

# Position Description | Te whakaturanga ō mahi

## Health New Zealand | Te Whatu Ora

<b>Title</b>	Clinical Pharmacist			
<b>Reports to</b>	Team Leader Clinical Pharmacists			
<b>Location</b>	Health New Zealand   Te Whatu Ora, Hawke's Bay			
<b>Department</b>	Hospital Pharmacy			
<b>Direct Reports</b>	Nil		<b>Total FTE</b>	NA
<b>Delegated Authority</b>	<b>HR</b>	HR Business Partner	<b>Finance</b>	Management Accountant
<b>Date</b>	April 2025			
<b>Job band (indicative)</b>	In accordance with the Te Whatu Ora & PSA Allied, Public Health Scientific and Technical collective agreement (2023-2025) Core Salary Scale, Steps 2-7 gross per annum (pro-rated if worked part-time) according to qualifications and experience			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

### Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service

**Rangatiratanga** – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

## About the role

---

The primary purpose of the role is to:

To provide pharmaceutical care to identified patients in order to achieve the safe, effective and cost-effective use of pharmaceuticals within the limits of resources

To actively partake in the provision/supply of medication through the Hospital Pharmacy dispensary and in the clinical services, taking responsibility for assigned ward/s and involvement in the on-call service

To be involved with appropriate service reviews, audits, projects to improve the delivery of the care and patient outcomes at Health New Zealand, Hawke's Bay

To effectively interact and communicate with medical and nursing staff regarding medication related issues or concerns, supporting compliance to Health New Zealand, Hawke's Bay's guidelines and legal requirements

Provide informal and occasional formal education on relevant topics to maximise patient outcomes

Key Result Area	Expected Outcomes / Performance Indicators
	<p><b>Clinical Pharmacy Service</b></p> <ul style="list-style-type: none"> <li>• Participates in clinical pharmacy activities at ward level as rostered</li> <li>• Takes responsibility for a ward, or a group of wards, providing pharmaceutical care to patients on this / these ward(s).</li> <li>• To undertake medicine reconciliation to the national standards (Health Quality &amp; Safety Commission).</li> <li>• Attendance on applicable ward rounds and ward meetings.</li> <li>• Provision of advice / information (e.g. to nursing, and medical staff) on the effective, safe and cost-effective use of medicines</li> <li>• To implement the guidance of the Hospital Medicines List (HML).</li> <li>• Medication chart review with endorsement of medication charts.</li> <li>• Participates in activity and intervention reporting</li> <li>• Identification and reporting of adverse drug reactions (ADRs).</li> <li>• To complete an event if an error relating to medicines usage or supply is identified.</li> <li>• Counselling patients on the use of their medicines.</li> <li>• Provision of medication cards and patient information leaflets (PILs) to patients.</li> <li>• Resolution of discharge issues (e.g. Section 29 medicines, Special Authority, Named Patient Pharmaceutical Assessment [NPPA] applications, non-standard formulations).</li> <li>• Liaison with the Dispensary team to facilitate timely supply of medicines to patients.</li> <li>• Liaison with key personnel to improve the delivery of pharmacy services to the designated clinical area(s).</li> <li>• Identifies opportunities to improve pharmacy services, developing and implementing actions when appropriate.</li> <li>• To work within the guidance of Health New Zealand, Hawke's Bay protocols, guidelines and clinical pathways.</li> <li>• To develop positive relationships with key personnel within delegated ward(s).</li> </ul> <p><b>Operational Services</b></p> <ul style="list-style-type: none"> <li>• To directly participate in the dispensing and supply of medicines, and the supply of over the counter (OTC) medicines.</li> <li>• Prescriptions are dispensed meeting all legal, ethical standards and regulations, Good Manufacturing Practice (GMP), local policies &amp; procedures or clinical trial procedures.</li> <li>• To implement the guidance of Health New Zealand, Hawke's Bay protocols, guidelines (including the HML) and clinical pathways.</li> <li>• To ensure that the requirements of the Pharmaceutical Schedule are met when purchasing or supplying pharmaceuticals from Hawke's Bay Hospital Pharmacy, thus not contravening the New Zealand Public Health and Disability Act 2000.</li> <li>• To participate in and support Drug Usage Reviews (DURs) / audits or quality projects as requested.</li> </ul>

	<ul style="list-style-type: none"> <li>• If involved in Clinical Trials - To ensure that clinical trial documentation is complete and accurate</li> <li>• To participate in the on-call pharmacy service including recording of all calls and call backs, assist in the review of on-call procedures and requirements for on-call bag</li> <li>• Dispensing – as defined by the Pharmaceutical Society of New Zealand (Inc)</li> </ul> <p><b>Education and Training</b></p> <ul style="list-style-type: none"> <li>• To act as role model and mentor to more junior staff, support junior staff to receive regular clinical pharmacy instruction and mentorship</li> <li>• To engage in regular clinical pharmacy instruction and observation with junior staff</li> <li>• To provide orientation / induction to new pharmacists on the clinical aspects of the Pharmacy Service</li> <li>• To participate in the training and assessment of pharmacists undertaking clinical pharmacy practice</li> <li>• To participate in the training of other healthcare professionals.</li> <li>• To participate personally in internal and external continuing education programmes <ul style="list-style-type: none"> <li>- Regular attendance and participation in the department CE meetings recorded</li> <li>- Formal presentation at departmental CE meetings</li> <li>- Attendance at external CE meetings discussed at one-on-one meetings with feedback at a departmental CE session</li> </ul> </li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers</li> <li>• Identifies customer needs and offers ideas for quality improvement</li> <li>• Effective management of customers/situations</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>

<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.</li> <li>Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> <li>Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

### **Matters which must be referred to the Team Leader Clinical Pharmacists**

Health New Zealand, Hawke's Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:

- Not to do anything that puts your own H&S at risk
- Not to do anything that puts others H&S at risk
- To follow all health and safety policies and procedures
- To follow all reasonable health and safety instructions

(You have the right to cease work if you believe that you, or others, are at risk of serious harm)

### **Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>Community Pharmacists and staff</li> <li>Health Hawke's Bay PHO – Population Health Clinical Pharmacist</li> </ul>	<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</li> </ul>

<ul style="list-style-type: none"> <li>Representatives from pharmaceutical companies</li> <li>Regional/other Health New Zealand   Te Whatu Ora services</li> <li>Ministry of Health/National Health Board</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Educator - Pharmacy</li> <li>Other Clinical Pharmacists</li> <li>Pharmacy Technicians and Assistants</li> <li>Systems Lead for Medicines</li> <li>Clinical Pharmacist Facilitators (based in GP practices)</li> <li>Allied Health Director</li> <li>Chief Allied Health Professions Officer</li> <li>Medical Staff and Nursing Staff</li> <li>All other Health New Zealand, Hawke's Bay staff</li> </ul>
--	--

## About you – to succeed in this role

### You will have

#### Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.

#### Qualifications

- Holds a graduate Pharmacy qualification recognised by the Pharmacy Council of New Zealand
- Registered as a Pharmacist with the Pharmacy Council of New Zealand holding a valid Annual Practising Certificate (APC)

#### Experience

- An up-to-date knowledge of pathophysiology, pharmacology, therapeutics and pharmacotherapy

#### Business / Technical Skills

- Organisational skills, particularly the ability to plan and organise your own work routines
- Basic word-processing skills using Word, Excel and PowerPoint.
- Be able to use the internet and search through literary database programs

#### Key Attributes

- Effective written and verbal communication skills
- Positive attitude with problem solving focus
- Patient safety and patient care focus
- Demonstrate an understanding of continuous quality improvement

#### 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 safely lift stock boxes of 10-12kg

**Vaccination status for role:**

- Vaccinations as per the current employee immunisation policy including annual influenza vaccination

**Desired:**

**Qualifications**

- Post-graduate pharmacy qualification

**Experience**

- Relevant hospital pharmacy experience
- Evidence of mentoring/leadership experience and skills

**Business / Technical Skills**

- Familiar with the pharmacy computer program ePharmacy (from Dedalus)
- Familiarity and competence with Microsoft Office programmes, Excel, Word, PowerPoint

**You will be able to**

**Essential:**

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*