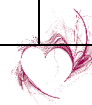


# Position Description

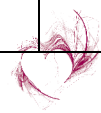
<b>POSITION TITLE:</b> Oncology Pharmacy Operations Manger	<b>DIVISION:</b> Chief Medical Officer
<b>REPORTS TO:</b> Associate Director Oncology Pharmacy and CHARM Regional Governance Lead	<b>DIRECT REPORTS:</b> Oncology Team Pharmacists and Technicians
<b>ENTERPRISE AGREEMENT:</b> VICTORIAN PUBLIC HEALTH SECTOR (MEDICAL SCIENTISTS, PHARMACISTS & PSYCHOLOGISTS) ENTERPRISE AGREEMENT 2017 – 2021	<b>CLASSIFICATION:</b> Grade 3 (Category A)
<b>APPROVED:</b> Director of Pharmacy	<b>APPROVAL DATE:</b> 10 August 22
<b>PRIMARY OBJECTIVE:</b>	
To effectively manage the day to day oncology pharmacy service	
<b>PRIORITIES</b>	<b>VALUES</b>
<p><b>OUR VISION</b> BY 2050, EVERYONE IN OUR COMMUNITY ENJOYS THE BEST HEALTH AND WELLBEING IN VICTORIA.</p> <p><b>OUR PURPOSE</b> PROVIDE BEST CARE, EVERY PERSON, EVERY DAY, SO THAT EVERYONE FEELS BETTER.</p> <p><b>Strategic Priority 1:</b> Deliver Best Care <b>Strategic Priority 2:</b> Invest to improve <b>Strategic Priority 3:</b> Ensure Our Future</p>	<p><b>RESPECT</b> We RESPECT the people we connect with</p> <p><b>COMPASSION</b> We show COMPASSION for the people we care for and work with</p> <p><b>COMMITMENT</b> We are COMMITTED to quality and excellence in everything we do</p> <p><b>ACCOUNTABILITY</b> We take ACCOUNTABILITY for what we do</p> <p><b>INNOVATION</b> We drive INNOVATION for better care</p>



POSITION DIMENSION & DECISION MAKING AUTHORITY:	KEY COMMUNICATION CONTACTS (INFORMED):	
<p><b>Without referral to Manager (RESPONSIBLE)</b></p> <ul style="list-style-type: none"> <li>Efficient management of the day-to-day operation of the oncology aseptic preparation unit to ensure the safe and accurate preparation of oncology drugs.</li> <li>Ensure aseptic oncology unit compliance with: <ul style="list-style-type: none"> <li>Australian/New Zealand Standards</li> <li>Pharmacy Board of Australia Guidelines on Compounding of Medicines</li> <li>Local protocols and policies including those for clinical trials</li> </ul> Specific attention must be given to maintaining certification of clean room suites, cytotoxic cabinets, validation and health screening of staff.</li> <li>Advising the Associate Director on specific requirements to improve oncology pharmacy systems and maintaining a safe workload to staff balance within the unit and oncology ward.</li> <li>Develop and update policies and procedures in relation to the safe handling and administration of cytotoxic and hazardous drugs</li> <li>Supervise the provision of pharmaceutical care to oncology patients across multiple areas: <ul style="list-style-type: none"> <li>Andrew Love Cancer Centre Day Ward</li> <li>Inpatients of BAX6 Oncology/Haematology ward at University Hospital Geelong</li> <li>Oncology/Haematology outpatients of Andrew Love Cancer</li> <li>Frank Minchinton Centre - Colac Area Health</li> <li>SJOG Geelong Day Stay Oncology Unit</li> <li>Inpatients of 3N Oncology/Haematology ward at SJOG Geelong</li> <li>Oncology/Haematology outpatients of SJOG Geelong</li> </ul> This includes the oncology clinical pharmacy service to the inpatient wards, the provision of specialised counselling to day patients and outpatients, and quality assurance and risk assessment activities to prevent adverse drug events through systems failure.</li> <li>Provide administrative assistance to ensure provision of care to Barwon Health patients receiving treatment at the Epworth as part of the Barwon Health-Epworth contract</li> <li>Act as a resource person for the Andrew Love Cancer Centre staff in terms of providing expert pharmaceutical, therapeutic and financial advice. Participate in multidisciplinary teams as an oncology pharmacy specialist, provide professional advice and consultancy and maintain a high oncology pharmacy profile.</li> <li>Co-ordinate the training of oncology pharmacy pharmacists, technicians and pharmacy interns and other staff as requested. Training may encompass aseptic technique, clinical trials and general oncology knowledge.</li> <li>Act as the pharmacy backup (to the Haematology/Oncology Clinical Trials Pharmacist) for the Haematology/Oncology clinical trials program.</li> <li>Participate in external pharmacy oncology groups e.g. SHPA Oncology Special Interest Group and participate in oncology continuing education activities and conferences.</li> </ul>	<p><b>Purpose/Frequency of Contact</b></p> <ul style="list-style-type: none"> <li>Daily to ensure optimal service delivery by resolving issues, sharing information and continuously improving systems and processes.</li> <li>Daily to ensure optimal service delivery by resolving issues, sharing information and continuously improving systems and processes.</li> <li>Regular staff meeting to discuss changes in policies or procedures and provide updates etc.</li> <li>Daily/when required to ensure an efficient service is being provided in order to ensure optimal patient care and limit patient waiting times.</li> <li>Daily – for day to day queries etc. When Required – for process/policy changes or review of chemotherapy protocols.</li> <li>As needed – to ensure efficient service is being provided for SJOG oncology/haematology patients.</li> <li>Daily/as needed to facilitate the manufacture of chemotherapy for inpatients of Barwon Health</li> <li>As needed – to discuss and resolve any issues to ensure the best possible care is provided to the patients treated throughout the cancer service.</li> <li>As needed – to discuss and plan for rostering of oncology trained technicians</li> </ul>	<p><b>Contact/Organisation</b></p> <ul style="list-style-type: none"> <li>Oncology pharmacy technicians</li> <li>Oncology pharmacists</li> <li>All oncology pharmacy trained staff</li> <li>Nurse unit manager ALCC</li> <li>Nurse unit manager SJOG</li> <li>Consultant medical staff</li> <li>Manager of SJOG pharmacy</li> <li>Oncology/Haematology ward pharmacists</li> <li>Director of Cancer Services/Heads of Medical Oncology and Haematology</li> <li>Senior pharmacy technician</li> </ul>

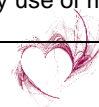


<ul style="list-style-type: none"> <li>• Monitor the clinical performance of the service through regular review of Riskman incident reports and feedback from key stakeholders. Implement swift and appropriate changes where necessary.</li> <li>• PBS <ul style="list-style-type: none"> <li>○ Ensure all eligible medications are claimed via the PBS <ul style="list-style-type: none"> <li>▪ Run weekly warning, rejection and owing report</li> </ul> </li> <li>○ Ensure all non PBS medications are approved through D&amp;TC as appropriate</li> </ul> </li> <li>• Compassionate/Shared Cost Access Programs <ul style="list-style-type: none"> <li>○ Assisting doctors in registering patients in these programs</li> <li>○ Stock management</li> <li>○ Invoicing for shared cost programs</li> </ul> </li> <li>• Provide day to day CHARM support to medical, pharmacy and nursing staff at Barwon Health, Colac and SJOG Geelong as necessary</li> <li>• Development and implementation of required systems to meet accreditation standards</li> <li>• Conduct staff appraisals and coaching of staff</li> <li>• Ensure all work is completed accurately, on time, and in accordance with Barwon Health policies and procedures</li> <li>• Ensure statutory and professional pharmacy practice standards are met</li> </ul> <p><b>After Consultation with Manager or others (CONSULTED)</b></p> <ul style="list-style-type: none"> <li>• Provision of Restricted Medicines in accordance with Drug and Therapeutics procedures</li> <li>• External representation</li> <li>• Resolution of Human Resource issues</li> <li>• KPI performance</li> <li>• Service planning</li> <li>• Develop pharmacy practice research projects</li> </ul> <p><b>Referred to Managers or others (CONSULTED)</b></p> <ul style="list-style-type: none"> <li>• Serious non adherence to policy or protocol e.g. security or legal breaches</li> <li>• Service gaps or difficulties that may affect patient care</li> </ul>	<ul style="list-style-type: none"> <li>• As needed: <ul style="list-style-type: none"> <li>○ To resolve any higher level issues</li> <li>○ In regard to CHARM application support</li> <li>○ Discuss and resolve any financial implications to the department</li> </ul> </li> <li>• As needed: <ul style="list-style-type: none"> <li>○ To provide statistics regarding workload</li> <li>○ In regard to D&amp;TC applications and high cost drug approvals</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Associate Director Oncology Pharmacy and CHARM Regional Governance Lead</li>   <li>• Director of Pharmacy Barwon Health</li> </ul>
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<ul style="list-style-type: none"> <li>Decisions outside position delegation</li> </ul>		
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KEY ACCOUNTABILITIES:		
Key Result Area	Major Activities	Performance Measures
Safe and efficient medication management	<ul style="list-style-type: none"> <li>Adherence to the National Safety and Quality Health Service Standards in relation to medication safety</li> <li>Adherence to Practices Standards in relation to provision of oncology services</li> <li>Regularly monitor and assess medicine management and usage to enhance medication safety and appropriateness</li> <li>Regularly monitor drug usage to provide a cost efficient service</li> <li>Provide expert advice to clinicians, nursing staff, colleagues and</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated compliance with relevant NSQHS standards</li> <li>Demonstrated compliance with relevant standards</li> <li>Departmental Key performance Indicators including Risk Mans.</li> <li>Audit of drug usage</li> <li>Feedback</li> <li>Performance Appraisal and Coaching Plan</li> </ul>
Effective department management	<ul style="list-style-type: none"> <li>Undertake efficient daily management of the pharmacy service including staff supervision, rosters, attendance at committee meetings, and liaison with clinical staff</li> <li>Monitor the clinical and financial performance of the service to ensure alignment with departmental and Barwon Health's operational requirements</li> <li>Provide expert advice to ensure quality of service standards are met and maintained.</li> <li>Undertake annual staff appraisal and assist staff development to ensure a culture of continuous improvement which is in line with Barwon Health's policy, procedures and values.</li> </ul>	<ul style="list-style-type: none"> <li>Performance Appraisal and Coaching Plan.</li> <li>Feedback from relevant departmental stakeholders</li> <li>Balanced rostering systems</li> <li>Active participation in required committee meetings.</li> <li>Departmental clinical and financial indicators against objectives set.</li> <li>Demonstrated compliance with relevant standards, policy and procedures.</li> <li>Feedback</li> <li>Perform annual appraisals for all staff members</li> <li>Provide opportunities for and encourage continuing education of all staff</li> </ul>
Education of patients and staff	<ul style="list-style-type: none"> <li>Manage the education needs of patients to improve knowledge and ensure adherence with required standards, regulations and Barwon Health policy and procedure.</li> <li>Provide medicine related education to clinical staff to enhance knowledge, medication safety and quality use of medicines.</li> </ul>	<ul style="list-style-type: none"> <li>Patient feedback</li> <li>Feedback</li> <li>Staff performance appraisals and competency levels</li> </ul>



Research projects	<ul style="list-style-type: none"> <li>Develop and participate in pharmacy research projects and present at professional conferences, where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated participation in the development and reporting of results</li> <li>Feedback from relevant stakeholder</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>Establish and maintain links to special interest groups concerned with drug therapy and pharmacy services in the areas of medical oncology and haematology to keep abreast of National or State initiatives.eg relevant SHPA Special Interest Groups.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated communication with relevant groups</li> <li>Performance and coaching plan</li> </ul>
Information Management	<ul style="list-style-type: none"> <li>Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained</li> <li>Abide by the Organisation's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department</li> <li>Ensure patient information is accurate and only released in line with the Health Records Act requirements</li> </ul>	<ul style="list-style-type: none"> <li>Documentation audits</li> </ul>
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> <li>Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service</li> <li>Report any incidents or potential hazards in accordance with Barwon Health policies and procedures including effective reporting via RiskMan</li> <li>Assist in the planning, development and implementation of OHS measures</li> <li>Demonstrates a commitment to health and safety in line with Barwon Health OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow</li> <li>Investigates OHS incidents and hazards involving direct reports and implements controls to reduce future risk</li> <li>Supports the Injury Management/Return to Work process for any direct reports who sustain a work related injury or illness</li> <li>Performs the role of area/department emergency warden if designated as the area/department person in charge</li> </ul>	<ul style="list-style-type: none"> <li>Evidence via line management records of compliance with OHS policies and procedures</li> <li>Participation in team meetings where key OHS issues are discussed and resolved</li> <li>Evidence of hazard and incident reporting using RiskMan, and of OHS investigations occurring when a work related injury/illness has been sustained by a direct report/team member</li> <li>Evidence of participating in the Injury Management/Return to Work process when a work related injury/illness affects a direct report/team member</li> <li>Maintains compliance with mandatory OHS training requirements for both self and team</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>Exhibits a commitment to the Barwon Health's values including team based above and below the line behaviours</li> <li>Undertake special projects or reports required by the Manager on a wide range of issues</li> <li>Report all incidents through the incident management system</li> <li>Practice in accordance with the relevant health care or industry standards</li> <li>Demonstrate an understanding of appropriate behaviours when engaging with children</li> <li>Complete mandatory training and education</li> <li>Comply with relevant Barwon Health policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Barwon Health values modelled at all times</li> <li>Professional Development Review</li> <li>Demonstrated use of incident management system</li> <li>Adherence to applicable health care or industry standards</li> <li>Demonstrated completion of mandatory training</li> <li>Adherence with Barwon Health policies and procedures</li> <li>Adherence with Child Safe Standards</li> <li>Active participation in required quality improvement activities</li> </ul>



	<ul style="list-style-type: none"> <li>Participate in quality improvement activities</li> <li>Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness</li> </ul>	
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KEY SELECTION CRITERIA – LEADERSHIP CAPABILITY FRAMEWORK: [Leadership Capabilities - Leading Others](#)

AWARENESS OF SELF	COMMUNICATE	RELATIONSHIPS	RESULTS
<p><b>Builds and maintains resilience:</b></p> <ul style="list-style-type: none"> <li>Persists and focuses on achieving objectives, even in difficult circumstances</li> <li>Encourages others to take a resilient and optimistic approach at work</li> </ul>	<p><b>Communicates clearly:</b></p> <ul style="list-style-type: none"> <li>Uses non-threatening language to address and defuse challenging situations before they escalate</li> <li>Provides rationale for decisions</li> <li>Shares information and keeps others informed and up-to-date about what is happening</li> <li>Explains complex information using language appropriate for the audience</li> </ul>	<p><b>Works in teams:</b></p> <ul style="list-style-type: none"> <li>Gains trust and support of others</li> <li>Implements formal and informal team-building activities</li> <li>Fosters teamwork and rewards cooperative and collaborative behaviour</li> <li>Resolves team conflict using appropriate and respectful strategies</li> </ul>	<p><b>Supports a shared purpose and direction:</b></p> <ul style="list-style-type: none"> <li>Shows personal commitment to the <b><u>mission, vision and values of Barwon Health</u></b></li> <li>Provides direction to others regarding the purpose and importance of their work aligned with the <b><u>mission, vision and values of Barwon Health</u></b></li> </ul>
<p><b>Demonstrates commitment to personal development:</b></p> <ul style="list-style-type: none"> <li>Critically analyses own performance</li> <li>Is open to feedback and is responsive in adjusting behaviour</li> </ul>	<p><b>Listens, understands and adapt to others:</b></p> <ul style="list-style-type: none"> <li>Assesses the emotions of others and then adapts words, tone, and gestures accordingly</li> <li>Encourages others to share their view point and ideas</li> </ul>	<p><b>Develops others:</b></p> <ul style="list-style-type: none"> <li>Takes time to understand the career objectives of team members</li> <li>Provides coaching, training opportunities for team members</li> <li>Promptly identifies and constructively addresses under-performance</li> <li>Attracts and selects new staff that live the <b><u>Barwon Health Values</u></b></li> </ul>	<p><b>Displays openness to change:</b></p> <ul style="list-style-type: none"> <li>Encourages others to be flexible and understand the impact of and benefits of change</li> <li>Recognises and reinforces the behaviours of those who embrace change</li> </ul>
<p><b>Exemplifies personal integrity and professionalism:</b></p> <ul style="list-style-type: none"> <li>Models the <b><u>Barwon Health Values</u></b> and <b><u>Code of Conduct</u></b>,</li> <li>Confronts and deals with inappropriate behaviours in alignment with the <b><u>Barwon Health Values</u></b> and <b><u>Code of Conduct</u></b></li> <li>Demonstrates consistency between words and actions</li> </ul>	<p><b>Influences positive outcomes:</b></p> <ul style="list-style-type: none"> <li>Establishes credibility</li> <li>Listens to and evaluates differing ideas</li> <li>Discusses issues credibly and thoughtfully</li> <li>Promotes awareness and support staff to implement health literacy principles in practice aligning with the <a href="#">Health Literacy Strategy</a></li> </ul>	<p><b>Values individual differences and diversity:</b></p> <ul style="list-style-type: none"> <li>Encourages the exploration of diverse views</li> <li>Creates inclusive teams in which a diversity of people feel they are valued and respected</li> <li>Discerns the differing and preferred working styles of individuals and uses this information to enhance the operation of teams</li> </ul>	<p><b>Takes accountability for achieving quality and excellence:</b></p> <ul style="list-style-type: none"> <li>Challenges self and the team to achieve high quality results aligned with <b><u>mission, vision and values of Barwon Health</u></b></li> <li>Looks for new or better ways of doing things and takes action</li> </ul>



**KEY SELECTION CRITERIA - SPECIALIST KNOWLEDGE:**

**QUALIFICATIONS -**

**ESSENTIAL:**

- Registered as a pharmacist with AHPRA

**DESIRABLE:**

- Post graduate qualifications

**EXPERIENCE and/or SPECIALIST KNOWLEDGE--**

**ESSENTIAL:**

- Hospital and clinical pharmacy experience
- Experience in provision of oncology services
- Excellent communication and team building skills

**DESIRABLE:**

- PBS knowledge
- Management experience

Applicants for this role must be fully vaccinated for COVID-19 and influenza and meet the requirements of the Barwon health immunisation policy

