

Position Title:	Quality Use of Medicines Pharmacist Grade Three
Classification:	SX6 – SX81 Hospital Pharmacists Award
Reports to:	Assistant Deputy Director of Pharmacy – Quality Support and Development Services
Department:	Pharmacy

About Monash Health

Monash Health is Victoria's largest public health service. We are proud to provide healthcare to one quarter of Melbourne's population, across the entire life-span from newborn and children, to adults, the elderly, their families and carers.

We improve the health of our community through:

- Prevention and early intervention
- Community-based treatment and rehabilitation
- Highly specialised surgical and medical diagnosis, treatment and monitoring services
- Hospital and community-based mental health services
- Comprehensive sub-acute, aged care and palliative care programs
- Research, education and teaching the next generation of healthcare professionals
- Regional and state-wide specialist services

More than 16,000 staff work at over 40 care locations across south eastern Melbourne, including Monash Medical Centre, Monash Children's Hospital, Moorabbin Hospital, Dandenong Hospital, Casey Hospital, Kingston Centre, Cranbourne Centre, and an extensive network of rehabilitation, aged care, community health and mental health facilities.

Each year:

- We provide more than 3.6 million episodes of care to our community.
- More than 260,000 people are admitted to our hospitals.
- More than 220,000 receive care at our three emergency departments.
- We respond to more than 54,000 ambulance arrivals.
- We perform more than 48,000 surgical procedures.
- We deliver more than 10,000 babies.

As an equal opportunity employer, Monash Health is committed to a fair and non-discriminatory workplace that maximises the talent, potential and contribution of all employees. We are committed to our iCare values of integrity, compassion, accountability, respect and excellence.

Job Summary (Purpose /Key Result areas/Scope)

Purpose

To promote the quality use of medicines and medication safety within the organisation by applying knowledge, skills, professional judgement and initiative to improve patient outcomes.

Key result Areas

- Co-ordinate the activities of the Monash Health Medication Safety and Therapeutics Committee including audits, improvement strategies, incident review, document management and risk management
- Supervise interns and undergraduate students undertaking quality use of medicines rotations
- Ensure an operationally efficient and effective service is provided that is consistent, high quality, safe and innovative
- Ensure that governance processes for the service area are in place, implemented, monitored and continually improving
- Ensure that appropriate service area reports and performance metrics are produced and acted on
- Ensure Monash Health's iCARE values and code of conduct, policies and procedures, best practice and professional standards and legislative requirements are promoted and complied with

Scope

Dimensions	Budget	Equivalent Full Time Staff	Direct reports
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Key relationships	Internal	External
	<ul style="list-style-type: none"> ▪ Medication Safety and Therapeutics Committee ▪ Pharmacy Leadership Team ▪ Pharmacy Continuous Quality Improvement Committees ▪ Nursing and Midwifery Education and Strategy ▪ Pharmacy staff ▪ Medical, nursing and midwifery and other interprofessional Monash Health staff ▪ Quality and Safety team 	<ul style="list-style-type: none"> ▪ Patients, clients and carers ▪ Pharmacy students on clinical placements ▪ Quality use of medicines/medication safety pharmacists at other hospitals

Responsibilities/Accountabilities

Operational / Clinical Quality and Safety

Specific to this position

- Coordinate the meetings and activities of Monash Health Medication Safety and Therapeutics Committee
- Lead and/or participate in medication safety improvement strategies and projects throughout the organisation, including implementation of medication charts, new devices or equipment
- Review all reported medication-related incidents and allocate investigation to the appropriate staff member
- Ensure that all incidents involving pharmacy staff are investigated appropriately and submitted for inclusion in the monthly Pharmacy Quality and Safety Report as appropriate
- Assist in the generation and dissemination of monthly quality reports, relevant quality improvement plans and risk registers
- Undertake audits according to the annual schedules set by the Pharmacy Leadership Team and/or Medication Safety and Therapeutics Committee
- Provide communication to clinical staff regarding medication safety strategies and projects
- Be responsible for the overall governance of documents for which Pharmacy are responsible and for pharmacy documents on the pharmacy intranet site
- Review or co-ordinate review of documents that include medicines submitted by other departments for organisational use
- Provide education sessions about quality use of medicines topics to Monash Health staff and students

- Be responsible for the overall maintenance of the pharmacy intranet site
- Actively participate in the preparation for National Standard and Quality Health Service Standards accreditation, with a particular focus on Standard 4
- Assist the Pharmacy Leadership Team with preparations of the Pharmacy for National Standard and Quality Health Service Standards accreditation
- Identify, participate and/or lead research projects and contribute to sharing of knowledge through publication and conference submissions
- Represent the Pharmacy and/or provide medication safety expertise on pharmacy continuous quality improvement committees and interprofessional organisational committees
- Carry out compliance and improvement against the key elements of quality and safety
- Be responsible for quality of care at point of care

Applicable to all Grade 3 Senior Pharmacists

- Oversee all tasks and duties associated with the day to day planning and coordination of the service area
- Ensure all legislative requirements and Monash Health policies and procedures are understood by staff in the service area and followed at all times
- Assist in developing, implementing, evaluating and reviewing Monash Health procedures and tools
- Implement orientation and training programs for staff working in the service area
- Supervise all pharmacists, interns, students and pharmacy support staff working in the service area and ensure that they work within their scope of practice
- Conduct annual performance enhancement and provide regular and timely feedback to staff working in the service area
- Plan intern and student education and training within the relevant service area, perform assessments and provide regular and timely feedback
- Assist in personnel administration and rostering as required
- Liaise with other senior pharmacists in a cooperative and collaborative manner to ensure the efficient utilisation of staff and resources
- Ensure relevant performance metrics for the service area are maintained, achieved and reported to the Pharmacy Leadership Team, including workload, quality and efficiency
- Investigate and respond to incidents and feedback relevant to the service area
- Seek to measure, evaluate and meet the needs of patients, clients, carers and customers at all times
- Participate in and drive quality improvement activities relevant to the service area
- Attend meetings as required, including Joint Senior Pharmacists Meetings and site-based staff meetings
- Advise the Pharmacy Leadership Team on issues and achievements associated with the service area
- Participate in weekend, late-shift and on-call rosters as required
- Work in other Pharmacy Department areas/sites when required
- Carry out other duties delegated by the Director of Pharmacy or Pharmacy Leadership Team as required

Financial Management

- Ensure that there is financial responsibility and accountability across the functions under the position's control and develop and implement financial strategies that will ensure budgetary targets and key performance indicators are met.
- Initiate and implement actions to improve the financial effectiveness of all functions, under the positions control.

Workforce

- Participate and co-operate in consultative processes to improve health and safety.
- Observe safe working practices and as far as you are able, protect your own and others' health and safety.
- Manage staff through effective recruitment, retention recognition and development strategies, ensure there are effective consultation and communication processes in place.
- Monitor the operations and continuous improvement of the Monash Health Occupational Health and Safety Management System within area of responsibility and provide a safe and positive workplace

- Provide leadership and support for direct reports, appraise their performance, ensure staff complete required training and are provided with professional training and development opportunities.
- Complete all necessary personal training and professional development requirements.

Person Specification

Qualifications/ Registrations/ Licenses (*italics indicated desirable*)

- Registered as a pharmacist with the Australian Health Practitioners Regulation Agency (AHPRA)/Pharmacy Board of Australia
- Working with Children Check
- *Clinical Supervision training desirable*
- *Relevant post graduate qualifications (completed or in progress) desirable*
- *Advanced Pharmacy Practice Stage 2 (Consolidated) or Stage 3 (Advanced) credentialed (completed or in progress/intended) desirable*

Technical Skills/ Knowledge / Experience

- Clinical education and/or supervision skills and experience
- Project and change management skills
- Excellent written and verbal communication skills
- Demonstrated leadership, negotiation and decision making skills
- Ability to work effectively in interprofessional teams
- Commitment to continued professional development and education
- Membership of Special Interest Group (SIG), Committee of Specialty Practice (COSP) or similar relevant to their pharmacy practice area
- Supports the competencies, codes, guidelines and policies as set out by pharmacy professional governing bodies
- Previous hospital pharmacy experience (minimum 8 years)
- Established clinical pharmacy practice skills and experience
- *Proficiency in Microsoft Excel is desirable*

Capabilities

- Ability to build relationships and work in partnerships
- Work in a friendly, courteous and professional manner
- Ability to facilitate open discussion and resolve conflict
- Treat all patients and staff with respect and dignity and harness diversity
- Adaptability and ability to drive innovation, influence others and self-manage
- Change and safety leadership
- Build capability to address own and other's developmental needs
- Ability to manage resources sustainably to deliver exceptional care and outstanding outcomes
- Ability to drive operational effectiveness to achieve desired outcomes
- Problem solving by using a combination of logic, experience and analysis to make decisions and work through problems
- Ability to incorporate new technical knowledge into the job
- Ability to work collaboratively within Pharmacy and across disciplines to improve outcomes

Monash Health Values

Integrity	Honesty, open and transparent, admit mistakes, maintains confidentiality, fairness, builds trust.
Compassion	Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
Accountability	Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance
Respect	Builds relationships, courteous, listens and understands, gives & receives feedback, sensitivity & understanding, values difference & individual worth

Excellence	Supports creativity & innovation, proactive & solution focused, seeks out opportunities, embraces quality improvement, professionalism
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Other Position Requirements

- Work across all sites of Monash Health

Approved (Job title):	Director of Pharmacy
Date:	November 2017