

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Team Manager (Clinical Pharmacist Facilitation)		
	GROUP	Whānau & Communities	DEPARTMENT	Clinical Pharmacist Facilitation Team
	REPORTING TO (operationally)	General Manager	REPORTING TO (professionally)	Director of Allied Health
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<ul style="list-style-type: none"> This role covers the Management of the Clinical Pharmacist Facilitation Team in Te Whatu Ora Te Matau a Māui, Hawkes Bay 			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> The Team Leader provides day to day leadership, operational management and planning for the team in order to deliver a sustainable, high quality service that contributes to the achievement of organisational goals. To ensure and prioritise a focus on safety and quality relating to care, interventions and processes within the clinical pharmacist facilitation service or client/ patient/ tangata whaiora and their whānau. Delivery of organisational Key Performance Indicator's (KPI's) including relevant Ministry of Health (MoH) target, financial budgets and service plans To role model, participate and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. 			
KEY DELIVERABLES	<p>Leadership & Management - Te Ārahi me te Whakahaere</p> <ul style="list-style-type: none"> Actively participates as a member of the leadership team, contributing to the achievement of strategic direction for the service. Actively supports staff "on the floor" including monitoring allocation of resources and anticipating changing requirements that may impact on work delivery and the ability to meet the needs of the patient / consumer / tangata whaiora in an efficient, accessible and equitable manner. Manages leave requests to support the health and well-being of employees and balance the need for optimal operational coverage throughout the year. Motivates and inspires others to perform to their best, recognising and valuing their work and supporting staff to be accountable for their actions. Creates and fosters a culture for continuous quality improvement. Encourages the team to learn, reflect and understand the context in which the service operates. Leads the development of annual service plan that aligns with the organisation's strategic goals and values. Represents the team / service at directorate, organisational and cross organisational (i.e. sub regional, national) forums as agreed with the line manager, and delegating to clinical staff as appropriate. Presents a credible and positive profile for the service both within and external to Te Whatu Ora Te Matau a Māui, Hawkes Bay Identifies risks, completes mitigation plans, communicates risks to others and escalates as appropriate. This may include providing advice to services across the organisation. Completes recruitment processes ensuring policies are followed to deliver required patient/client services, and mitigation plans are put in place where unable to recruit suitably skilled staff. Uses workforce management approaches that identify future workforce needs for the team, inclusive of strategies for recruitment, retention, succession planning and career development. This could potentially be across services and the sub region. Works in collaboration with professional and other leaders around meeting long term workforce needs for the team. Develops strategies for increasing the number of Maori and Pacific in the workforce, to enable alignment to the population served. Supports workforce and service initiatives that contribute towards reducing health inequalities. Responds to complaints and reportable events that are within the team or service and provides support to other managers where the service and/or staff are involved as a secondary service. Addresses performance issues and/or complaints about staff (in partnership with managers when outside own service) including reporting to registration boards or equivalent as required. Actively engages in developmental conversations and performance reviews for staff members. Monitors, analyses and reports on financial performance and efficiency of own service(s) ensuring plans are implemented to ensure delivery of work is carried out within budget. Ensures own and teams compliance with organisational policies and procedures. Provides timely and accurate reports as required. Contributes to relevant certification and accreditation activities. Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children's Act 2014, ACC service specifications etc.) Awareness of and complies with responsibilities under the Health and safety at Work Act 2015. 			

Clinical Practice- Te Mahi Haumanu

- Where the role has a clinical component, demonstrates practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater.
 - Takes professional responsibility for managing a caseload of patients/ clients/ tangata whaiora and their whānau with complex needs and be able to independently adapt and make decisions regarding Clinical Pharmacist Facilitator | intervention.
 - Demonstrates ability to independently organise workload and accept responsibilities for work outcomes.
 - Responsible and accountable for prioritising patients / clients/ tangata whaiora and their whānau to enable appropriate allocation of referrals and workload balance with staff in the team.
 - Carries out and support others with assessment, formulation and management of risks.
 - Demonstrates provision of and supports others with culturally safe practice with patients/ clients/ tangata whaiora and their whānau.
 - Carries out comprehensive Clinical Pharmacist assessment of patients / clients/ tangata whaiora and their whānau, including those with diverse and complex presentations.
 - Formulates and delivers individualised Clinical Pharmacist interventions at an advanced level, using appropriate clinical assessment, reasoning skills and knowledge of interventions. This is in partnership with patients / clients/ tangata whaiora and the clinical advice of the wider inter professional team (IPP) or multidisciplinary team (MDT).
 - Assesses the patients/ clients/ tangata whaiora understanding of treatment intervention/ goals and gains informed consent to treatment, taking into account any issues on capacity (e.g. cognitive functioning & mental health)
 - Regularly reassesses and evaluates the patients/ clients/ tangata whaiora performance and progress against agreed goals and adjust intervention as situations change.
 - Considers health literacy ensuring patients/ clients/ tangata whaiora and their whānau engagement, participation and understanding.
 - Identifies unmet needs of patients/ clients/ tangata whaiora and their whānau with potential solutions to address these needs.
 - Role models relationship centred practice and demonstrates effective communication to establish a therapeutic relationship and focus on the agreed goals with patients/ clients/ tangata whaiora, their whānau and IPP and/or MDT team, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information.
 - Demonstrates an awareness of health inequities, with evidence of implementing actions within clinical practice and identifying solutions for wider service delivery that contribute towards reducing inequalities for patients/ clients/ tangata whaiora and their whānau.
 - Demonstrates recognition that the knowledge, experiences and culture are integral to effectively addressing the patients / clients/ tangata whaiora and their whānau presenting health issue and/or restoring function.
 - Demonstrates a comprehensive and respectful understanding of the roles and contributions of the members of the IPP and MDT team.
 - Represents the service and or patients/ clients/ tangata whaiora at meetings, rapid rounds and intervention planning meetings to ensure the delivery of a coordinated, person centred, and inter professional approach, and to ensure Clinical Pharmacist is integrated into the overall treatment programme (where appropriate) including discharge planning.
 - Develops comprehensive discharge/transfer plans with the patients / clients/ tangata whaiora and their whānau.
 - Completes health record documentation consistent with legal, professional and organisational requirements.
 - Demonstrates awareness and knowledge of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.
 - Provides specialist advice, teaching and instructions to patients / clients/tangata whaiora, whānau, carers and other professionals to promote coordination of support being delivered.
- Takes responsibility for providing day to day clinical leadership in the pharmacy including providing clinical advice, coaching support and clinical guidance to others.
- Promotes culturally safe / bicultural practice and competency working with patient/clients and whānau.
- Ensures all staff are engaged in quality assurance activities appropriate to their role.
- Ensures all staff are working within their scopes of practice as per registration board / professional association or organisational policy expectations.
- Promotes effective communication amongst the team in order to share expertise and information.
- Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe client/patient/tangata whaiora care and maintaining high quality service delivery

KEY DELIVERABLES

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	<ul style="list-style-type: none"> • Maintain competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This should comply with the professional body continuing professional development requirements. • Completes applicable training for effective delivery of the role. • Supports and encourages the team and other health professionals in developing collaborative Interdisciplinary learning opportunities (across professions, services, sectors and systems). • Ensures every staff member is orientated to the role and the organisation. • Facilitates and advocates for professional development opportunities for staff, balancing potential impacts on service provision with potential resultant gains in service quality. • Utilises workforce plans to ensure learning and development solutions are in place for team members which support service delivery. • Works with Professional Leaders to facilitate optimal learning experiences for students. • Ensures supervision and mentoring arrangements are in place for team members and are working well. • Completes mandatory training as applicable for the role. • Participates in an annual performance review and associated clinical assurance activities. • Participates in professional supervision in line with the organisations and/or professional body. • Provides and contributes to coaching, mentoring and clinical support and/or professional supervision 	
KEY DELIVERABLES	Service Improvement & Research - Te Whakapai Ratonga me te Rangahau	
	<ul style="list-style-type: none"> • Actively contributes to, or leads service improvement activities in discussion with manager(s)/director. This includes making recommendations and where accepted, implementing changes in models of practice in line with evidence based practice, research evidence and audit activity aligned with the strategic direction of service /organisation. • Contributes to Te Whatu Ora Te Matau a Māui, Hawkes Bay annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process. • Oversees and is responsible for development and implementation of systems and processes, ensuring that services are efficient, accessible, and equitable and meet contractual requirements and patients / clients/tangata whaiora and their whānau needs. • Identifies and supports opportunities for innovative clinical practice within the team in collaboration with others, which will provide benefits aligned to the Triple Aim. • Ensures team/profession specific protocols, pathways and policies are developed, maintained and aligned with evidence-based practice. Where appropriate seeks out, shares and develops these across services to promote integration and consistency in service delivery for patient/clients/ tangata whaiora across the region. • Practises in a way that utilises resources (including staffing) in the most cost-effective manner. • Establishes working partnerships with consumers, other services / external organisations to promote safe and integrated working that improves the outcomes and experience of patients / clients. 	
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora Te Matau a Māui, Hawkes Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • 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 <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> • Allied Health Professionals, Professional Leader & Director of Allied Health • Te Wāhanga Hauora Māori Te Whatu Ora Te Matau a Māui, Hawkes Bay • Other teams relevant to supporting the Tangata Whaiora and whānau journey • General Practice teams 	EXTERNAL <ul style="list-style-type: none"> • Client /patient/ tangata whaiora and their whānau • Community Services and Agencies • All other Health Providers, including PHO, GPs

DELEGATION AND DECISION	<ul style="list-style-type: none"> As directed and requested by General Manager / Chief and/or Director of Allied Health Works autonomously with a high degree of independence to achieve the plan and problem solve complex issues as they arise []
HOURS OF WORK	0.5 FTE / 40 hours a fortnight
EMPLOYMENT AGREEMENT & SALARY	In accordance with the clinical pharmacist facilitator collective agreement (SECA) steps 3-4 according to qualifications and experience pro-rated for hours worked.
DATE	August 2022
EXPENDITURE & BUDGET ACCOUNTABILITY	Manage allocated budget for Clinical Pharmacist Facilitators \$2,187,500
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Ensure smooth and effective pathway for tamariki / rangatahi / whānau /kaumatua/kuia referred to the service to ensure barriers to services are reduced Competent engaging and addressing cultural needs of the consumer and whānau A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways

ESSENTIAL CRITERIA

Qualifications

- Bachelor/Masters in Pharmaceutical or equivalent.
- New Zealand Registered Pharmacist with current annual practising certificate (APC).

Experience

- Expectation of at least 5 years clinical practice
- Advanced clinical experience and or knowledge of allied health service delivery
- Experience of leading, motivating and developing others
- Focus on delivering high quality care for the patient/client/whānau.
- Self-motivated in developing clinical and professional practice of self and others
- Ability to contribute positively to the inter-professional /multidisciplinary team.

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license. (delete if not a community role or relevant)

Key Attributes

- Excellent written and verbal communication skills and collaborative ability
- Self-motivated in developing clinical and professional practice of self and others
- Positive attitude with problem solving focus
- Continuous improvement focus
- Enjoys working across teams and services – providing mentoring and expert advice
- Innovative and an ability to influence
- Demonstrated behaviours that align with the core values of the Te Whatu Ora Te Matau a Māui, Hawkes Bay
- Excellent prioritisation and time management skills
- Ability to follow set procedures and protocols
- Ability to build constructive and effective relationships

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori consumers (patients/families/whanau) and staff
- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role: -

Fit to practice

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination and COVID 19 in accordance with current mandate

DESIRABLE CRITERIA

- Member of NZ New Zealand Hospital Pharmacists' Association
- Post graduate qualifications and education relevant field (or working towards)
- Experience speaking and teaching to groups
- Project management skills
- Demonstration of research and practice development
- Knowledge about how the organization works and the culture of the organization.



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.

RARANGA TE 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.