

Position Description and Person Specification

Position Title: Pharmacist in Charge (PIC)

Responsible to: Regional Operations Manager (ROM) and/or Pharmacy/Site Manager

Key Relationships: Regional Operations Manager, Pharmacy Manager, Site Manager, Senior Pharmacists, Pharmacists, Intern Pharmacists, Technicians, Support employees, Procurement and external clients.

Role Overview

The primary role of a Pharmacist in Charge is to manage the daily operations of a Site including the provision of professional services (general operations – dispensing, supply and distribution, clinical and quality improvement) in accordance with company policy and practice, to HPS' client healthcare facilities in consultation with nursing staff, pharmacists and technicians.

Pharmacists in Charge provide supervision and direction to all employees at the site/s.

Criteria

Essential	Desirable
<ul style="list-style-type: none"> • Bachelor of Pharmacy or equivalent • Registered and practising certificate with Pharmacy Board of Australia • Own authorised Professional Indemnity Insurance or equivalent • Knowledge of <ul style="list-style-type: none"> - Drug use and therapeutics - Pharmacy Acts and regulations - Legal and ethical responsibilities in provision of pharmacy services • Demonstrated Continuous Professional Education • Ability to provide leadership and to communicate effectively both verbally and in writing • Ability to travel intra/interstate as required • A current driver's licence 	<ul style="list-style-type: none"> • Hospital Pharmacy experience • Experience in Clinical Pharmacy practice • Previous experience managing and leading teams • Understanding of inventory management, financial and commercial drivers of pharmacy operations.

Key Responsibilities and Outcomes

Strategic Imperative	Key Responsibilities (where applicable)	Key Outcomes
Values	<ol style="list-style-type: none"> 1. Adopt a “One Company” approach 2. Makes the vision, purpose and values meaningful to daily team activities and tasks 	<ol style="list-style-type: none"> 1. Behaves consistently with organisational values and professional client requirements 2. Team members understand and are aligned with the company’s strategy and objectives
Financial	<ol style="list-style-type: none"> 3. Ensure site/s meet or exceed, their agreed, financial budgets and targets, across client groups. 4. Works with ROM to develop Site/s annual budgets and monthly forecasts including revenue, expenses and profit; 5. Provide weekly and monthly, reports including analysis and commentary of activity, revenue, profit, expenses and inventory variances against budget. 6. Works with the ROM to review the financial performance of the business and develop strategies to improve performance 7. Oversees systems and processes and ensures all claims are closed and processed in accordance with requirements 	<ol style="list-style-type: none"> 3. Agreed monthly and yearly budgeted revenue, expenses and profit achieved for site/s 4. All major initiatives and decisions are in line with budget, costs, required financial hurdles and ROI guidelines 5. Cash flow, debtors and owings are minimised and managed within the agreed policy and guidelines (x%). 6. Timely reports demonstrate a clear understanding of reasons for business performance and include proactive corrective actions to be implemented as required.
Customer	<ol style="list-style-type: none"> 8. Ensure effective client relationships with both external and internal customers 9. Implement client servicing models that improve service delivery and increase revenue and profit; 10. Undertake regular reviews with clients to ensure service delivery is consistently in line with SLAs; 11. Work closely with ROM and client to resolve performance issues, identify opportunities for improvement and growth in order to retain the contract/s 	<ol style="list-style-type: none"> 7. Customer service levels meet or exceed agreed SLA’s at site/s 8. Customer satisfaction reviews are completed within agreed timeframes (x pa) and results meet or exceed targets (x%), and improvement opportunities are communicated to ROM and staff, (within x weeks). 9. Issues are resolved to the satisfaction of the client and HPS and contracts at risk are retained.
Internal Process	<ol style="list-style-type: none"> 12. Ensure all staff comply with HPS and client policies and procedures 13. Ensure all staff fulfil WHSE and Quality obligations 14. Oversees the preparation and dispensing of prescriptions and Imprest orders in accordance with legislation and regulatory requirements 15. Implement and review effectiveness of standardised business processes and systems to ensure they achieve efficiencies, deliver consistently excellent service and meet legislative 	<ol style="list-style-type: none"> 10. Compliance with HPS policies and procedures 11. Compliance with WHSE and Quality policies, procedures, staff engagement, (meetings), incident reporting and legislative requirements 12. Ongoing improvement in efficiency and productivity of business processes in line with agreed improvement programs 13. Compliance with business processes and targets including stocktake, QCPP accreditation requirements, brand compliance, and reporting requirements.

	<p>requirements;</p> <p>16. Lead and support staff in implementing, reviewing and maintaining standardised processes and procedures.</p> <p>17. Actively seek out best practice and share ideas across the business.</p>	<p>14. Actively participate in designated committees, professional networks and/or work groups.</p>
<p>People (Learning and Growth)</p>	<p>18. Build a high performing culture by fostering customer service excellence, diversity and efficient operations.</p> <p>19. Assess individual and team requirements to identify development needs and further enhance skills, competencies and performance.</p> <p>20. Inspire, motivate and support staff in delivering efficient operations and achieving business and financial objectives.</p> <p>21. Recruit, develop and retain high performing staff.</p>	<p>15. Individual performance plans and team objectives in place by required date.</p> <p>16. People and performance issues are dealt with effectively as measured by;</p> <ul style="list-style-type: none"> - Number of issues / terminations - Employee engagement survey results - HR interventions / feedback <p>17. Development strategies for key individuals, which have been agreed with the ROM and HR are in place and actioned by required date.</p> <p>18. Succession plans are in place for business critical key roles.</p> <p>19. High performing staff retained with "regretted" turnover no higher than 10% total workforce.</p>

Statement of General Duties

- Exercises professional judgement and relative autonomy in providing pharmacy services in accordance with Pharmacy Board and Society of Hospital Pharmacists of Australia guidelines
- Manages the cost effective dispensing, supply, manufacture, timely distribution and storage of all medications.
- Effective Client Management
- Ensures compliance of client healthcare facilities with licensing regulations and contributes to ongoing review and development of client healthcare facilities policy and procedure where applicable.
- Responsible for maintaining adequate materials, equipment and environment in accordance with optimum dispensing procedures and approved practice standards.
- Clinical Activities (where applicable);
 - Preparation of relevant reporting procedures and actively participates in relevant client committee meetings, (Pharmacy Advisory (PAC), Medication Advisory (MAC) & Drugs and Therapeutic)
 - Responsible for maintaining adequate materials, equipment and environment in accordance with optimum professional services procedures and approved practice standards, including the efficient operation and management of high cost drugs in client healthcare facilities
 - Effectively manages the provision of drug information and counselling to

- nursing staff, medical staff, patients and members of the public
- Contributes to professional and academic publications and committees, as well as preparation and presentation of lectures as required
 - Effective People Management including;
 - Recruitment of new employees
 - Support, training, leadership, supervision of all Pharmacy employees
 - Employee rosters
 - Team meetings
 - Employee performance and management
 - Responsible for management of WHSE management on the site including involvement in audits and compliance with the regular reporting process.
 - Effectively manage and oversee the purchasing activities in conjunction with the National Procurement and Contracts Manager.
 - Champion the implementation of all departmental initiatives and requirements from Executive and Senior Managers.
 - Comply with HPS Pharmacies accreditation requirements
 - Proactively pursues opportunities to improve business performance
 - Administrative Management and Reporting (financial, client, quality, people)
 - Manage and review medication incidents, or if required the resolution of enquiries and/ or service issues as they arise and are escalated
 - Manage site stock takes
 - Prepare, sort and close PBS claims, if required
 - Carrying out other client requests as approved by HPS Management
 - Available for after hours on-call contact from employees in the event of an incident that requires management assistance.
 - Other duties as required by HPS management.

Disclaimer: The key duties and responsibilities listed in this position description are subject to change due to operational requirements.

I have read, understood and accept all responsibilities of this Position Description, including the attachment.

Signed by:

Signature

Employee Name

Date



Attachment 1 – Detailed Competencies – Level 2

Component	Behavioural Descriptor			
Leadership				
Defines the Vision and Future Direction/Engagement <i>Articulates a compelling vision of the organisation's future and effectively engages staff with the vision.</i>	Translates the future vision, purpose and values in a meaningful way into daily work activities and tasks	Motivates staff to achieve operational goals	Delegates work appropriately to others	Displays an awareness of how own leadership style impacts on others
Developing & Coaching <i>Develops employees through effective feedback, coaching, mentoring and support.</i>	Provides staff with challenging goals and constructive, developmental feedback on performance	Acts as a coach and sets aside appropriate time for coaching and feedback to staff	Creates appropriate training and development opportunities for staff	Acknowledges others through formal reward structures and informal recognition
Persuasive Communication & Influence <i>Communications are distinguished by a positive impact on the audience and use of appropriate influencing behaviours.</i>	Identifies the audience and adopts the most appropriate style and approach for different circumstances	Communicates in a manner which motivates staff to engage with the Vision, Purpose and Values	Accepted as credible and generates enthusiasm in team members	Writes technical reports, business documents and correspondence for public communication
Strategic Thinking <i>Understands the broader implications of potential future trends, issues, relationships and identifies potential opportunities.</i>	Maintains awareness of and communicates the potential impact of changes in customer and competitor activity	Takes into account all relevant matters including the organisation's long term goals as well as relevant business, financial, and performance measures in planning and developing solutions for the team	Accommodates interests and expectations of others to positively influence outcomes	Anticipates new or changed demands for services and seeks additional information to guide action
Innovation & Change Management <i>Identifies opportunities and develops innovative solutions to meet client needs and effectively implements change within the workplace.</i>	Effectively communicates the need for, and drivers of, required change	Works with the team to identify opportunities for improving the workplace processes and procedures	Implements and monitors improvement and change programs within the business	Identifies and effectively deals with the effects of change on individuals
Business				
Quality & Work Standards <i>Maintains the highest work standards in relation to attention to detail, accuracy and completeness to ensure the consistent delivery of services in a safe manner.</i>	Effectively prioritises work plans and constantly monitors activities, to identify potential risks to agreed service delivery targets	Ensures the most effective use of resources to accomplish tasks	Follows all company policies and procedures, professional standards and regulations, giving safety issues priority and encourages others to do the same	Fosters a commitment to quality and safety by all staff
Client Focus <i>Considers the client needs when making business decisions and taking action.</i>	Anticipates client needs	Monitors, reports and acts on client feedback to ensure adherence to service level agreements	Ensures a commitment to quality, reporting and adherence to processes and protocols by all staff	Maintains effective client relationships

Component	Behavioural Descriptor			
Business cont.				
Business Acumen <i>Considers economic, financial, market and industry data and uses appropriate business principles and practices to make sound commercial decisions</i>	Maintains awareness of and responds appropriately to, client activity	Identifies and assesses business risks and opportunities	Effectively uses financial information and prepares simple business cases and/or plans utilising cost benefit analysis	Monitors performance against budget and uses the critical business levers available to improve outcomes for the business
Relationships & Networking <i>Develops and maintains effective long term client relationships and broad industry networks.</i>	Develops effective relationships with clients, patients and staff through formal and informal contact	Initiates and participates fully in activities designed to develop relationships and achieve own goals and broader business objectives	Effectively resolves conflict with tact and diplomacy	Identifies opportunities for the team to function more effectively and takes appropriate action to achieve improvements
Professional Knowledge <i>Maintains and improves competency in appropriate professional domains of practice through continuing professional education and development.</i>	Keeps up to date with registration, professional practice and current trends and applies knowledge effectively on the job	Applies knowledge in a practical way that adds value to work activities	Demonstrates understanding of client's operations and responds proactively to operational changes	Demonstrates a detailed understanding of requisite corporate systems
Personal Qualities				
Teamwork & Inclusion <i>Works in an open, collaborative and inclusive manner to achieve agreed business outcomes.</i>	Fosters a climate of collaboration within their team	Communicates openly with others through consultation and sharing knowledge	Encourages consideration, understanding and tolerance in the workplace and works quickly to resolve conflict	Works in the interest of the organisation even when it involves putting own individual needs aside
Analytical Thinking <i>Effectively gathers information, analyses problems, makes sound judgements and develops appropriate solutions.</i>	Seeks all relevant information prior to decision making	Perceives relationships between multiple pieces of information and clearly articulates the issue	Considers a variety of alternatives and makes logical, rational and well-reasoned judgements	Critically evaluates information and proposals
Adaptability & Resilience <i>Appropriately adapts position in response to changes and deals with disappointments and setbacks.</i>	Open to new ideas and adapts own views appropriately	Remains confident in uncertain conditions	Encourages feedback from staff and uses the feedback to improve themselves and the team	Encourages appropriate work balance for employees within team
Drive for Results <i>Sets challenging objectives, initiates action and delivers on agreed outcomes.</i>	Confronts and responds effectively to challenges	Able to make decisions on the basis of limited information when necessary	Accepts responsibility and recommends remedial action when things do not go to plan	Takes calculated risks where appropriate to ensure agreed outcomes are achieved
Individual Accountability <i>Accepts responsibility for own actions and hold others accountable for meeting their commitments.</i>	Lives the values and accepts responsibility for own actions	Communicates expectations and accepts responsibility for team performance	Holds team accountable for meeting their commitments	Actively encourages individual team members to develop their capabilities