

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Team Leader (Clinical Pharmacist Facilitator)			
Reports to	Manager clinical pharmacist facilitators			
Location	Primary care based			
Department	Specialist and community services group			
Direct Reports	10		Total FTE	0.3
Budget Size	Opex	NIL	Capex	NIL
Delegated Authority	HR	yes	Finance	NIL
Date	April 2025			
Job band (indicative)	In accordance with the APEX & Hawke's Bay District Health Board Clinical Pharmacist Facilitators Collective Employment Agreement – Team Leader Step 8 - 12 gross per annum according to qualifications and experience pro rata for hours worked.			

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 lead and promote the clinical pharmacist facilitation services within the Hawkes Bay region
- Co-ordinate the Clinical Pharmacist Facilitation Team in accordance with legislation and professional standards
- Provide leadership and brokerage of relationships between the Clinical Pharmacist Facilitators, and the primary care team.
- Maintain a fit for purpose Clinical Pharmacist Facilitator workforce by developing the capability of the Team through the provision of professional supervision, direction, coaching and mentoring enabling them to support Primary Care with the prescribing and utilisation of medicines, the utilisation of diagnostic services, with each facilitator having an equity focus utilising best practice pharmacotherapy that supports the capability and capacity of primary care in complex condition management.
- Develop and lead a Clinical Governance structure within the team.
- Develop and lead a workforce/professional development structure within the team.
- Managing staff to ensure the provision of a safe efficient service.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> Promote the benefits of the service which include improved patient outcomes, decreased pharma spend through more appropriate clinical pharmacy input.
	<ul style="list-style-type: none"> Ensuring the delivery of organisational KPI's including relevant MOH targets, reporting requirements and service plans.
	<ul style="list-style-type: none"> Ensure that the performance management and wellbeing of personnel complies with established organisational policies.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. 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. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. 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. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
Culture and People Leadership	<ul style="list-style-type: none"> Leads, nurtures and develops our team to make them feel valued. Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals. Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	<ul style="list-style-type: none"> 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. Models an agile approach –tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.

Collaboration and Relationship Management	<ul style="list-style-type: none"> 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. 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.
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. 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. Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the clinical pharmacist facilitator manager

- ☒ Advise of issues or risks affecting the delivery of the service.

Relationships

External	Internal
<ul style="list-style-type: none"> Community Pharmacy teams. Hawke's Bay Hospital Pharmacy team Māori and Pacific and NGO providers Health HB Population based Pharmacists and the wider Health Hawke's Bay team. 	<ul style="list-style-type: none"> Nominated General Practice teams. Nominated Age Related Residential Care (ARRC) teams (if appropriate). Planning and Funding Other members of the specialist and community services group. Managers within Health NZ/Te Whatu Ora Relevant advisory groups/committees

About you – to succeed in this role

You will have

Essential:

Qualifications

- Registered as a Pharmacist with the Pharmacy Council of New Zealand holding a valid Annual Practising Certificate (APC) with no restrictions.
- A relevant clinical post-graduate qualification.
- Current Driver's Licence

Experience

- Seven plus years in the pharmacy profession.
- Five years' experience as a senior clinician

Desired:

- Member or associate of PSNZ.
- Member of the New Zealand Hospital Pharmacists' Association (NZHPA) and/or Clinical Advisory Pharmacists' Association (CAPA).
- Appropriate knowledge of Te Reo Māori

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.

Desired:

Business / Technical Skills

- Analytical skills – includes data analysis, spreadsheet manipulation, ability to set up and analyse a technical report.
- Project management experience would be useful.
- Ability to read, analyse and explain clinical papers.
- Working competency in the use of WORD and Excel.
- Expertise in deriving actionable insights from complex data
- Expertise in delivering quality improvement
- Experience across the range of health and other sectors (hospital, primary care, community and outpatients)

Leadership Competencies

- Ensures clarity of direction and brings people together with the energy required to achieve goals
- Strong influencer, adept at working in partnership with all clinical groups, establishes strong relationships across boundaries.
- Significant experience delivering plans to effect change across primary and secondary care

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.