

## Position Description

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<b>Position title:</b>	Clinical Pharmacist Grade 2
<b>Department:</b>	Pharmacy
<b>Classification:</b>	SX2 – SX5
<b>Agreement:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Reporting to:</b>	Director of Pharmacy

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### About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

### Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

### Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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## About the department/unit

The Pharmacy Department is a significant clinical team at the Women's providing expertise to women, newborns and their families. It is part of the Allied Health & Clinical Support Services (AH&CSS) directorate and provides a comprehensive pharmacy service to in- and out-patients of the hospital. It aims to contribute significantly to the empowerment and enrichment of exceptional care at the Women's.

Our major areas of focus are supporting the medication processes and overseeing medication management including safe and quality use of medicines, education to consumers and healthcare professionals, legislative compliance, contract management, management of medicine shortages and inventory management to ensure cost-effectiveness. We collaborate with interprofessional teams and researchers and participate in research and clinical trials.

## Position purpose

The Clinical Pharmacist (Grade 2) is responsible for providing high quality pharmacy services and exceptional patient-centred care through the provision of medicines and medication advice safely and professionally to a variety of populations and settings.

## Key responsibilities

### Clinical practice

- Manage the day to day provision of clinical pharmacy services of an assigned area to meet the Women's strategic direction and associated business plans, including the ability to work and supervise staff.
- Have a visible presence on the wards/ areas to provide pharmacy services to multidisciplinary teams and the patients and their carers.
- Record and report all pharmacy interventions and adverse drug reactions.
- Actively contribute to the design and delivery of pharmacy services.
- Provide pharmacotherapy and medication management across various patient populations within the hospital.
- Provide clinical service to wards and patient care.
- Actively participate relevant meetings, ward rounds and working groups.
- Supervise and mentor students and intern pharmacists.
- Advise the Director and Deputy Director of matters relating to the areas, with the view to revising and improving work procedures.
- Assist with other additional departmental duties and services as required, in times of staff shortage.
  - Address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves, involving the Director and Deputy Director of Pharmacy where necessary.
  - Hold yourself and others accountable for providing a positive patient experience.
  - Use appropriate techniques to relieve difficult patient situations and regain their confidence.
  - Contribute and commit to a culture that promotes gender equality, respect and a safe working environment and have an understanding of violence against women and family violence issues.
  - Understand and address emotional and personal needs of staff, fostering a safe to speak up culture.
  - Provide a high quality handover for periods of planned leave; and ensure the team follows suitable levels of documentation for their handovers to others.

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- Ensure that accurate information and records are maintained in line with relevant hospital policies, procedures, frameworks and guidelines.
- Ensure that all documentation and data submission meets all statutory requirements and relevant hospital policies and guidelines.
- Contribute to the strategic planning of the department.
- Advocate for patient safety by ensuring the correct and safe use of medicines, reduce medication errors and promoting best practices.
- Actively promote the Pharmacy Department and represent the profession as required.
- Any other duties as required that meet relevant standards and recognised practice.

### **Communication and teamwork**

- Mentor staff, ensuring staff development aligned with The Women's vision and values.
- Foster a supportive environment which values learning, safe practice and innovation.
- Promote teamwork by encouraging team members to take ownership of their roles and responsibilities, empowering them to contribute to the department's success.

### **Quality, safety and improvement**

- Adhere to the Society of Hospital Pharmacists of Australia (SHPA) Clinical Pharmacy Practice Standards.
- Adhere to The Pharmacy Board of Australia codes, guidelines and policies.
- Work within identified credentialing and scope of practice frameworks, regularly documenting this as per procedure.
- Ensure services are delivered in accordance with the National Safety and Quality Health Service Standards.
- Facilitate change by identifying and supporting the implementation of new practices within Pharmacy.
- Model an action-based approach to improve service quality and resolve issues and ensure this consistently occurs in pharmacy service teams.
- Address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves, involving the Director and Deputy Director of Pharmacy where necessary.
- Contribute and commit to a culture that promotes gender equality, respect and a safe working environment and have an understanding of violence against women and family violence issues.
- Understand and address emotional and personal needs of staff, fostering a safe to speak up culture.

### **Learning and development**

- Support and contribute to practice-based research.
- Support training and mentoring programs, including the advanced residency training program.

### **Key Performance Indicators (KPI's)**

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

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## Key selection criteria

### Experience/qualifications/attributes

#### Essential:

- Registered to practice as a pharmacist with the Australian Health Practitioners Regulatory Agency (AHPRA) without restrictions.
- Clinical experience in hospital pharmacy practice with at least 3 years of postgraduate experience.
- Ability to work well with staff from all levels and maintain effective, quality relationships with internal and external stakeholders.
- Effective written, verbal, and non-verbal communication skills.
- Well-developed staff supervision and interpersonal skills.
- Demonstrated commitment to patient focused service.
- Demonstrated analytical decision-making skills, especially in high-pressure situations, or when managing complex patient care issues.
- Have an aptitude for addressing complex issues and implementing effective solutions.
- High level computer skills including experience using platforms such as Microsoft Office 365 Suite, Merlin, Meditex, EMR.
- A professional, positive, open and approachable demeanour.
- The ability to plan, prioritise and time manage, balancing competing and conflicting priorities.
- Demonstrated evidence of commitment to ongoing professional development.
- Embodiment of the Women's values.

#### Desirable:

- Experience in research and evaluation of health services.
- Experience in project management.
- Confidence in presenting to small or large groups.
- Postgraduate qualification (or working towards) in a relevant clinical area (e.g.: Master of Pharmacy).

## Organisational relationships

### Internal relationships

- Director of Pharmacy, Deputy Director of Pharmacy
- Clinical and non-clinical staff in pharmacy department
- Medical and nursing/midwifery staff
- Informatics team, EMR leads, Business Intelligence team
- Infection Prevention and Control team
- Corporate Services: People, Culture and Wellbeing, Payroll, Procurement, Facility Management, Information and Communication Technology (ICT), Security, OH&S Team

### External relationships

- Women and their families accessing services provide by The Women's
- Professional Association and committees
- Community service providers (e.g.: Healthsmart Pharmacies)
- Universities and training institutions
- Other healthcare networks and service providers

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## Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

<b>Physical demands</b>	<b>Frequency</b>
<b>Shift work</b> – rotation of shifts – day, afternoon and night	Occasional
<b>Sitting</b> – remaining in a seated position to complete tasks	Frequent
<b>Standing</b> - remaining standing without moving about to perform tasks	Prolonged/Constant
<b>Walking</b> – floor type even, vinyl, carpet,	Prolonged/Constant
<b>Lean forward/forward flexion from waist</b> to complete tasks	Occasional
<b>Trunk twisting</b> – turning from the waist to complete tasks	Rare
<b>Kneeling</b> – remaining in a kneeling position to complete tasks	Rare
<b>Squatting/crouching</b> – adopting these postures to complete tasks	Rare
<b>Leg/foot movement</b> to operate equipment	Not Applicable
<b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps	Occasional
<b>Lifting/carrying</b> – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
<b>Push/pull of equipment/furniture</b> – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
<b>Reaching</b> – arm fully extended forward or raised above shoulder	Occasional
<b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)	Rare
<b>Sequential repetitive actions in short period of time</b>	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
<b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
<b>Sensory demands</b>	<b>Frequency</b>
<b>Sight</b> – use of sight is integral to most tasks completed each shift	Prolonged/Constant
<b>Hearing</b> – use of hearing is an integral part of work performance	Prolonged/Constant
<b>Touch</b> – use of touch is integral to most tasks completed each shift	Prolonged/Constant
<b>Psychosocial demands</b>	<b>Frequency</b>
<b>Observation skills</b> – assessing/reviewing patients in/outpatients	Prolonged/Constant
<b>Problem solving</b> issues associated with clinical and non-clinical care	Prolonged/Constant
<b>Working with distressed people and families</b>	Occasional
<b>Dealing with aggressive and uncooperative people</b>	Occasional
<b>Dealing with unpredictable behaviour</b>	Rare
<b>Exposure to distressing situations</b>	Occasional

### Definitions used to quantify frequency of tasks/demands as above

<b>Prolonged/constant</b>	70 – 100 % of time in the position
<b>Frequent</b>	31 – 69 % of time in the position
<b>Occasional</b>	16 – 30% of time in the position
<b>Rare</b>	1 – 15% of time in the position
<b>Not applicable</b>	0% of time in the position

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## Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

## Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

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## Declaration

**By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.**

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**Developed date:**

**Developed by:**

**Date of next review:** (12 months from now)

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