

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Clinical Pharmacy Team Coordinator			
Reports to	Pharmacy Manager			
Location	Nelson Marlborough			
Department	Pharmacy			
Direct Reports	Nil	Total FTE	Nil	
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	May 2026			
Salary band (indicative)*	Designated band B Health NZ Te Whatu Ora & PSA Allied, Public Health, Scientific & Technical Collective Agreement			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is responsible for the co-ordination of the pharmacy service, as delegated by the Pharmacy Manager, in order to support the management and provision of an efficient and effective pharmacy service.

The role holder will have strong operational pharmacy knowledge, display positive role modelling and will work as part of a multidisciplinary team to optimise patient care and promote the quality use of medicines.

The role may hold additional responsibilities (i.e. a portfolio) as per service need and as delegated by the Pharmacy Manager.

The role is expected to contribute to the overall service provision of clinical and operation (dispensary) include on-call.

There is an expectation to maintain a regular presence in both hospital sites and provide leadership across the district where pharmacy services are provided. Therefore, travel is an integral to this position.

Key Result Area	Expected Outcomes / Performance Indicators
Professional & Clinical Practice	<ul style="list-style-type: none"> • Provide a high level, comprehensive and professional clinical pharmacy services as per service requirements • Practice clinical pharmacy in a proactive manner, forming positive working relationships with key nursing, medical and business personnel within areas of responsibility • Undertake medicines reconciliation to the national standard (Health Quality and Safety Commission) on admission, at transfer and at discharge

	<ul style="list-style-type: none"> • Provide a medication optimisation service to patients in clinical areas • Educate patients on their medicines, including providing written information, to promote medication adherence and promote best patient outcomes • Implement guidance pertaining to the Hospital Medicines List (HML) • Resolve medication related discharge issues for patients (e.g. section 29 medicines, special authority, Named Patient Pharmaceutical Assessments (NPPA) applications) • Provide medicines information to patients, carers and other healthcare professionals • Facilitate the supply of pharmaceutical products to ensure timely medication supply to patients • Work proactively within a team of clinical pharmacists and technicians, to cover, assist and support others within the team so objectives can be achieved • Document clinical interventions and contributions on regular basis and in accordance with departmental requirements • Document clinical metrics and other work activities on a regular basis and in accordance with departmental requirements
<p>Clinical Leadership</p>	<ul style="list-style-type: none"> • Provides clinical leadership within the service area that ensures high quality clinical and inter-professional care for patients, families and whānau. • Identifies gaps in service delivery or model of care and provides solutions to improve efficiency. • A good standard of interpersonal relationships and satisfaction within the service and with staff of hospitals and units is maintained. • The use of the prioritisation tool is encouraged and monitored • Represents the profession and allied health at inter-disciplinary forums. • Manages / co-ordinates student placements in own work setting as delegated. • Acts as a mentor / coach for staff taking students for the first time, or those with struggling students. • Assisting and supporting training of staff as required. • Participates in Medication Committees etc as appropriate • Acts as a suitable professional role model and keep up to date with professional issues and trends. • Takes on delegated duties as required and scope of role
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Co-ordinate and support the management of a comprehensive clinical Pharmacy Service to all required areas, utilising resources available • Provide support to the Pharmacy Manager by co-ordinating the team of pharmacists on the wards. • Provide direct clinical care, as appropriate to the needs of the service area. • Support the activities of interns / trainees and other staff. • Advise colleagues on the safe, effective and economic use of pharmaceuticals. • Supports service development initiatives around quality medication management through systems that minimise risk.

	<ul style="list-style-type: none"> • Maintains an effective system for documentation of drug and quality issues Creates a positive working environment and encourages staff to participate in planning and decision making and also encourages them to question.
Professional Governance	<ul style="list-style-type: none"> • Adheres to professional standards of practice and code of ethics. • Adheres to organisational policies and procedures and legislative requirements including those of the relevant professional body. • In partnership, fulfil your own responsibilities within the districts performance review process. • Participation in annual performance review process including review of performance goals and identification of areas for professional development
Quality Improvement	<ul style="list-style-type: none"> • Proactively identify opportunities to improve pharmacy services, developing and implementing actions when appropriate • Participate and support quality initiatives, including research and audit, within Pharmacy and within clinical areas where requested, implementing change in practice as a result of clinical audit, review and benchmarking. • Identify and report adverse events in accordance with organisational policy • Supports and coaches others in conducting quality projects. • Works collaboratively and pro-actively to overcome barriers to health care, facilitating positive change in own work area.
Professional Development	<ul style="list-style-type: none"> • Participation in annual performance review process including review of performance goals and identification of areas for professional development.
Policy & Risk	<ul style="list-style-type: none"> • Identifies clinical risk and takes appropriate action to ensure safety of patients, family / whānau. • Adheres to the supervision process as outlined by the districts Allied Health Supervision Policy and profession-specific to the service needs. • Acts as a supervisor for others. • Leads the development of local policies and guidelines relevant to the clinical area.
Research & Learning	<ul style="list-style-type: none"> • Undertakes critical literature review to effect change in practice. • Consistently evaluates own performance through reflection, supervision and feedback. • Supports the development of others through facilitating self-reflection, mentoring, peer review and supervision. • Evaluates clinical practice through clinical audit and open enquiry and presents findings in own work area. • Undertakes post-graduate study relevant to work area. • Provides wide teaching to health professionals of own and other profession.
Digital	<ul style="list-style-type: none"> • Supports digital tools that foster organisational effectiveness
Recordkeeping	<ul style="list-style-type: none"> • Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the Team Lead

- Significant issues affecting individual performance
- Significant issues affecting service performance
- Significant systemic patient safety issues
- Occupational Health and Safety

Relationships

External	Internal
<ul style="list-style-type: none"> • Pharmaceutical Society of New Zealand (PSNZ) 	<ul style="list-style-type: none"> • Pharmacy Staff • Medical Staff

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| <ul style="list-style-type: none"> • Pharmacy Council of New Zealand (PCNZ) • Community Pharmacists • General practitioners • New Zealand Hospital Pharmacy Association (NZHPA) • Pharmaceutical Reps | <ul style="list-style-type: none"> • Nursing Staff • Allied Health • Patients • Hospital Medicines Committee • Quality groups |
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About you – to succeed in this role

You will have

Essential:

- B.Pharm or other recognised pharmacy qualification
- Registered as a pharmacist with the Pharmacy Council of New Zealand
- and holds a current APC
- A total of 6 years postgraduate experience including equivalent of four years full time experience hospital pharmacy
- Relevant clinical post graduate certificate / diploma (PG Dip) or equivalent
- Membership of professional association
- Proven clinical leadership within the area of specialty
- Membership of professional association and/or college
- Advanced interpersonal and communication skills
- Demonstrates high standards of clinical practice
- Experience of translating evidence into practice
- An understanding of clinical governance and evidence-based practice
- A commitment to biculturalism.
- A commitment to achieving equitable outcomes for Māori.
- Experience of translating evidence into practice.
- An understanding of clinical governance and evidence-based practice.
- An understanding of healthcare in New Zealand
- Evidence of relevant on-going learning.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Relevant clinical post-graduate Master's degree or equivalent
- Member of special interest groups
- Clinical Leadership training
- Experience of supervising staff
- Experience in teaching and facilitating staff
- Experience of taking students
- Experience in clinical research, audit and evaluation
- Experience of project management

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Demonstrate alignment with organisation values.

- Demonstrate strong inter-personal and communication skills.
- Demonstrate high standards of clinical practice and self-motivation.
- Be resourceful and resilient, able to apply critical thinking to solve problems.
- Be strengths-based, outcome and solution-focussed.
- Be a team player, reliable and responsive.
- Demonstrate flexibility, adaptability and innovation.
- Be honest and trustworthy.
- Be pro-active and display initiative.
- Constantly strive to build knowledge and skills.
- Demonstrate openness to new ideas and be able to adapt behaviour to best fit a situation and deliver the best outcome.
- Be resourceful, resilient and able to cope under pressure.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*