

POSITION DESCRIPTION – Alfred Health/The Alfred/Caulfield Hospital/Sandringham Hospital

Date revised: May 2022

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| POSITION: | Store Person |
| AWARD/AGREEMENT: | Health & Allied Services, Managers & Administrative Workers Enterprise Agreement 2016 - 2020 |
| CLASSIFICATION TITLE: | HS2 |
| DEPARTMENT/UNIT | Pharmacy Department |
| DIVISION: | Medical Services |
| ACCOUNTABLE TO: | Senior Pharmacy Distribution Manager |

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.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

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

DEPARTMENT

The Pharmacy services operate over 4 sites within Alfred Health and involve in training interns, undergraduate and overseas research students. 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

Services have been aligned with the Alfred Health clinical programme structure

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

POSITION SUMMARY

This role will manage the daily functions of the Pharmacy Store, including the receiving of pharmaceutical products, general supplies and services in accordance with established procedures and policies. In association with the Pharmacy Procurement Manager and Pharmacy Procurement Seniors, the post holder will be responsible for stock management, record keeping and quality improvement projects in the Pharmacy Store.

KEY RESPONSIBILITIES

- Participate and co-ordinate all functions of the pharmacy store
- Supervise the day to day function of the Pharmacy Store activities, including distribution of medications to dispensaries, wards and departments across Alfred Health campuses
- Maintain stock levels by conducting regular stock counts and expiry date check
- Provide support for the Pharmaceutical Management team when required
- To organise and coordinate services relating to distribution of medicines and non-imprest handling including returns
- Oversee deliveries to wards and departments within appropriate time frames, according to a schedule
- Ensure discrepancies are followed up immediately, and maintain monthly stock balance management across all campuses (including recycling stock).
- Receive and manage Pharmacy orders in a timely manner according to pharmacy procedures and guidelines
- Organise of stock ensuring adherence to Medication Safety and Store Safely guidelines
- Identify, escalate and troubleshoot stock management related problems
- Establish and maintain an expiry date checking process for the Pharmacy Store, ensuring a process for stock rotation is maintained to minimise wastage
- Liaise with internal and external pharmacy service users to optimise pharmacy services.
- Represent the department at meetings where required.
- Work closely with the Pharmacy Procurement team to periodically conduct stocktakes
- Participate in Code Brown emergency procedures
- Act as Fire Warden for the Pharmacy store
- Perform any appropriate duties as requested by the Pharmaceutical Management senior team
- To oversee the work of the stores staff to ensure workloads are met in a timely manner, troubleshooting problems and co-ordinating with the team to optimise services
- Contribute to plans for the development of pharmacy services
- Participate with others in the training of pharmacy staff in all areas including stock management procedures and best practice.
- Be involved in the introduction and implementation of service developments
- Maintain implementation of current policies relating to the clinical pharmacy service
- Maintain and develop good working relationships and communication links with medical, nursing and managerial staff.
- Maintain a tidy working environment including replenishment of containers, cautionary labels and daily cleaning of tablet counter and change of date stamp
- Supervise and co-ordinate the filing of drug-related documents according to procedure and organise prescriptions and other documents to be archived each month
- Participate in the development and implementation of quality improvement activities.
- Participate in audits and assist with collating and meeting Key Performance Indicators for the department
- To participate in stock control matters with the purchasing teams on all relevant matters to optimise stock availability and distribution, including involvement with Drug Recall procedures.

General

- Participate in weekend, public holiday and on-call services according to departmental roster.
- Actively participate in the Alfred Health Performance Management Program.
- Comply with Occupational Health and Safety requirements
- 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.

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.

KEY CAPABILITIES AND VALUES:

Capabilities

Capabilities for this position include:

- A high level of interpersonal skills including the ability to consult with a range of internal and external staff
- An ability to fit into a great culture and work well within a team
- Excellent time management skills
- Willingness to take a hands-on approach to completing required tasks
- Excellent customer service and communication skills across all levels of seniority within the organisation
- Understanding of all relevant Occupational Health and Safety and Quality standards and ability to operationalise these
- Flexibility and willingness to adapt to change in a fast-paced public hospital support environment

Values

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

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

- 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

QUALIFICATIONS/EXPERIENCE REQUIRED

- Excellent communication skills
- Able to prioritise workload efficiently in a demanding environment
- Project management skills desirable
- Good communication and team building skills
- Intermediate computer skills

Experience

- Experience in procurement, forecasting, planning and warehousing environment required

Position Description authorised by: Associate Director of Pharmacy

Date: May 2022