

## POSITION DESCRIPTION

<b>Position:</b>	Director of Pharmacy
<b>Directorate</b>	Medical Services
<b>Division:</b>	Pharmacy
<b>Business Unit:</b>	Pharmacy
<b>Enterprise Agreement</b>	Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement
<b>Reports to:</b>	Executive Director of Medical Services / Chief Medical Officer
<b>Reports From:</b>	Deputy Director of Pharmacy Clinical Pharmacists Pharmacy Technicians Intern Pharmacists



## 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 1200 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

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## 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 6** 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.

## STRATEGIC OBJECTIVES



## POSITION SUMMARY

The Director of Pharmacy is an experienced pharmacist responsible for leading a comprehensive, high-quality and continually improving hospital pharmacy service that supports the strategic objectives of Mildura Base Public Hospital (MBPH).

This role is accountable for developing, implementing and evaluating long-term goals for the pharmacy service while fostering a positive, team-oriented environment that enables staff to work to their full potential. The Director of Pharmacy is expected to provide an integrated, safe and patient-focused pharmacy service across all relevant areas of the health service.

In addition to leadership responsibilities, the role will also include concurrent clinical duties, in alignment with functions of the Pharmacy Department. This role will have an expectation of reasonable on-call and weekend duties based on unit needs.

The Director is expected to role-model professional leadership behaviours, promote a culture of safety, accountability and collaboration, and act as a clinical governance advisor to the executive team in matters relating to medication safety and pharmaceutical care.

## KEY RESPONSIBILITIES AND DUTIES

### 1. Clinical Governance, Safety and Compliance

- Provide the safe and effective provision of pharmacy services at MBPH which is compliant with all relevant laws, regulations and guidelines in a cost-effective manner.
- Ensure that the preparation, storage, transport and distribution of pharmaceuticals is conducted in accordance with appropriate legislative requirements.
- Ensure that proper records of dispensing and other transactions are kept in accordance with established policies, procedures and regulatory guidelines.
- Report any and all errors, discrepancies or breaches of ethics to the Executive Director Medical Services/Chief Medical Officer.
- Check if adverse drug reactions are recognised, managed and reported as identified and that all S8 drugs are managed in line with legislative requirements.
- Manage the hospital formulary.
- Create, update and maintain pharmacy policies and procedures.
- Lead, support and contribute to quality projects.
- Contribute to clinical research activities and governance.

- Provide expert input to the Executive team on medication governance, policy development and risk mitigation strategies.
- Lead or support the pharmacy department's response to service disruptions, emergency demand or public health events.

## **2. Operational and Workforce Management**

- Ensure the pharmacy department is within budget.
- Oversee completion of performance reviews, staff training and core competency requirements.
- Manage pharmacy staffing, including FTE allocations, recruitment and ensuring effective leave management.
- Monitor all data generated within the pharmacy, ensuring its accuracy and timely provision in a logical and user-friendly format for executive and program managers.
- Implement or monitor existing systems to collect and review quantitative data that supports oversight of staffing, workloads, work practice efficiencies and quality activities.
- Prioritise and manage dispensary workloads effectively, ensuring appropriate allocation of personnel.
- Include pharmacy input across relevant clinical areas of the hospital.
- Establish clear lines of delegation and escalation for operational continuity, including responsibilities of deputy and senior clinical pharmacy staff.

## **3. Patient Access and Clinical Service Delivery**

- Deliver a pharmacy service which is accessible to all patients of MBPH and provides them with appropriate medication, instruction, and information as required.
- Provide patient medication education and counselling to inpatients and at discharge.
- Communicate and educate the pharmacy team to optimise generic substitution in line with preferred brands.

## **4. Leadership, Collaboration and Stakeholder Engagement**

- Keep abreast of current issues and state-of-the-art practices and principles.
- Network with other pharmaceutical organisations and appropriate agencies to benchmark, share knowledge and build collaborative relationships.
- Provide professional direction to pharmacy staff and support broader clinical teams as required.
- Act as a link between programs, services, departments and other MBPH personnel to support integrated service delivery.
- Convene regular meetings of pharmacy staff to support communication, planning and team cohesion.
- Represent the pharmacy service on MBPH committees as requested.
- Maintain positive working relationships across MBPH, collaborating with service, program and department managers to resolve issues and support hospital-wide initiatives.
- Engage key internal and external stakeholders to support service development, operational priorities and quality improvement initiatives.
- Demonstrate leadership behaviours consistent with MBPH values, fostering a culture of respect, integrity, responsiveness and teamwork.

Other duties as directed by the EDMS/CMO based on Organisational needs.

## **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**

### **Required**

- Current registration with the Australian Health Practitioner Regulation Agency as a Pharmacist.
- Extensive management experience, preferably in a hospital environment.
- Demonstrated ability to develop and implement strategic plans in relation to service delivery, including facilitation of initiatives that respond to strategic priorities.
- Demonstrated understanding of relevant legislation, regulations and government policies relating to pharmacy service delivery within the public hospital setting.
- Excellent interpersonal and high-level analytical skills.
- Demonstrated ability to lead and motivate a team of skilled, professional staff in the delivery of pharmacy services, including the ability to problem solve complex service delivery issues.

### **Desirable**

- Post Graduate qualification in hospital pharmacy (Fellowship of the Society of Hospital Pharmacists or Graduate Diploma of Hospital Pharmacy) is highly desirable.
- Extensive clinical and management experience within a large regional hospital or other relevant organisation at a senior level.

## **MANDATORY REQUIREMENTS**

### **Registration with Professional Association**

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

### **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.*

### **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: \_\_\_\_\_



## 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..."

"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

"Is there a better way to do this?"

## 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

