

POSITION DESCRIPTION

POSITION: Pharmacy Assistant, Nelson Hospital

RESPONSIBLE TO: Team Leader, Pharmacy

Our vision: All people live well, get well, stay well. Kaiao te tini, ka ora te mano, ka noho ora te nuinga.

Our mission: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

Our Values – Ā Mātou Uara:

Respect: We care about, and will be responsive to, the needs of our diverse people, communities and staff.

Innovation: We will provide an environment where people can challenge current processes and generate new ways of working and learning.

Teamwork: We create an environment where teams flourish and connect across the organisation for the best possible outcome.

Integrity: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

PURPOSE OF POSITION

To provide a customer focused Pharmacy service with best practice guidelines achieving optimal outcomes, under supervision.

RESPONSIBILITIES	EXPECTED OUTCOMES
Provision of Pharmaceutical Service	<ul style="list-style-type: none"> • Maintain imprest stock levels on designated wards by conducting checking against the specified list. Issue stock to departments, pick, pack and deliver goods and have Pharmacist/Technician check the order before delivery. • Participate in all rostered duties of the Pharmacy Department as designated by the Team Leader. • Maintain a tidy work area.
Clerical Responsibilities	<ul style="list-style-type: none"> • Maintain tidy and correct records. • Photocopying, filing, data entry, answer telephones as required.
Purchasing (assigned)	<ul style="list-style-type: none"> • Purchase direct from drug companies and wholesalers. • Purchase from Household, Office Max and other companies that supply pharmacy consumables. . • Use the reorder pad and order schedule to guide purchasing decisions. • Follow-up outstanding orders. • Reconcile invoices and credit notes as required though the Windose and/or ePharmacy pharmacy system and TechONE finance system. • Maintain and file delivery (packing) slips, credit notes, price lists and company information. • Maintain records of Section 29 Medication for ordering purposes. • Run Returned but not Credit Noted, Receipted but Not Invoiced and Items Ordered but Not Receipted reports to keep on top of stock maintenance. • Update Pharmac Section H requirements before the beginning of the new month. • Update pharmaceutical price lists to ensure TechONE continuity. • Maintain drug file on pharmacy system (Windose/ePharmacy) using Pharmaceutical Schedule, Propharma website, Pharmaceutical Company Price Lists and other reference material. • Load new drugs and deactivate obsolete drugs
Maintenance of Stock	<ul style="list-style-type: none"> • Check expired stock on a systematic basis and document process. • Maintain Pandemic Stock. • Issue Pharmacy Consumables. • Process returned medicines. • Communicate stock/brand changes with other pharmacy staff (by staff meetings, email) and the wider hospital when directed to do so. • Assemble and dispatch checked internal and external orders. • Maintain systems for disposal and recycling of waste from Pharmacy.
Quality Assurance	<ul style="list-style-type: none"> • A quality, customer-focused service is provided at all times, which follows best practice. • Adhere to the objectives set in the Pharmacy Service Quality Plan.

	<ul style="list-style-type: none"> • Actively participate in service quality improvement activities and in relevant training programmes. • Adhere to all Hospital Policies and Procedures. • Adhere to all Pharmacy Policies and Procedures. •
Personal Development	<ul style="list-style-type: none"> • Participate in Pharmacy Department staff meetings. • Participates in annual performance review process including review of performance goals and identification of areas for professional development. • Actively seek and respond to feedback from colleagues about effectiveness.
Internal & External Networks	<ul style="list-style-type: none"> • Respond to Finance staff requests to discuss issues with reconciling invoices and credit notes. • Effective communication and liaison with others is facilitated This includes: Medical staff, GPs, General Managers, Heads of Department, external agencies. • Liaise with designated wards (e.g. Nurse Managers) as requested. • Intra-departmental effective communication is established. Maintain harmonious interpersonal relationships with colleagues.
General	<ul style="list-style-type: none"> • Champion for and develop as super user of ePharmacy pharmacy system • Other duties as negotiated with your Manager. • May be required to travel between hospital sites to work. • Meet obligations contained in Appendix 1 & 2.

PERSON SPECIFICATION

QUALIFICATIONS

- Sixth Form Certificate or NCEA Level 2 (including Maths) desirable
- Current driver's license

EXPERIENCE

- Relevant word processing/data entry experience is essential
- Experience purchasing and handling invoices and credits
- Experience of MS Office applications essential
- Previous experience in the Health service, especially pharmacy an advantage
- Experience in Windose pharmacy system

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to be accurate and precise in record keeping
- Organisational and time management
- High standard of oral and written communication skills
- Intermediate/Advanced knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with NMH Information Technology policies

PERSONAL ATTRIBUTES

- A high level of personal initiative, and motivation and ability to work without supervision
- Be able to work/liase closely with staff at all levels of the organisation
- Ability to work under pressure, constantly prioritising as deadlines change
- A person of integrity who will respect the confidentiality and sensitivity of the information dealt with
- Pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation
- Be versatile, innovative and able to accept change
- Must have a knowledge and empathy for bi-culturalism
- Committed to providing a quality service
- Reliable and punctual

APPENDIX 1

General Responsibilities of an Employee of Nelson Marlborough Health (NMH)

1. Professional Responsibilities

As an employee of NMH you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other NMH departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Health, Safety and Wellbeing

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

3. Right to Raise Concerns

- All employees of NMH are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

NMH is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within NMH’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

7. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

8. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

9. Treaty of Waitangi

NMH is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

10. Smokefree

NMH is a Smokefree Organisation. This applies to all staff and contractors working within NMH buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to NMH staff employed on Board business in the community.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

Signed:

Date:

APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none">• a chronic skin condition• been working in an overseas healthcare facility in the last year• been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.