



	<b>POSITION TITLE</b>	<b>Pharmacy Technician</b>		
	<b>DIRECTORATE</b>	Operations Directorate	<b>DEPARTMENT</b>	Pharmacy Department
	<b>REPORTING TO (operationally)</b>	Dispensary Coordinator	<b>REPORTING TO (professionally)</b>	Dispensary Coordinator
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Hospital Pharmacy Service within the Hawke's Bay District Health Board (HBDHB) Staff reporting - Nil			
<b>PURPOSE OF THE POSITION</b>	To participate in the preparation of prescriptions and the distribution of medicines, throughout Hawke's Bay Hospital and associated Health Clinics. To ensure and prioritise a focus on patient safety and quality, relating to care and processes within the Pharmacy Service.			
<b>KEY DELIVERABLES</b>	<p><b>Stock Management</b></p> <ul style="list-style-type: none"> <li>• To ensure a timely and efficient drug imprest service to the wards by:             <ul style="list-style-type: none"> <li>- Recording and monitoring stock levels in the hospital and within the pharmacy.</li> <li>- Regularly restocking imprest items according to demand and the wards imprest roster.</li> </ul> </li> <li>• Provide stock management services in a timely manner for outlying health centres in Napier, Waipukurau and Wairoa through:             <ul style="list-style-type: none"> <li>- Recording and monitoring stock levels in the health centre and within the pharmacy.</li> <li>- Regularly restocking imprest items according to demand and the wards imprest roster.</li> </ul> </li> <li>• Contribute to the cost-effective use of medications, and reduced waste of pharmaceuticals at ward level by efficient stock management such as:             <ul style="list-style-type: none"> <li>- Updating imprest lists.</li> <li>- Checking expiry dates.</li> <li>- Encouraging stock rotation.</li> <li>- Feeding back information for drug usage patterns and demand to the Ordering Technician.</li> </ul> </li> <li>• To process pharmaceutical returns from the wards following the Pharmaceutical Returns procedure.</li> <li>• To ensure complete and accurate data entry and documentation for transactions.</li> </ul> <p><b>Operational Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To promote the cost-effective use of resources, and safe practices, by participation in the development of Pharmacy Service's and HBH policies and procedures.</li> <li>• To review and update Policy and Procedures relating to the operation of the dispensary and associated services when requested.</li> </ul> <p><b>Dispensary Services</b></p> <ul style="list-style-type: none"> <li>• Prepare inpatient and outpatient medication charts and prescriptions to be dispensed by:             <ul style="list-style-type: none"> <li>- Accurately picking and labelling an appropriate quantity of medication in a timely manner.</li> <li>- Ensuring that cautionary and other necessary labels are affixed to the medication.</li> <li>- Communicating any issues related to the supply of medications to patients or the wards.</li> <li>- Checking any necessary blood tests for clozapine dispensing.</li> </ul> </li> <li>• Prescriptions are dispensed meeting all legal, ethical standards and regulations, Pharmacy service Standards (Health and Disability Services Pharmacy Standards NZS 8134.7) and local policies &amp; procedures.</li> <li>• To implement the guidance of HBDHB protocols, guidelines and clinical pathways.</li> <li>• To ensure that the requirements of the Pharmaceutical Schedule / Hospital Medicines List (HML) are met when purchasing or supplying pharmaceuticals from HBH Pharmacy, thus not contravening the New Zealand Public Health and Disability Act 2000.</li> <li>• To process and submit the fortnightly prescription (batch) claim to Sector Services according to Sector Services guidelines in an accurate and timely manner, within the first 5 working days of each period.             <ul style="list-style-type: none"> <li>- To check prescriptions for forwarding to doctors for correction / amendment prior to submitting to Sector Services</li> </ul> </li> <li>• Process any patient accounts and send a Request for Invoice to Finance for outstanding debts within the first 10 working days each month.</li> <li>• Prepare repacks of medication in a timely and accurate manner to be used for ward imprest and dispensing for inpatients</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Open and responsive to customer needs, demonstrating a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.</li> <li>• Demonstrate an understanding of continuous quality improvement, through identifying customer needs and offering ideas for improvement.</li> <li>• Effective management of customers/situations.</li> </ul>			

<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>• Hospital Pharmacy Manager</li> <li>• Team Leader Clinical Pharmacist</li> <li>• Team Leader Aseptic Services</li> <li>• Dispensary Co-ordinator (Line manager)</li> <li>• Other Clinical Pharmacists, Pharmacy Technicians and Assistants</li> <li>• Clinical Pharmacist Facilitators (based in GP practices)</li> <li>• System Lead for Medicine</li> <li>• Allied Health Director</li> <li>• Chief Allied Health Professions Officer</li> <li>• Medical Staff and Nursing Staff</li> <li>• All other DHB staff</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>• Community Pharmacists and staff</li> <li>• Health Hawke's Bay PHO – Population Health Clinical Pharmacist</li> <li>• Representatives from pharmaceutical companies</li> <li>• Regional/other DHB services</li> <li>• Ministry of Health/National Health Board</li> </ul>
<b>DELEGATION AND DECISION</b>	<p>Makes decisions within own level of experience and competence to meet service requirements, engages colleagues with specialist knowledge when required and involves senior staff when appropriate.</p>	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	<p>In accordance with the Nelson Marlborough DHB &amp; Hawke's Bay DHB Pharmacy Collective Employment Agreement; Pharmacy Technician, steps 1-4 according to qualification and experience</p>	
<b>DATE</b>	<p>Jan 2022</p>	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	<p>N/A</p>	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>• Communicates effectively with all relevant team leaders, all colleagues within the Pharmacy department, as well as other DHB staff and patients.</li> <li>• Undertakes task as required by the role within the main pharmacy dispensary and in relevant hospital wards/clinics, keeping within their scope of practice as specified by PSNZ</li> <li>• Effectively manages time and prioritises workload to ensure work is completed within the agreed time.</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- Holds any pharmacy technician qualification recognised by the Pharmaceutical Society of New Zealand (Inc).

### Experience

- Demonstrate knowledge and understanding of the New Zealand Pharmacy sector, including all relevant legislation and familiarity with PHARMAC and other governing bodies.

### Business / Technical Skills

- An up to date knowledge of commonly used pharmaceuticals, including actions and uses, formulations.
- Comfortable using Microsoft Office programmes, Word, Excel and PowerPoint.

### Key Attributes

- Effective written and verbal communication skills.
- Positive attitude with problem solving focus.
- Accuracy in work practices.
- Ability to work independently.
- Patient safety and patient care focus.
- Demonstrate an understanding of continuous quality improvement.

### Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

### Physical requirements for role:

- Able to kneel
- Able to squat
- Able to raise arms above head
- Able to reach arms out in front
- Able to walk for 15 minutes without stopping
- Able to safely lift stock boxes of 10-12kg

### Vaccination status for role:

As per the current employee immunisation policy including annual influenza vaccination and mandated COVID vaccinations

## DESIRABLE CRITERIA

### Qualifications

- Holds a National Certificate in Pharmacy (Technician) level 5 or above (primary qualification or by upgrade).

### Experience

- Previous relevant hospital pharmacy experience.

### Business / Technical Skills

- Familiar with the pharmacy computer program ePharmacy (DXC).
- More advanced competence with Microsoft Office programmes, Word, Excel and PowerPoint



## Our Vision and Values

*Te hauora o te Matau-a-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGATE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.