

POSITION DESCRIPTION

POSITION: Pharmacy Technician

RESPONSIBLE TO: Pharmacy Team Leader

Health New Zealand | Te Whatu Ora (Nelson Marlborough)

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 THE POSITION

To be a member of a pharmacy team that is focused on achieving positive outcomes for patients and the other healthcare workers we support. We work within best practice guidelines but support innovation that leads to service improvement.

To provide a comprehensive pharmacy service in the dispensary and in patient care areas.

RESPONSIBILITIES	EXPECTED OUTCOMES
Medication supply and Dispensing	<ul style="list-style-type: none"> • Participate in all dispensing and supply duties of the pharmacy department • Dispense prescriptions and medication charts. • Complete associated clerical duties, filing and record maintenance • Maintain imprest stock levels on designated wards and departments • Make seasonal increases and decreases to imprest stock according to demand. • Re-pack and pack down medicines according to Ministry of Health, Pharmacy Services Standard and pharmacy policies and procedures • Issue and dispense Controlled Drugs in accordance with Misuse of Drugs legislation • Enter and maintain CD records accurately as required by Misuse of Drugs legislation • Maintain records of Section 29 medication • Complete extra requirements as set out in protocols when dispensing clozapine and cytotoxics • Respond to changes in rostered duties to accommodate fluctuating workloads • Participate in compounding if appropriately qualified (level 5 Pharmacy Technician) according to Ministry of Health, Pharmacy Services Standard and pharmacy policies and protocols. • Participate in Accuracy Checking of dispensing if appropriately qualified to do so (PACT qualified Pharmacy Technician).
Patient Care Areas	<ul style="list-style-type: none"> • Work alongside clinical pharmacists to improve medication safety at admission and discharge • Assist the pharmacist in completion of Medicines Reconciliations after completing training • Draft yellow medication cards to assist in patient discharge processes • Liaise with clinical pharmacist to solve medication supply issues at time of patient discharge • Assist with medicines education under the supervision of a pharmacist.
Stock Control and Purchasing	<ul style="list-style-type: none"> • Recognise the importance of accurate stock control and ensure all required processes are completed • Unpack drug orders, monitor for and take action to resolve any errors and omissions • Participate in scheduled pharmacy stocktakes and regular rolling stocktakes • Monitor for and help resolve errors in stock on hand figures • Communicate stock requirements to appropriate team members • Complete purchasing in line with pharmacy standard operating procedures and organisational requirements • Maintain and file delivery (packing) slips, credit notes, price lists and company information as necessary • Participate in maintaining product information on pharmacy system (Epharmacy) using appropriate resources • Complete PCT claims and check returns as needed as stipulated in pharmacy standard operating procedures.

General Duties	<ul style="list-style-type: none"> • Maintain organised and tidy work areas • Maintain tidy and correct records • Photocopying, filing, data entry, answer telephones as required. • Process returned medicines following Pharmacy Services Standard and pharmacy protocols • Maintain systems for recycling and disposal of waste from pharmacy • Monitor and maintain medicine storage areas including temperature monitoring.
Professional Development	<ul style="list-style-type: none"> • Participate in annual performance review process including review of performance goals and identification of areas for professional development • Participate in pharmacy technician education sessions • Identify and pursue opportunities for gaining new skills and knowledge.
Quality Improvement	<ul style="list-style-type: none"> • Pro-actively participate in quality improvement processes in your area of work • Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence based practice • Actively participate in service quality improvement activities and in relevant training programmes • Adhere to all Hospital Policies and Procedures and Pharmacy Policies and Procedures.
General	<ul style="list-style-type: none"> • Obligations contained in Appendices 1 & 2 are met • Other duties as negotiated with your Manager.

The intent of this position description is to provide a summary of the major responsibilities and tasks associated with the pharmacy technician role at Health NZ (Nelson Marlborough)

Operational requirements will determine which tasks are required to be routinely performed by individual members of the technician team.

PERSON SPECIFICATION

QUALIFICATIONS

- New Zealand Certificate in Pharmacy (Pharmacy Technician) Level 4, 5 or 6 or an equivalent New Zealand qualification or be in training towards the qualification
- Sixth Form Certificate or NCEA Level 2 (Maths and English) desirable
- Current driver's license desirable

EXPERIENCE

- Previous experience in hospital pharmacy or another health service is an advantage
- Previous experience in stock control is desirable

KNOWLEDGE AND SKILLS

- Skilled in personal time management and able to prioritise work throughout the day
- Able to problem solve
- Good literacy and numeracy skills
- Excellent communication skills
- Intermediate knowledge of Microsoft Office applications i.e. Word, Excel, PowerPoint and Outlook work
- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Information Technology policies

PERSONAL ATTRIBUTES

- Passionate about pharmacy and keen to meet the challenge of new and varied technician roles
- A high level of personal initiative, and motivation
- Ability to work under pressure, constantly prioritising as deadlines change
- Considers wider implications of their actions and decisions
- Be able to work/liaise closely with staff at all levels of the organisation
- Pleasant disposition and a sense of humour
- Ability to work with a high degree of diplomacy and co-operation in any team
- Be versatile and able to accept change
- Must have a knowledge and empathy for multi-culturalism
- Reliable and punctual
- Accurate and precise
- A person of integrity who will respect the confidentiality and sensitivity of the information dealt with

APPENDIX 1

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

1. Professional Responsibilities

As an employee of Health NZ, 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 Health NZ 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 Health NZ 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

Health NZ 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 Health NZ’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

Health NZ 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

Health NZ is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ 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 Health NZ staff employed on Board business in the community.

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 Health NZ
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.