The Pharmacy services operate over 4 sites within Alfred Health and incorporate extensive clinical, education and research programmes involving training interns, undergraduate and postgraduate pharmacists and overseas research students. Services have been aligned with the Alfred Health clinical programme structure. Pharmacists are essential members of all clinical 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

Further information is available at www.alfredhealth.org.au/Department.aspx?ID=180

POSITION SUMMARY

In association with the Director and Associate Director of Pharmacy, to assist with the coordination of operational activities within Alfred Health pharmacy services. This includes:

• Coordination of procurement, manufacture and distribution of all medicines
• Accurate and timely dispensing within all Alfred Health pharmacy services
• Maintenance and adherence to Alfred Health Drug Formulary procedures
• Development and maintenance of a strategic approach to provision of clinical informatics
• Deputise for the Associate Director of Pharmacy
• Active contribution to the Pharmacy Senior Management Team
• Supervise the day to day management of the operational services

DIRECT REPORTS:

• Monthly activity and performance reports to Associate Director of Pharmacy
• Monthly human resource and facility performance reports to Associate Director of Pharmacy
• Direct line reports to this position are:
  a. Senior Pharmacist Clinical Trials
  b. Senior Pharmacist Aseptic Services
  c. Senior Pharmacy Procurement Pharmacist
  d. Senior Pharmacist Operations

RESPONSIBLE FOR (Main Duties):

• Assist the Director and Associate Director in general supervisory and management responsibilities when requested.
• Keep abreast of advances in the areas of medication management and advise Director and Associate Director of Pharmacy of potential opportunities for service development.
• Ensure all aspects of human resources and facilities are managed in an efficient manner in lines with all legislative and hospital policies and guidelines.
• Represent the Pharmacy Department when required to attend communication meetings outside and inside the Hospital.
• Review, develop and implement short and long term objectives for the Operational Services.
• Develop and maintain key performance indicators in all areas of responsibility.
• Contribute to the quality assurance plan and co-ordinate the reporting of quality assurance projects in the Pharmacy Department.
• Participation in development of departmental policies and procedures.
• Strategic review, management and development of operational services that comply with recognised industry and national standards.

OPERATIONAL SERVICES:

Informatics:

• In conjunction with the clinical informatics team, lead the development and implementation of robotic and automation solutions and associated systems redesign for medication management.
• Consult with relevant stakeholders when developing or maintaining clinical informatics systems
• Manage users’ expectations related to what the system can achieve and communicate effectively with users.
• Work with managers of other services when there is conflict between content of data fields and resolve such issues.
• Identify user training issues and update the Director and Deputy Director of Pharmacy on areas where action is required.

Governance and Risk:

• Ensure that systems comply with legal and local regulations regarding the prescribing and administration of medicines.
• Contribute to the clinical governance process by reducing medication errors.

Operational Service Provision:

• To manage the activities associated with operational services including:
  a. Planning and service design
  b. Pharmacy services to units and departments across all 4 campus
  c. Overall workload allocation
  d. Development and review of opportunities for non-medical prescribing within the divisions
  e. Effective communication to all levels of staff
  f. Procurement and distribution of medicines
  g. Proactive implementation of strategies to improve medication usage

• To be an active member of the pharmacy senior management team including:
  a. Development of pharmaceutical and operational strategies
  b. Management of resources
  c. External networking groups
  d. Interface with other organisations
  e. Medicines management strategy

Governance:

• To assist in the planning and development of medicines management strategies and programmes for Pharmacy.
• Develop and evaluate innovative approaches to communication and delivery of operational services within Alfred Health.
• Identify opportunities for implementation of new strategies and innovations within operational services.

Management and Leadership:

• Overall managerial responsibility for staff providing operational and medicines management pharmacy services, including recruitment, disciplinary processes and performance management.
• To lead and motivate operational and medicines management teams in the provision of a world class service, and to deliver high quality pharmaceutical care through consistent standards of practice.
• To actively contribute to the promotion of the operational and medicines management pharmacy services to external bodies.
• Maintain a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.
• To work with managers of other services to resolve any conflict or issues and identify potential opportunities for service development.
• Support the maintenance of all operational pharmacy rostering.
Education and Training:

- To develop training plans, and ensure the provision of a structured programme of training for all staff within areas of responsibility that meets the requirements for CPD.
- To act as a supervisor for pre-registration pharmacists and pharmacists undertaking further education.
- Develop and provide education and training to pharmaceutical staff.

Finance and Procurement:

- Assist Associate Director of Pharmacy in the preparation of pharmacy financial information including:
  a. Co-ordinate billing to internal and external customers
  b. Liaise with Finance Department in internal charging among Pharmacy cost centres
  c. Coordination of purchasing contacts and negotiations with consultation with the Director of Pharmacy
  d. Prepare business plans for projects

- Oversee the day to day management of procurement service
- Oversee the processes and management of distribution and management of stock and medicines
- Manage the development of optimum service delivery models with the introduction of change management practices necessary for the implementation of new service delivery models.
- Contribute to the quality assurance plan and co-ordinate the reporting of quality assurance projects in the Pharmacy Department.
- Promote and maintain good employee competency in the recruitment, selection, training and review of staff.
- Supervise and liaise with senior pharmacists in clinical trials, the dispensaries and pharmaceutical Buyers
- Assist in the co-ordination of pharmacy activities in relation to PBS (Pharmaceutical Benefits Scheme).

General:

- Conduct performance management and mentoring to all staff with area of responsibility.
- Deputise for the Associate Director of Pharmacy in his/her absence as requested.
- Assist in the orientation of new staff, and ongoing training program for existing staff.
- Actively participate in the Alfred Health Performance Management Program.
- Practice within the Code of Ethics of the Society of Hospital Pharmacists of Australia.
- Attended and actively contribute to the pharmacy department meetings and educational forums.
- Ensure that the relevant legislative requirements, hospital guidelines and accreditation and professional standards are met.
- Practice as detailed in the various hospital policies and procedures.
- Participate in the Pharmacy Department and Alfred Health quality management programs.
- Provision of service that attains key performance indicators relating to human resource and facility management.
- Coordinate and prepare monthly key performance indicator summaries for all areas of responsibilities.
- Present advances in practice at appropriate pharmacy and medication forums.
- Publish advances in practice in appropriate peer reviewed journals.
- The development and maintenance of the Pharmacy Computer System as well as other aspects of Pharmacy information technology and medication informatics.
- To provide specialist clinical input to contribute to the successful implementation of innovative information technology solutions.
- To provide pharmaceutical expertise in the building, development and implementation of Electronic Prescribing and Medicines Administration and Handling solutions.

Deputy Director Operations

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• Maintain and develop the pharmacy computer systems.
• Identify own training and development needs and undertake appropriate training/education as required.
• Responsibility for the risk management, quality assurance and continuous improvement of pharmacy information solutions.
• Other duties as directed by the Director or Associate Director of Pharmacy.
• 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

• 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.
• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
• Promote and participate in the evaluation and continuous improvement processes.
• Comply with principles of Patient Centred Care.
• Comply with Alfred Health mandatory continuing professional development requirements.
• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

• Provide staff working in Pharmacy with appropriate supervision, training and instruction in accordance with Alfred Health policies. 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 your employment duties at Alfred Health.
• Comply with Alfred Health medication management and medication safety policies and guidelines.
• In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
• Research activities will be undertaken commensurate with the role

KNOWLEDGE/SKILLS/ATTITUDES:

Qualifications:

• Registered pharmacist in Victoria
• Relevant post-graduate qualification
• Formal management qualification or training highly desirable
• Formal qualification in information technology highly desirable
• Leadership and commitment to service development
Experience:

- Extensive experience of information technology resources and implementation of new programmes within the healthcare setting
- Experience of horizon scanning and development of innovative processes for local implementation
- Extensive hospital pharmacy experience in a senior management position, with a demonstrated understanding of contemporary practice in hospital pharmacy services, drug therapy and health care administration.
- The appointee should possess superior administrative and organisational skills, and exhibit the ability to work and communicate effectively with pharmacy staff and other health professionals.
- Extensive experience in the management and development of staff
- Extensive experience in project management

Skills:

- Ability to demonstrate leadership and decision making skills
- Communicates regularly with pharmacists outside the organisation through active participation in the affairs of pharmacy professional organisations.
- Advanced computer skills and knowledge of health informatics
- Advanced presentation and writing skills
- Ability to liaise with individuals from other departments including medical, nursing and administrative staff
- Ability to communicate in spoken and written English

Core attributes:

- Leadership and commitment to service development
- Commitment to patient care
- Customer focused
- Courtesy, reliability and thoroughness
- Motivated, enthusiastic and initiative
- Commitment to continuing education and professional development
- Attention to detail and accuracy

Values

- Values consistent with those of Alfred Health which are integrity, accountability, collaboration and knowledge.

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

Position Description authorised by: Michael Dooley, Director of Pharmacy

Date: May 2017