

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

Title	Quality Use of Medicines Pharmacist			
Reports to	Hospital Pharmacy Manager			
Location	Health New Zealand Te Whatu Ora, Hawke's Bay			
Department	Hospital Pharmacy			
Direct Reports	Nil		Total FTE	N/A
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	HR Business Partner	Finance	Management Accountant
Date	June 2025			
Job band (indicative)	In accordance with the Te Whatu Ora & PSA Allied, Public Health Scientific and Technical collective agreement (2023-2025) Designated B Steps 1-3 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 identify and contribute to strategies for medication safety governance across Health New Zealand, Hawke's Bay.

To help lead the development and delivery of the Health New Zealand, Hawke's Bay medication safety strategy.

To co-ordinate medication safety initiatives and projects across the organisation and where relevant, to external organisations.

To provide leadership and operational support to all Health New Zealand, Hawke's Bay medicines governance and medication safety activities and initiatives.

Key Result Area	Expected Outcomes / Performance Indicators
Medicines Management Services	<ul style="list-style-type: none"> • To implement the guidance of Health New Zealand, Hawke's Bay protocols, guidelines and clinical pathways • To promote the cost-effective use of resources and safe practices by participation in the development and review of Pharmacy Service's and Health New Zealand, Hawke's Bay policies and procedures, particularly those involving medicines

	<ul style="list-style-type: none"> • To lead production and distribution of regular medication related bulletins/memos to clinical staff. • To identify, support and participate in areas of practice research, audits and quality projects related to medication safety. • To co-ordinate, participate in and evaluate drug usage review (DUR) audits. • Manage the development and ongoing updating of medicine libraries for large volume and syringe pumps • To lead the review of reported medicine events and errors in the organisation, looking for trends and areas for education and improvement • To ensure regular updating of any Health New Zealand, Hawke's Bay Pharmacy Service produced patient information leaflets.
Pharmacy Management	<ul style="list-style-type: none"> • To identify and contribute to strategies to improve pharmacy services. • To attend and/or lead relevant meetings as requested including those related to Pharmacy governance or medication advisory and governance • Support and/or lead pharmacists in improvement projects related to pharmacy service or quality use of medicines
Clinical Pharmacy Services	<ul style="list-style-type: none"> • Participates in clinical pharmacy activities at ward level if needed – but is not a routine/rostered part of this role • Providing pharmaceutical care to patients on this / these ward(s), including but not limited to <ul style="list-style-type: none"> ○ medicine reconciliation, provision of advice / information to staff and patients, implement the guidance of the Hospital Medicines List (HML), medication chart review with full endorsement of medication charts. • Liaison with the Dispensary and Imprest Teams to facilitate timely supply of medicines to patients. • Liaison with key personnel to improve the delivery of pharmacy services to the designated clinical area(s). • Identifies opportunities to improve pharmacy services, developing and implementing actions when appropriate. • Interprets guidance to make complex decisions on ethical and professional issues and provide guidance to others
Operational Services	<ul style="list-style-type: none"> • To directly participate in the dispensing¹ and supply of medicines, and the supply of over the counter (OTC) medicines, as rostered • Prescriptions are dispensed meeting all legal, ethical standards and regulations, Good Manufacturing Practice (GMP), local policies & procedures or clinical trial procedures. • 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.

	<ul style="list-style-type: none"> • Participation in the on-call pharmacy service – in consultation with Hospital Pharmacy Manager when staffing levels require • ¹Dispensing – as defined by the Pharmaceutical Society of New Zealand (Inc).
Education and Training	<ul style="list-style-type: none"> • To act as a role model, coach and mentor junior staff • To provide orientation/induction to new pharmacists on the role of medication safety in the Pharmacy service • To participate in the training and teaching of other healthcare professionals • To participate personally in internal and external continuing education programmes
Customer Service	<ul style="list-style-type: none"> • Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. • Identifies customer needs and offers ideas for quality improvement. • Effective management of customers/situations
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.
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 Hospital Pharmacy Manager

- Significant issues affecting individual or service performance
- Significant systemic patient safety issues
- Occupational Health and Safety issue

Relationships

External	Internal
<ul style="list-style-type: none"> Community Pharmacists and staff Health Hawke's Bay PHO – Population Health Clinical Pharmacist Representatives from pharmaceutical companies Regional/other Health New Zealand services Ministry of Health/National Health Board Health Quality and Safety Commission (HQSC) 	<ul style="list-style-type: none"> Hospital Pharmacy Manager Team Leader Clinical Pharmacists Team Leader Aseptic Dispensary co-ordinator Other clinical pharmacists Pharmacy technicians and assistants Clinical Pharmacist Facilitators (based in GP practices) Allied Health Director System Lead for Medicines Chief Allied Health Professions Officer Medical Staff and Nursing Staff All other Health New Zealand, Hawke's Bay staff

About you – to succeed in this role

You will have

Essential:

- 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).
- Holds a postgraduate diploma in clinical pharmacy, or equivalent.

Experience

- Significant relevant hospital pharmacy experience
- Advanced, up to date knowledge of pathophysiology, pharmacology, therapeutics and pharmacotherapy
- Involvement in audit and quality improvement projects

Business / Technical Skills

- Organisational skills, particularly the ability to plan and organise your own work routines.
- Basic 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

Vaccination status for role:

- As per the current employee immunisation policy including annual influenza vaccination

Desired:

Experience

- Further post-graduate pharmacy qualification
- Familiar with quality improvement processes, training undertaken in this area
- Previous experience leading audit and/or project work

Business / Technical Skills

- Familiar with the pharmacy computer program ePharmacy (DXC).
- More advanced 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.