MILDURA BASE PUBLIC HOSPITAL

www.mbph.org.au
ABN: 73 543 496 421
P: (03) 5022 3333 **F:** (03) 5022 3228
A: Ontario Avenue, Mildura VIC 3500

POSITION DESCRIPTION

Position:	Senior Pharmacist - Clinical
Directorate	Medical Services
Division:	Pharmacy
Business Unit:	Pharmacy
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (MEDICAL SCIENTISTS, PHARMACISTS & PSYCHOLOGISTS) ENTERPRISE AGREEMENT
Reports to:	Deputy Director of Pharmacy



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1300 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Contemporary Rural and Regional Health.

PURPOSE

To improve lives by delivering contemporary rural and regional health.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

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STRATEGIC OBJECTIVES

Our purpose is to improve lives by delivering contemporary rural and regional health.

Leveraging our Strengths

- A shared commitment to governance, compliance and risk
- Leverage technology to create quality outcomes and efficiencies
- Foster a continuous improvement
- Focus on Sustainability & Resilience
- Prioritise safety and wellbeing

Consistency in Service Delivery

- Enhance patient experience and trust
- Deliver a consistent and high quality service
- Allocate resources that support improved outcomes
- Deliver what we commit to
- Drive an outcome orientated service based on data and evidence

Purposeful Collaborations

- Activate partnerships to expand opportunities and achieve common goals
- Listening and connecting with Consumers and Community
- Enhance access to localised pathways through partnerships
- Commitment to the Mallee Sub-network through Health Service Reform
- Deliver care closer to home /country

Progressive Rural & Regional Health Services

- Build research capability and academic excellence
- Grow and maintain our own skilled and capable workforce
- Commitment to innovation and growth that addresses our rural and regional community requirements
- Explore alternate models of service / care for rural and regional health service
- Advocate for sustainable health services for our communities

POSITION SUMMARY

The Senior Pharmacist – Clinical Services position will be responsible for the day-to-day delivery of clinical pharmacy services to defined portfolios of services across MBPH. The position will also be responsible for supervision and development of clinical pharmacists working within these services. In addition, the post-holder will work in collaboration with the Deputy Director and other Senior Pharmacists to develop clinical services.

Key Clinical portfolios for Senior Pharmacists will align with medical services and include:

- General Medicine
- Surgical
- Critical Care (including ICU and Emergency Services)
- Mental Health
- Paediatrics
- Sub specialties (including maternity, dialysis, HITH)

Portfolios may be combined and evolve based on hospital activity and growth

KEY RESPONSIBILITIES AND DUTIES

Senior Pharmacist Responsibilities

- In association with the Deputy Director, the coordination and management of the clinical pharmacy services of the MBPH Pharmacy Service to the Clinical Program and specific services.
- Supervision of relevant pharmacy staff in the performance of their day-to-day responsibilities.
- Mentoring and performance management of relevant pharmacy staff
- Ensuring relevant pharmacy staff compliance with pharmacy and hospital procedures relating to their responsibilities including but not limited to Medicines Formulary and Medicine Guidelines.
- Development and contribution to practice-based research program relevant to the pharmacy, Program or Service.
- To improve outcomes from pharmacological interventions by providing a highly specialist clinical pharmacy service to designated clinical teams within the organisation.
- Ensuring relevant local drug budgets are monitored and managed and information provided to advise prescribers and pharmacy on local drug use.
- Work collaboratively with the other Senior Pharmacists in the Program (where applicable) and Senior Pharmacists from other clinical programs.

Clinical Practice and Service Provision

- Provision of day-to-day activities of a clinical pharmacy service to inpatients, outpatients, community or specific services in line with relevant portfolio

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- Actively contribute to various drug utilisation and medication evaluation programs
- Liaise with outside agencies to clarify patient medication records to improve patient care and reduce risk.
- Contribute to achieving the best use of medicines, by enabling informed patient choice and implementation of best practice guidelines
- Support other members of the organisation pharmacy team on prescription safety and medicines management.
- To regularly participate in multidisciplinary team meetings to review the pharmaceutical care of patients and advise on the choice and use of medication (including monitoring, safety, efficacy and tolerability).
- Review and advise on the management of patients receiving complex pharmacological treatments or not responding to existing or established treatment regimes.
- To provide educational meetings/training and awareness sessions for carer and user groups on the best use of medicines within the organisation and where appropriate other groups outside of the organisation
- To undertake the answering of medicines information queries in response to patients, carers and all healthcare staff within the organisation
- To provide education to patients and carers on the best use of their medicines, on an individual basis, to achieve informed consent and the most appropriate use of their medication
- To be involved in locality clinical effectiveness programs, and to advise on pharmaceutical issues

Operational Practice and Service Provision

- Ensuring that the operations of the dispensary are efficient, accurate, timely and conducted in accordance with all applicable laws
- Ensuring that the practice of the dispensary complies with the Pharmaceutical Society of Australia's Code of Professional Conduct
- Maintaining currency pharmaceutical knowledge and skills in accordance with the Pharmaceutical Society of Australia's Competency Standards for Pharmacists in Australia
- Completing dispensing of medications ensuring correct claiming of PBS as required.
- Ensuring all relevant Medicare concession or safety net details are entered into Merlin during the dispensing process to ensure correct patient charging
- Maintaining and controlling the supply of medications – dispensed and imprest – in accordance with local policies and procedures
- Reporting any error or discrepancy or breach of ethics, practice or standards that occur in relation to the Pharmacy/Dispensary to the Pharmacy Leadership Team
- Ensuring that proper records of dispensing and other transactions are kept in accordance with established policies and procedures and regulatory guidelines, including maintaining effective filing of prescriptions and duplicates
- Ensuring that the premises and equipment are maintained in a clean and hygienic manner in accordance with hospital and Pharmacy Board Guidelines
- Following specific training and orientation within the aseptic area, prepare cytotoxic and non-cytotoxic preparations and maintain ongoing validation

Education, Development, Research and Quality Improvement

- Participate in and contribute to training, educational requirements and priorities in conjunction with the Senior Pharmacist – Education and Pharmacy Senior Leadership team
- Attend clinical meetings within area of responsibility
- Assist in the teaching and supervision of relevant pharmacists, interns, technicians, various university undergraduate placement programs
- Development and contribution to practice-based research relevant to the Pharmacy, Organisation or Service by participating in research, audit and quality improvement activities as appropriate.

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- Identify and implement new clinical pharmacy practices to enhance medication safety and effectiveness.
- Contribute to service improvement initiatives and provide feedback regarding opportunities to enhance pharmacy services aligned with hospital priorities, emerging pharmaceutical trends, technological change and patient care objectives.
- In conjunction with Senior Pharmacists and the Pharmacy Leadership team, identify and develop pharmacy risk management processes
- Support the hospital in controlling risks associated with medicines use

Other

- Represent the Pharmacy Department when required to attend communication meetings both internal and external to the hospital
- Participate in extended working hours' services according to departmental roster on a rotating basis when required
- Participate in weekends, public holiday and on-call services according to departmental roster on a rotating basis
- Maintain and document ongoing CPD at a level applicable to the post.
- Practice within the Code of Ethics of the Advanced Pharmacy Australia.
- Attend and actively contribute to the pharmacy department meetings and educational forums.
- Ensure that the relevant legislative requirements, hospital guidelines and accreditation and professional standards are met
- Practice as detailed in the various hospital policies and procedures.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications (Mandatory)

- B.Pharm or M.Pharm
- General registration as a pharmacist with AHPRA

Experience Required

- Extensive experience in the provision of clinical pharmacy services in a hospital pharmacy setting including experience in surgery, general medicine and/or ruralist generalist healthcare essential.

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- Extensive hospital pharmacy experience with a demonstrated understanding of contemporary practice in hospital clinical pharmacy services, QuM and therapeutics.
- Experience in the critical evaluation of medical literature and demonstrated ability to translate into clinical practice
- Experience in supervision and mentoring staff essential
- Relevant clinical post-graduate qualification or equivalent and/or completion of a specialist qualification or completion or progression towards a PhD desirable

Personal Qualities, Knowledge and Skills

- Ability to demonstrate leadership, decision-making skills and commitment to service development
- Demonstrated knowledge in pharmacotherapeutics
- Highly developed communication and interpersonal skills, with the ability to effectively convey complex clinical information, influence decision-making, and foster collaborative relationships with patients, multidisciplinary teams and key stakeholders including medical and nursing teams
- Superior administrative and organisational and technological skills, and exhibit the ability to work and collaborate effectively with pharmacy staff and other health professionals, with an attention to detail
- Commitment to patient care, continuing education and professional development
- Courtesy, reliability, motivated, thorough and with initiative

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver’s licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital’s discretion and activities may be added, removed or amended at any time.

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ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____

MILDURA BASE PUBLIC HOSPITAL — OUR VALUES AND BEHAVIOURS



Happy
WE ARE POSITIVE

As an organisation
We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually
- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best

Empathetic
WE ARE CARING

As an organisation
We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually
- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care

Accountable
WE ARE COMMITTED

As an organisation
We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually
- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.

Respectful
WE ARE OPEN TO OTHERS

As an organisation
We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually
- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences

Team-based
WE ARE ONE TEAM

As an organisation
We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually
- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE
"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can...."

LANGUAGE WE DON'T USE
"I have to..."
"I must ..."
"If only..."
"Ah well, that is because of XYZ.."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO
- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

