers and billing associated with provision and purchase of non-drug related expenditure and pharmaceutical expertise for the pharmacy service.
- To ensure systems are in place to ensure that pharmacy facilities are safe, effective and subject to appropriate maintenance and governance. This includes:
  - Facilities
  - Equipment
  - IT
  - Information resources
- To work with the Pharmacy Executive to monitor and evaluate the facilities managed by pharmacy services contributing to the implementation of legal and professional requirements, service planning and the development of the Pharmacy Business Strategy and associated policies.
- Lead on specific projects, particularly those involving renovation, development of facilities and sourcing and implementation of new equipment, resources or technologies.
- Act as an author for assigned documentation ensuring procedures reflect good practise and current departmental activities.
- To work with the Pharmacy Executive to perform and maintain department OHS walkarounds and associated recommendations.

## **Administration**

- To lead and manage the team responsible for delivery of the administration services for the department.
- Coordination of accurate records and representation of all pharmacy business meetings.
- Support the delivery and development of improved performance across the organisation in relation to complex project management.
- Co-ordinate the processing of staff timesheets and Kronos entries.
- Oversee the security and communication processes for the department including co-ordinating access to swipe cards, keys and lockers, pagers and mobile phones.

## **Health & Safety (H&S) Responsibilities**

- To take reasonable care of own OH & S and that of others.
- To liaise with, act on, and ensure implementation of recommendations made by the departmental Health and Safety Representative.
- To work within the requirements of the Health & Safety at Work Act.
- Perform all activities in accordance with training and departmental standard operating procedures.

## **General**

- Conduct performance management and mentoring to all staff with area of responsibility.
- Represent the Pharmacy Department when required to attend communication meetings.
- Actively participate in the AlfredHealth Performance Management Program.
- Maintain and document ongoing CPD at a level applicable to the post.
- Use of iPharmacy, UList, Powerchart and other information systems as needed at Alfred Health.
- Attend and actively contribute to pharmacy department meetings and educational forums.
- Ensure that the relevant legislative requirements, hospital guidelines and accreditation and professional standards are met.
- Participate in the pharmacy department and AlfredHealth quality management programs.
- Develop and maintain good working relationships with staff within and outside the department.
- Be familiar with departmental escalation process.
- Timely completion of all mandatory training required for your position.
- Participate in ongoing learning and development.
- This post is one of continual development. The job description is intended as a guide to the principal duties and responsibilities of the post and complements individual objectives set in line with the department's annual business objectives. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder.

## **Quality, safety, risk and improvement:**

- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues and members of the public. Minimise hazards in the working area and report any identifiable hazards to your senior.
- Escalate concerns regarding safety, quality & risk to appropriate staff member.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- Participate in data collection, generation and analysis for audit, quality improvement, KPIs or research.
- Ensure records are maintained as per local standard operating procedures.

- Ensure all documentation filing are kept up to date and archived as necessary, following legal requirements for the retention of pharmaceutical and other records.
- Actively contribute to the review, development and implementation of procedures, services and quality improvements

**OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:**

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform employment duties.
- Research activities will be undertaken commensurate with the role.

**QUALIFICATIONS/EXPERIENCE REQUIRED**

| ATTRIBUTES                               | REQUIREMENTS   |  |
|--|--|--|
|  | ESSENTIAL  | DESIRABLE  |
| Experience                               | <ul style="list-style-type: none"> <li>• Administration experience</li> <li>• Current experience in training and assessing staff</li> <li>• Demonstrated project management skills</li> </ul>  | <ul style="list-style-type: none"> <li>• Extensive post qualification experience in a similar role</li> <li>• Hospital and or pharmacy experience</li> </ul> |
| Qualifications                           | <ul style="list-style-type: none"> <li>• Recognised Pharmacy Technician Cert 4 or equivalent</li> </ul>  | <ul style="list-style-type: none"> <li>• Recruitment and selection experience</li> </ul>   |
| Practical skills                         | <ul style="list-style-type: none"> <li>• Excellent all round communication skills.</li> <li>• Able to demonstrate high levels of accuracy in all areas of work.</li> </ul>   | <ul style="list-style-type: none"> <li>• Presentation skills</li> <li>• Audit</li> <li>• Staff appraisal</li> </ul>  |
| Training                                 | <ul style="list-style-type: none"> <li>• Evidence of continuing personal development</li> <li>• Evidence of training &amp; assessing other staff</li> </ul>  | <ul style="list-style-type: none"> <li>• Staff mentoring systems</li> </ul>  |
| Disposition/<br>Adjustments/<br>Attitude | <ul style="list-style-type: none"> <li>• Able to work effectively as part of a team</li> <li>• Able to receive and handle situations or information that is sensitive or contentious and take appropriate action</li> </ul>  |  |
| Other                                    | <ul style="list-style-type: none"> <li>• Frequent requirement to concentrate where work patterns can be unpredictable</li> <li>• To be able to cope with occasional distressing situations</li> <li>• Able to work the hours required, and travel between sites</li> </ul> |  |

**REVISED BY: Diane Walters November 2017**