

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Pharmacy Technician		
	DIRECTORATE	Hospital Group	DEPARTMENT	Pharmacy Department
	REPORTING TO (operationally)	Dispensary Coordinator	REPORTING TO (professionally)	Dispensary Coordinator
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Hospital Pharmacy Service within Te Whatu Ora, Te Matau a Māui Hawke's Bay Staff reporting - Nil			
PURPOSE OF THE POSITION	<p>To participate in the preparation of prescriptions and the distribution of medicines, throughout Hawke's Bay Hospital and associated Health Clinics.</p> <p>To ensure and prioritise a focus on patient safety and quality, relating to care and processes within the Pharmacy Service.</p>			
KEY DELIVERABLES	<p>Stock Management</p> <ul style="list-style-type: none"> ○ To ensure a timely and efficient drug imprest service to the wards by: <ul style="list-style-type: none"> ○ Recording and monitoring stock levels in the hospital and within the pharmacy. ○ Regularly restocking imprest items according to demand and the wards imprest roster. ○ Provide stock management services in a timely manner for outlying health centres in Napier, Waipukurau and Wairoa through: <ul style="list-style-type: none"> ○ Recording and monitoring stock levels in the health centre and within the pharmacy. ○ Regularly restocking imprest items according to demand and the wards imprest roster. ○ 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"> ○ Updating imprest lists. ○ Checking expiry dates. ○ Encouraging stock rotation. ○ Feeding back information for drug usage patterns and demand to the Ordering Technician. ○ To process pharmaceutical returns from the wards following the Pharmaceutical Returns procedure. ○ To ensure complete and accurate data entry and documentation for transactions. <p>Operational Service Delivery</p> <ul style="list-style-type: none"> ○ To promote the cost-effective use of resources, and safe practices, by participation in the development of Pharmacy Service's and Hawke's Bay Hospital policies and procedures. ○ To review and update Policy and Procedures relating to the operation of the dispensary and associated services when requested. <p>Dispensary Services</p> <ul style="list-style-type: none"> ○ Prepare inpatient and outpatient medication charts and prescriptions to be dispensed by: <ul style="list-style-type: none"> ○ Accurately picking and labelling an appropriate quantity of medication in a timely manner. ○ Ensuring that cautionary and other necessary labels are affixed to the medication. ○ Communicating any issues related to the supply of medications to patients or the wards. ○ Checking any necessary blood tests for clozapine dispensing. ○ 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 & procedures. ○ To implement the guidance of Te Matau a Māui Hawke's Bay protocols, guidelines and clinical pathways. ○ 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. ○ 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"> ○ To check prescriptions for forwarding to doctors for correction / amendment prior to submitting to Sector Services 			

	<ul style="list-style-type: none"> ○ Process any patient accounts and send a Request for Invoice to Finance for outstanding debts within the first 10 working days each month. ○ Prepare repacks of medication in a timely and accurate manner to be used for ward imprest and dispensing for inpatients <p>Customer Service</p> <ul style="list-style-type: none"> ○ Open and responsive to customer needs, demonstrating a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. ○ Demonstrate an understanding of continuous quality improvement, through identifying customer needs and offering ideas for improvement. ○ Effective management of customers/situations. 		
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora, Te Matau a Māui 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:</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	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Hospital Pharmacy Manager ▪ Team Leader Clinical Pharmacist ▪ Team Leader Aseptic Services ▪ Dispensary Co-ordinator (Line manager) ▪ Other Clinical Pharmacists, Pharmacy Technicians and Assistants ▪ Clinical Pharmacist Facilitators (based in GP practices) ▪ System Lead for Medicine ▪ Allied Health Director ▪ Chief Allied Health Professions Officer ▪ Medical Staff and Nursing Staff ▪ All other Te Whatu Ora, Te Matau a Māui Hawke’s Bay staff </td> <td style="vertical-align: top; width: 50%;"> <p>EXTERNAL</p> <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 Te Whatu Ora services ▪ Ministry of Health/National Health Board </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Hospital Pharmacy Manager ▪ Team Leader Clinical Pharmacist ▪ Team Leader Aseptic Services ▪ Dispensary Co-ordinator (Line manager) ▪ Other Clinical Pharmacists, Pharmacy Technicians and Assistants ▪ Clinical Pharmacist Facilitators (based in GP practices) ▪ System Lead for Medicine ▪ Allied Health Director ▪ Chief Allied Health Professions Officer ▪ Medical Staff and Nursing Staff ▪ All other Te Whatu Ora, Te Matau a Māui Hawke’s Bay staff 	<p>EXTERNAL</p> <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 Te Whatu Ora services ▪ Ministry of Health/National Health Board
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DELEGATION AND DECISION	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.		
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Nelson Marlborough Te Whatu Ora - ` Hawke’s Bay & Te Whatu Ora - ` Hawke’s Bay Pharmacy Collective Employment Agreement; Pharmacy Technician, steps 1-4: according to qualification and experience		
DATE	September 2022		
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A		
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Communicates effectively with all relevant team leaders, all colleagues within the Pharmacy department, as well as other Te Matau a Māui Hawke’s Bay staff and patients. ▪ 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 ▪ Effectively manages time and prioritises workload to ensure work is completed within the agreed time. 		

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 COVID 19 in accordance with current mandate

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.