



ROLE DESCRIPTION

Role Title:	Deputy Director
Classification Code:	AHP4 Management Allowance
Division:	SA Pharmacy
Department/Section / Unit/ Ward:	Pharmacy
Role Created/ Reviewed Date:	2016/December 2020
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS)
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

The **Deputy Director of Pharmacy Services** is responsible for the day to day management of the designated Pharmacy Service in line with SA pharmacy strategic priorities.

They are responsible for the coordination, orientation, training, education, development and supervision of staff within these areas to ensure high quality, cost effective and patient responsive services are provided to all patients.

The Deputy Director of Pharmacy Services is responsible for the provision of a comprehensive and complex range of professional services for patients of the designated area as well as the provision and supervision of designated pharmacy services. The incumbent works to optimise outcomes for patients and ensures that quality, cost effective and patient responsive services are provided in accordance with site, local health network, SA Pharmacy and Department of Health policies and procedures, PBS regulations, state and federal legislation and contemporary pharmacy practice standards.

The Deputy Director of Pharmacy Services is responsible for the day-to-day management of the designated Pharmacy Services and the coordination, development and supervision of other professional staff, support staff, intern pharmacists and students. The Deputy Director of Pharmacy Services contributes to the services teaching and training program and is responsible for orientation, education, training and supervision to graduates, students, support staff and professional staff assigned to the Service.

The Deputy Director of Pharmacy Services contributes to the development of, and ensures conformance with, health service drug policy and pharmacy policy and procedures relating to the use of drugs through active membership on relevant committees and working parties.

The Deputy Director of Pharmacy Services:

- Applies professional judgment in the undertaking of operations that involve problem definition, planning, execution, analysis, interpretation and reporting of findings.
- Accepts professional responsibility for the standards of work undertaken within the designated Pharmacy Service, ensuring completeness and accuracy.
- Accepts responsibility for the supervision and training of other professional and non-professional staff within the discipline.

- Applies their knowledge and experience in the discipline to achieve high level outcomes under limited professional direction and contributes to the development of new or recognisably improved techniques and methodologies.

The Deputy Director of Pharmacy Services represents the Pharmacy and Local Health Network on state-wide and national forum including risk management, medication safety, and others where expert advice is required. The Deputy Director of Pharmacy Services leads or supports the work of a portfolio within SA Pharmacy and actively contributes to SA Pharmacy strategic priorities through participation on and leading workgroups.

Direct Reports:

- > All permanent and rotational staff of the designated area; AHP4/3/2/1, AHA1/2/3 and Administrative Support Officers. May also include Pharmacy Support staff such as ASO's, TGO's, MeS and RN's

Key Relationships/ Interactions:

Internal

- > Accountable to and reports for regular review and feedback to the Associate/Director of Pharmacy who undertakes and supports their Professional Review and Development
- > Works collaboratively with other Deputy Directors, Associate Director and Director of Pharmacy
- > Works collaboratively with Medical and Nursing Staff and other health professionals
- > Supervises other Pharmacists, Pharmacy Assistants, Pharmacy Technicians, Pharmacy Interns and Students
- > May supervise Pharmacy Support staff inclusive of ASO's, TGO's, MeS and RN's
- > Liaises with Medical, Nursing Staff and other health professionals

External

- > General public
- > Community/Primary Health care providers
- > Networks with other SA Pharmacy staff, including other Deputy Directors, Associate/Directors of Pharmacy

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Developing and leading a highly effective team
- > Maintaining knowledge and specialist skills in a designated area of pharmacy practice
- > Aligning others with the goals and objectives of SA Pharmacy and ensuring that the pharmacy service as a whole functions in accordance with SA Pharmacy's strategic priorities and to an exemplary standard
- > Prioritising tasks and resources - ensuring that core services are provided whilst competing departmental needs are also met
- > Building patient centric work practice
- > To ensure quality use of medicines by achieving continuity in medication management for patients

Delegations:

- > Financial as per SCSS Finance and Human Resource as per SCSS People and Culture

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Provide Leadership and Management of a designated range of pharmacy services</p>	<ul style="list-style-type: none"> > Deputise for the Associate/Director as required, undertaking the various administrative and financial functions associated with this position, to ensure the goals and objectives of the department will continue to be met. > Provide representation and guidance regarding medication governance and related issues through participation in working parties and committees. > Lead and manage within resource a consistent and co-ordinated service by managing the daily functions and directing activities of a team of pharmacists, pharmacy assistants, technicians and intern pharmacists and potentially other support staff such as TGO's, MeS and RN's. > Formulate goals and objectives for the staff and services in line with the SA Pharmacy strategic plan, monitoring achievements, quality and appropriateness of services provided through peer review, audit and quality assurance processes. > Provide leadership in quality improvement initiatives and activities to ensure continuous service enhancement including setting, achieving and reporting key performance indicators. > Ensure the effective management of Human Resource (HR) of the Pharmacy Department through processes such as managing leave rosters, and recruitment and selection processes to ensure service continuity. Ensure appropriate staffing levels are maintained through effective strategic planning. > Conduct 6-monthly Performance Review and Development sessions with all Pharmacy staff, and through this process identify education and training priorities for staff within the Pharmacy Department ensuring strong succession planning. > Ensure all activities are prioritised and accurately undertaken with appropriate documentation according to SA regulations and relevant policies and procedures. > Contribute to the department's role in the rational and judicious use of medicines by initiating and reviewing policies, procedures and standards and facilitating the review of these as appropriate to accommodate new practices and knowledge in pharmacy practice. Ensuring approved treatment protocols and formulary guidelines are followed. > Ensure the dissemination, implementation and application of policies and guidelines to achieve best practice whilst minimising adverse drug events and promoting cost effective therapy. > Work in collaboration with other health professionals and consumers, sharing knowledge and improving patient health outcomes, safety and quality and efficiency of care. > Demonstrate commitment and contribution to the achievement of SA Pharmacy strategic priorities and goals and measurement of agreed key performance indicators. > Be part of the development of an inspiring, relevant vision for the organisation and share ownership of these goals within the designated Pharmacy Service in order to create an effective work environment. > Initiate and facilitate departmental research. > Resolve complex high level professional practice problems on a daily basis.

<p>Responsible for the efficient, safe and cost effective implementation of contemporary pharmacy services that optimises pharmaceutical care for patients in a specified area.</p>	<ul style="list-style-type: none"> > Accept responsibility for and provide leadership in the development of contingency plans for planned and unplanned disruption to pharmacy services. > Ensure the provision of high level pharmacy services encompassing the APAC (Australian Pharmaceutical Advisory Council) Guiding principles to achieve continuity in medication management and in accordance with The Society of Hospital Pharmacists of Australia Standards of Practice and ensuring that all legal requirements are met. > Ensure effective management of human, material and financial resources. > Provide regular reports, critical reviews and statistical analyses of the activities of the pharmacy service. > Advise the Associate/Director of Pharmacy of resources required to ensure ongoing development of services > Develop and update policies and procedures relating to service delivery. > Provide high level pharmacy services to units within the service. > Collaborate with pharmacists in other areas to ensure provision of the complete information to enable safe and accurate pharmaceutical care. > Undertake and be responsible for a range of complex duties without supervision.
<p>Exercise autonomous and independent professional judgement and apply high level managerial and technical knowledge and experience, assuming primary responsibility for planning, coordinating and managing all aspects in the designated Pharmacy Service.</p>	<ul style="list-style-type: none"> > Responsible for the coordination, orientation, training, education, development and supervision of staff within the pharmacy service to ensure high quality, cost effective and patient responsive pharmacy services are provided to all patients. > Provide leadership for the pharmacy team promoting communication, collaboration and knowledge sharing with the multi-disciplinary team. > Participate in educational activities such as conferences, literature review and recognised professional development programs. > Actively participate through membership relevant groups/committees to develop professional links. > Provide in-service training, education and professional direction to other pharmacists, Assistants, Technicians, Graduates and students.
<p>Responsible for mentoring staff and promoting and evaluating designated pharmacy services to ensure optimal patient care, pharmaceutical treatment and safety outcomes.</p>	<ul style="list-style-type: none"> > Accept professional responsibility for the standards of work undertaken, including the supervision and training of professional and non-professional staff within the Pharmacy Department in all areas of service provision. > Resolve problems and influence organisational attitudes and professional development policy within the framework of operational programs. > Provide a consultancy service to other corporate operations, the public and other employees. Act as a point of contact for senior health professionals regarding pharmacy service requirements, demands, complaints and suggestions. > Undertake a range of administrative activities relating to the management and development of the service. > Involvement in quality management initiatives including review of departmental standard operating procedures and policies and ensure alignment to local health network and wider health policies. This may require the development and writing of protocols and guidelines in addition to the participation in the education and training of nursing, medical and other health professionals.

	<ul style="list-style-type: none"> > Initiate and participate in multidisciplinary interdepartmental research projects.
Training and Competency	<ul style="list-style-type: none"> > Actively participate in training programs and competency assessments. > Build knowledge through independent learning, attending and contributing to the department's continuing education programme and participate in change management projects and quality improvement programs. > Contribute to the education of other pharmacists, pre-registrant pharmacists and students.
Develop effective relationships	<ul style="list-style-type: none"> > Develop effective relationships through empowering effective communication, motivating and creating a work environment that promotes lifelong learning, diversity, mutual trust and respect.. > Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies.
Promote and achieve quality customer outcomes	<ul style="list-style-type: none"> > Contribute to a quality patient centric medication management environment through promotion, delivery and evaluation of a high quality customer service, customer products and service standards. > Be motivated and encourage team members to achieve excellence in service provision to ensure the safe use of medications. > Ensure the maintenance of clients' rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate. > Provide information and support to consumers and their carers to empower them to take responsibility for their own medication management.
Increase self-awareness and self-management	<ul style="list-style-type: none"> > Increase self-awareness of own strengths and development needs and act to improve one's performance based on this knowledge and through lifelong learning. > Act with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others. > Build skills to manage and prioritise workload.
Reconciliation and Cultural diversity	<ul style="list-style-type: none"> > Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders.
Work safely	<ul style="list-style-type: none"> > Ensure all staff make proper use of all safeguards, safety devices and personal protective equipment in undertaking duties. > Take reasonable care to protect the health and safety of self and others. > Undertake mandatory safety training programs.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Bachelor of Pharmacy or equivalent
- > Registered or eligible for registration with the Pharmacy Board of Australia

Personal Abilities/Aptitudes/Skills:

- > Demonstrated management experience and the ability to lead a team
- > Ability to provide leadership in investigating, implementing and developing strategies for improving service delivery
- > Well-demonstrated interpersonal skills with a capacity to win trust, respect and confidence of staff at all levels
- > Ability to influence and optimise practice relating to medication management
- > Excellent written and oral communication skills and good public relations skills and ability to effectively communicate with a broad range of people
- > Ability to work independently or under broad guidelines and self-direction
- > Ability to be adaptable, flexible, resilient
- > Demonstrated high level change management skills
- > Excellent organisation skills, including effective time management and ability to prioritise, attention to detail and accuracy
- > Ability to work independently under limited direction to meet deadlines and achieve agreed outputs whilst working with demanding and sometimes competing priorities in a complex environment
- > Demonstrated ability to undertake research, analyse and interpret data
- > Demonstrated high level problem solving skills and ability to be innovative
- > Proven ability to provide leadership and direction in investigating, changing, implementing and developing strategies for improving service delivery
- > Ability to initiate, solve, plan and implement procedures
- > Demonstrated ability to work effectively within a multidisciplinary health care team
- > Demonstrated ability to supervise, educate and train professional and non-professional staff

Experience

- > Extensive experience in hospital pharmacy practice
- > Professionally competent in all aspects of drug dispensing, distribution and patient counselling
- > Leadership, supervisory or management experience within pharmacy departments and multidisciplinary teams
- > Experience in teaching graduates and undergraduates of pharmacy and other health disciplines
- > Previous involvement in research

Knowledge

- > Professionally and technically competent in pharmacy practice and services
- > Comprehensive knowledge of relevant codes of practice and standards

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Post Graduate Qualification in pharmacy or related discipline
- > Relevant professional competency accreditation eg The Board Certified Geriatric Pharmacist
- > Member of a professional body

Personal Abilities/Aptitudes/Skills:

- > Demonstrated Project Management Skills

Experience

- > Experience across multiple hospital pharmacy practice settings
- > Accredited graduate teaching and training
- > Service review/expansion/development
- > Membership of hospital/health service and professional committees
- > Financial Management

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to unconditional registration with AHPRA as a pharmacist
- > Some out of hours may be required
- > May be required to work a roster over 7 days including weekends and public holidays
- > May be required to participate in rotations through other sections of the Department/Local Health network
- > May be required to work at other SA Pharmacy sites
- > Available for department on-call roster
- > Hours may vary as per departmental roster; Normal working hours between 0600 and 2200hours
- > Some travel may be required; including interstate
- > Country based staff must; have an unrestricted drivers licence and be prepared to drive on country roads; be prepared to fly in light aircraft
- > May require a health assessment prior to commencement
- > Exposure to restricted carcinogens/cyclophosphamide may occur

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and Determinations of the Commissioner for Public Sector Employment.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit*

to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Controlled Substances Act and Regulations
- > Pharmacy Act and Regulations
- > Follow SHPA practice guidelines
- > Follow SA Pharmacy and SA Health Directives and Guidelines

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by

strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

SA Pharmacy was formed on 1 July 2012, consolidating the publicly managed and operated pharmacy services of the five SA Local Health Networks. The service forms part of Statewide Clinical Support Services (this also include SA Medical Imaging and SA Pathology services). SA Pharmacy is led by the Executive Director SA Pharmacy.

SA Pharmacy is committed to providing a clinically led, cost-efficient, professional pharmacy service. Contemporary pharmacy services involve a range of activities aimed at enhancing the safe and effective use of medicines. These activities include the procurement, supply, manufacture and distribution of medicines, patient-centred clinical pharmacy services and system-wide professional services such as teaching, training and research.

SA Pharmacy Vision:

- > To provide safe, high-quality and cost effective pharmacy services, delivered by a committed and well supported workforce, to optimise patient outcomes.

SA Pharmacy Mission:

To work innovatively and effectively in the delivery of pharmacy services that:

- > Ensure safe, timely and reliable supply of medicines
- > Minimise the likelihood of medicine-related harm and optimise clinical outcomes
- > Contribute to the sustainability of safe medication use through clinical research, education and training
- > Maintain a safe workplace where staff are supported and valued.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.

- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

SA Pharmacy Cultural Values

SA Pharmacy welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. SA Pharmacy is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Matthew Tuk

Role Title: General Manager

Signature: 

Date: 19/05/2021

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	2016	Mar 2017	Original version developed for single site
V2	Mar 2017	Jan 2018	Added White Ribbon reference, removed reference to HR Manual, removed reference to single site
V3	Jan 2018	Oct 2018	Added version control and delegations. RD's Signed and saved as PDF for use.

V4	Oct 2018	29/03/2019	Added Special Requirements Carcinogen exposure, reference to AHA classification stream, both assistant and technician workers & SA Health Template Update Jul 2018.
V5	29/03/2019	23/1/20	Addition of immunisation risk category and immunisation requirement in special conditions.
V6	23/1/20		<p>Updated the first three paragraphs under <i>Special Conditions</i> regarding Criminal and Relevant History Screening requirements; working with Children Check (WWCC) requirements which must be updated every 5 years.</p> <p>Updated, under <i>General Requirements</i>, the clauses relating to Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect' and Relevant Awards & Enterprise Agreements.</p> <p>Updated paragraph two under <i>Our Legal Entities</i> which names each of the Country Local health Networks.</p>
V7	6/10/20	18/05/2021	Updated Immunisation Risk Category from category A to category B
V8	19/05/2021		Update to the Code of Ethics