

## POSITION DESCRIPTION – Alfred Health

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| <b>DATE REVISED:</b>         | December 2018   |
| <b>POSITION:</b>             | <b>Senior Clinical Pharmacist – Community Care (HARP Complex Care/Better at Home)</b> |
| <b>AWARD/AGREEMENT:</b>      | Victorian Enterprise Agreement  |
| <b>CLASSIFICATION TITLE:</b> | Hospital Pharmacist SX6 – SX81  |
| <b>DEPARTMENT/UNIT:</b>      | Pharmacy  |
| <b>CLINICAL PROGRAM:</b>     | Pharmacy / Rehabilitation Aged and Community Care Services                            |
| <b>DIVISION:</b>             | Medical Services  |
| <b>ACCOUNTABLE TO:</b>       | Lead Clinical Pharmacist - Rehabilitation Aged and Community Care Services            |

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## 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.

***At Alfred Health our purpose is to improve the lives of our patients and their families, communities and humanity.***

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

## DEPARTMENT

The Pharmacy services operate across all Alfred Health sites and are well recognised nationally and internationally for high quality, innovative, patient-focused services, education and training programmes as well as significant research output.

Pharmacy services are aligned with the Alfred Health clinical program structure. Clinical pharmacists are attached to medical units and work alongside medical, nursing and allied health teams to achieve the best medication outcomes for patients. Each team of clinical pharmacists is supported by a Senior Clinical Pharmacist team leader who has expertise in the speciality. This unit and team based structure underpins the excellence in patient care of our clinical pharmacy services.

Further information is available at [www.alfredpharmacy.org.au](http://www.alfredpharmacy.org.au)

## **TEAM SPECIFIC INFORMATION – Community Care Medicine**

The Home and Better at Home program is an inpatient substitution service which treats patients in their own home. Patients have at least one daily visit from a team of health professionals (geriatrician, nurse, allied health, allied health assistant, pharmacist) to assist patients who are not acutely unwell to achieve their goals in their home environment.

The Centralised HARP (Hospital Admission Risk Program) service is part of HARP CDM (Chronic Disease Management) and HARP Respiratory programs which aim to reduce preventable hospital admissions by providing comprehensive and integrated community based care and support for people with complex and chronic needs.

The Senior Clinical Pharmacist Community Care Medicine is responsible for the delivery and development of clinical pharmacy services to the Alfred Health HARP and Better at Home services.

## **POSITION SUMMARY**

- Coordination, management and development of the clinical pharmacy services of the Alfred Health Pharmacy Service to the HARP and Better at Home programs.
- Provision of safe, efficient and economical use of medicines.
- Supervision of relevant pharmacy staff in the performance of their day to day responsibilities.
- Ensuring relevant pharmacy staff compliance with pharmacy and hospital procedures relating to their responsibilities including but not limited to Drug Formulary and Drug Guidelines
- Mentoring of relevant pharmacy staff and post and undergraduate pharmacists.
- Development and contribution to a practice based research program relevant to the Pharmacy and HARP and Better at Home programs.
- To improve outcomes from pharmacological interventions by providing a highly specialist clinical pharmacy service to designated clinical teams within the organization.
- Ensuring relevant local drug budgets are monitored and managed and information provided to advise prescribers and pharmacy on local drug use.
- Work collaboratively with the other Lead and Senior Pharmacists in the Respiratory and Rehabilitation and Aged Care Services.

## **DIRECT REPORTS (if applicable):**

- None. Daily Management of Pharmacists at the Caulfield site in the absence of the Lead Pharmacist – Aged Care may be required.

## **KEY RESPONSIBILITIES**

### **Clinical Practice and Service Provision**

- HARP Clinical Pharmacy Outreach Service
  - The HARP pharmacist works alongside the care coordinator, nurses, HARP doctor and allied health though is essentially an ambulatory care team managed by the patient's own GP. Outreach Service

visits HARP patients at home with the aim of preventing medication misadventure by optimising medication management, obtaining an accurate medication profile, identifying any medication related issues, providing education on medications or disease states and liaison with key community providers where appropriate.

- This process is documented by a written report to the nominated GP and community pharmacist.
- Patient services are provided through multiple communication channels as appropriate including telephone and home visits.
- HARP Respiratory Outreach
  - The Pharmacist is part of the HARP Pulmonary Rehabilitation (PR) team and provides education sessions to the program as required and is available to see patients either in PR clinic or at home to optimise medication use and provide education.
- The HARP pharmacist is available to answer any queries HARP team members or HARP patients may have related to medications. Patient contact may be by telephone.
- Better at Home Program
  - The pharmacist works alongside the home team that consists of nurses, medical and allied health. The aim is to prevent medication misadventure by optimising medication management, obtaining an accurate medication profile, identifying any medication related issues, providing education on medications or disease states and liaison with key community providers where appropriate.
  - This process is documented through ongoing progress notes so that the Better at Home team is informed of updates and changes.
  - Provide clinical pharmacist service including home visits and liaison with community services such as GP and community pharmacy
- Develop the activities of the clinical pharmacy service to the Better at Home and HARP Pharmacy Outreach. Actively contribute to various drug utilisation and medication evaluation programs.
- Contribute to achieving quality use of medicines, by enabling informed choice and implementation of best practice guidelines.
- Coordinate and prepare monthly key performance indicator summaries for all areas of responsibility and report to Lead Clinical Pharmacist – Rehabilitation Aged and Community Care and Pharmacy Executive.
- Contribute to monthly financial analysis and annual budget plan of the relevant clinical directorate
- Provision of a clinical pharmacy service at a more advanced level to a specified clinical unit or ward as detailed in the Clinical Pharmacy Service Scope of Practice.
- Support other members of the organisation on prescription safety and medicines management.
- To regularly participate in multidisciplinary team meetings and/or ward rounds to review the pharmaceutical care of patients and advise on the choice and use of medication (including monitoring, safety, efficacy and tolerability).
- Review and advise on the management of patients receiving complex pharmacological treatments
- To provide educational meetings/training and awareness sessions for career and user groups on the best use of medicines within the organisation and where appropriate other groups outside of the organisation
- To undertake the answering of medicines information queries in response to patients, carers and all healthcare staff within the organisation

## **Policies and Procedures**

- Update and maintain current policies relating to the clinical pharmacy service including documentation within ISO9001:2000.
- Update and maintain developmental plans specific to the pharmacy directorate in the departmental developmental and governance business plan.
- Ensure there is ongoing review of all local clinical pharmacy procedures to ensure that these are appropriate, effective and followed by staff.
- Ensure pharmacy staff compliance with pharmacy and hospital procedures relating to their responsibilities including but not limited to Drug Formulary, Drug Guidelines and medication chart, prescription and activity documentation.

## **Staff Management and supervision**

- Update and maintain pharmacist orientation programs to clinical services within area of responsibility.
- Ensure staff are trained appropriately.
- Conduct clinical mentoring of pharmacists and trainees within area of responsibility in consultation with the Lead Pharmacist: Rehabilitation Aged and Community Care services.
- Conduct performance development reviews of all staff within area of responsibility
- Identification of training and educational requirements and priorities in conjunction with the Lead Pharmacist: Rehabilitation Aged and Community Care services.
- Oversee supervision of all pharmacists, scientists, interns and students working within area of responsibility

## **Research and Audit**

- Development and contribution to a practice based research program relevant to the pharmacy, Directorate or Service.
- Present advances in practice at appropriate pharmacy and medication forums
- Publish advances in practice in appropriate peer reviewed journals
- Critically appraise medical literature to enable the translation of research findings into practice.
- Prepare and submit competitive grant applications to fund research projects.

## **Service Development and Strategy**

- Implementation of a succession plan for all clinical positions in the Community Care services pharmacy team in consultation with Lead Pharmacist: Rehabilitation Aged and Community Care services.
- Identify and introduce new clinical pharmacy practices that can result in improved medication use.
- Contribute to the strategic plan for pharmacy services which addresses Hospital priorities, emerging pharmaceutical trends, technological change, and patient care objectives.
- Develop, implement and report measures and benchmarks for the AlfredHealth Pharmacy Service to a Directorate or specific service.
- Participation in Ward Leadership Team for wards in Directorate or specific service representing the AlfredHealth Pharmacy Service

- Participation in development of departmental policies and procedures
- Identifying and developing pharmacy risk management processes
- Supporting AlfredHealth in controlling risks associated with medicines use
- Formulate proposals for the introduction of new medicines into the organisation taking into account any national recommendations, new evidence, other expert recommendation for evaluation by the organisation Drugs and Therapeutics Committee
- To be involved in local clinical effectiveness programs, and to advise on pharmaceutical issues
- To work with teams to identify pharmaceutical issues and produce guidance on how to deal with them
- Assist in the various university undergraduate and postgraduate experiential placement programs
- Provide education to patients and carers on the best use of their medicines, on an individual basis, to achieve informed consent and the most appropriate use of their medication.
- To provide information and advice on drug usage and costs to medical and nursing staff within designated areas of practice, and Alfred Health wide where appropriate
- To provide accurate and timely information for management purposes to ensure that the systematic provision of services is achieved.
- To train staff in the use of medicine related policies, to ensure safe and effective practice.

### **General Clinical Pharmacy Duties**

- Assist the Lead Clinical Pharmacist Rehabilitation Aged and Community Care services in general administrative responsibilities when requested.
- Represent the Pharmacy Department when required to attend communication meetings outside and inside the Hospital.
- Participate in the extended working hours services according to departmental roster.
- Participate in weekend, public holiday and on-call services according to departmental roster.
- Actively participate in the AlfredHealth Performance Review and Development Program.
- Maintain and document ongoing CPD at a level applicable to the post and in line with registration requirements
- Practice within the Code of Ethics of the Society of Hospital Pharmacists of Australia.
- Attend 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 AlfredHealth quality management programs.

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.

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

## **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 Grade I/II and intern pharmacists working in Rehabilitation Aged and Community Care services 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

## KEY CAPABILITIES AND VALUES:

### Skills:

- Demonstrate leadership and complex decision making skills
- Demonstrated knowledge in geriatric pharmacotherapeutics, with advanced level expertise in managing chronic disease and functional impairment
- Knowledge of medication management in older people to align with patient goals
- Communicates regularly with pharmacists outside the organisation through active participation in the affairs of pharmacy and other professional organisations.
- Ability to search and analyse medical and paramedical literature
- 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
- Advanced computer skills

### 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 and beliefs consistent with those of Alfred Health which are

- *Patients are the reason we are here – they are the focus of 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.*
- *We work together. We all play vital roles in a team that achieves extraordinary results.*
- *How we do things is as important as what we do.*
- *Excellence is the measure we work to everyday. Through research and education we set new standards for tomorrow.*
- *We share ideas and demonstrate behaviours that inspire others to follow.*

## **QUALIFICATIONS/EXPERIENCE REQUIRED**

- Registered pharmacist with AHPRA
- Relevant clinical post-graduate qualification such as Masters Clinical Pharmacy or equivalent or progression towards.
- Completion of a specialist qualification such as Board Certified Geriatric Pharmacist (BCGP) Credential or AACP/SHPA accreditation for Home Medication Reviews highly desirable.
- A portfolio that demonstrates progression towards credentialing as Advanced (Level 2 or 3) on the Australian Advanced Level Framework highly desirable.

### **Experience:**

- Extensive experience in the provision of clinical pharmacy services to older people with multiple chronic diseases is useful
- Experience in managing people with cognitive or physical impairments that affect activities of daily living is useful
- Experience working with older patients is highly desirable
- Extensive experience with a demonstrated understanding of contemporary practice in QUM and therapeutics.
- Extensive experience in the critical evaluation of medical literature and demonstrated ability to translate into clinical practice
- Superior administrative and organisational skills, and exhibit the ability to work and communicate effectively with pharmacy staff, medical, nursing and other health professionals.
- Proven ability to work effectively in a multidisciplinary team

**Position Description authorised by: Belinda Theobald, Deputy Director of Pharmacy**

**Date:** December 2018