

## POSITION DESCRIPTION

<b>Position:</b>	Clinical Pharmacist
<b>Directorate</b>	Chief Medical Officer
<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>	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 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

Our  
Vision

**Mildura Base Public Hospital – providing exceptional care**

Strategic  
pillars

We  
achieve  
this by...

**Caring for our community**

Ensuring our focus is on person centred care.  
 Using best evidence-based practice to deliver exceptional care.  
 Empowering our communities to manage and improve their health and wellbeing.

**Aspirational through our culture**

Leading a values based, accountable, quality & safety culture.  
 Continuous improvement of service delivery and provision of care.  
 Operating safely and efficiently with a skilled and effective workforce.  
 Being an employer of choice, enabling our staff to be at their best.

**Trusted in our relationships**

Community have an understanding of our role and confidence in our services.  
 Partnering across sectors to strengthen our services.  
 Addressing our communities shared challenges in partnership by applying innovative solutions.

**Sustainable in our Services**

Reinvesting in the community and its wellbeing through sustainable models of operations.  
 Delivering and supporting shared services to improve access to the best and right care.  
 Strengthening our planning approach with the patient at the centre.

## POSITION SUMMARY

To assist in the management of the pharmacy/dispensary efficiently, profitably and ethically in accordance with the dispensary's policies and procedures and Pharmacy Board Guidelines.

## KEY RESPONSIBILITIES AND DUTIES

### Operations

- 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
- Ensuring that the pharmacists comply with the Pharmaceutical Society of Australia's Professional Practice Standards
- Maintaining the currency of their pharmaceutical knowledge and skills in accordance with the Pharmaceutical Society of Australia's Competency Standards for Pharmacists in Australia
- Maintaining and clearing PBS online messages during the dispensing process
- Handling all dispensed prescriptions in a manner that ensures they are not lost or misplaced on the wards
- Contacting prescribers if necessary to discuss owing scripts of script management
- Reviewing owing scripts and reporting as necessary
- Managing scripts and duplicates in a way that allows effective filing and recall
- Ensuring all relevant Medicare concession or safety net details are entered into Merlin during the dispensing process
- Ensuring that phone or fax copies of prescriptions are received prior to dispensing any owing scripts
- Maintaining paperwork related to dispensing
- Stamping and collating prescription forms as required
- Completing details required for prescriptions to satisfy PBS and/or Health Department requirements for submitting Pharmapay claims
- Maintaining and controlling the supply of medications – dispensed and imprest – in accordance with agreed standards
- Ensuring that the patients and nursing staff of the client hospitals receive the right medication efficiently, in the correct quantities and cost effectively using the PBS
- Reporting any and every error or discrepancy or breach of ethics, practice or standards that occur in relation to the Pharmacy/Dispensary to the Pharmacist in Charge; responsible hospital executive staff member and when appropriate to the Chief Medical Officer
- Contributing to improved operations in the Pharmacy/Dispensary

- Providing patient medication and education and counselling to inpatients and at discharge including the provision at discharge of medication profiles and other medication compliance aids, where appropriate
- Ensuring that proper records of dispensing and other transactions are kept in accordance with established policies and procedures and regulatory guidelines
- Providing timely information to the hospital administration regarding financial and clinical issues in writing or upon request
- Providing patient medication education and counselling to patients both while they are inpatients and at discharge. This includes the provision of medication profiles and other medication compliance aids at discharge, when appropriate
- Ensuring that the premises and equipment are maintained in a clean and hygienic manner in accordance with hospital and Pharmacy Board Guidelines
- Participating in the on-call and weekend roster on a rotating basis
- Actively contributing to continuous quality improvement in the Pharmacy/Dispensary and the hospital
- Working other pharmacist shifts on an as needed basis

#### Product

- Ensuring that the Dispensary continually develops its hospital Dispensary systems to provide leading edge Dispensary solutions to the hospital and other customers
- Participating in both the Dispensary and hospital teams to advise, where appropriate, on any cost savings the hospital or Dispensary could make, or on improved efficiencies in the Dispensary service
- Ensuring all stock is presented in such a way as to enhance drug product selection to prevent errors in dispensing
- Assisting in ensuring that all stock is stored in accordance with Pharmacy Board Guidelines and Drug, Poisons and Controlled Substances Regulations
- Ensuring that professional knowledge in relation to drugs, usage, dosage and side effects remains up to date

#### People

- Assist with organisation, delegation and supervision of hospital staff in the dispensary
- Ensuring the dispensary is appropriately staffed with staff who have the appropriate qualifications and skills
- Ensuring that staff operate in accordance with the Dispensary policies and procedures
- Assisting in staff skill development as required
- Assisting with the training of students/trainees/staff of the Dispensary and hospital, if required
- Working with Pharmacy/Dispensary personnel to ensure they are practicing in accordance with Pharmacy/Dispensary standards and contractual obligations

#### Customers

- Participating in the hospital quality improvement and accreditation activities as required
- Educating Pharmacy staff on delivering the highest standard of quality customer service
- Actively seeking feedback from the hospital, nursing staff, doctors and other customers about the standard of service provided by the Pharmacy
- Participating in and responding to patient and staff satisfaction surveys
- Managing complaints in a timely manner and in accordance with hospital guidelines
- Providing educational lectures to hospital staff upon request
- Assisting with other pharmacist shifts on an as needed basis

## 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

- Tertiary qualification in Pharmacy (Bachelor or Master)
- Registration as a Pharmacist with Australian Health Practitioner Regulation Agency (AHPRA)

## 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.*



### **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..."  
"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

