

POSITION DESCRIPTION

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

September 2019

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Dispensary Supervisor – Pharmacy Services, Christchurch Hospital	
Reports to:	Service Manager, Pharmacy and Professional Lead, Pharmacy	
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Pharmacy management team (all sites); all other Pharmacy staff • Clinical Pharmacology • Medical, Nursing and Allied Health staff • Other DHB staff 	<p>External:</p> <ul style="list-style-type: none"> • As required with Clients/Patients • General Practitioners, Community Pharmacies • Pharmac; Ministry of Health, including but not limited to Sector Operations, Auditors, Medicines Control; Medsafe • New Zealand Hospital Pharmacists Association; Pharmaceutical Society of New Zealand; Pharmacy Council of New Zealand
Organisational Vision:	The Canterbury District Health Board's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values & Philosophy:	<p>The Canterbury DHB is committed to being an excellent and caring funder / provider of health and hospital services, Integral to the achieving of our vision, goals and objectives of the DHB are the values of the organisation:</p> <ul style="list-style-type: none"> • Care & respect for others • Integrity in all we do • Responsibility for outcomes 	
Principle Objectives:	<ul style="list-style-type: none"> • To develop and coordinate effective and efficient dispensing and distribution services which meet the needs of the DHB, patients and other health professionals, in compliance with all applicable legislation, standards and guidelines • To develop and maintain standardisation of dispensing and distribution services across the DHB pharmacy service, in conjunction with senior staff at all sites • To develop and maintain quality assurance procedures for dispensing and distribution services • To provide supervision, training/development and support for pharmacists, pharmacy technicians, pharmacy students/trainees, pharmacy assistants and intern pharmacists rostered to the dispensary and distribution services • To be responsible as the day-to-day "Charge Pharmacist" in the dispensary and distribution services of the Pharmacy department, Christchurch Hospital, for the purposes of the License to Operate a Pharmacy issued by the Ministry of Health, with overarching support and supervision of the Professional Lead, Pharmacy • To be an alternative responsible person for cold-chain policy/accreditation purposes at Christchurch Hospital Pharmacy • The dispensary supervisor will be part of the dispensary and/or clinical roster as required 	

Key performance objectives:

The Dispensary Supervisor is responsible for dispensing, controlled drugs, distribution, repacking and clinical trials (non-compounded) services within the Pharmacy department, Christchurch Hospital. This will be referred to collectively as dispensing and distribution services in this document, unless an area is referred to separately.

Task:

The Dispensary Supervisor is responsible for approving Departmental protocols, standard operating procedures (SOPs) and staff training manuals for the dispensary and distribution services, for final authorisation by the Professional Lead, Pharmacy.

Expected results:

- Documentation and pharmacy practice are in keeping with all applicable legislation, New Zealand Pharmacy Standards and accepted good practice, including International Clinical Trial Good Practice guidelines
- Relevant and clear documentation regarding dispensary and distribution services is kept up to date, approved annually or as per New Zealand Pharmacy Standards
- All staff rostered to dispensary and distribution duties, including new staff, pharmacy students/trainees, and intern pharmacists, have access to the applicable documented dispensary and distribution services procedures

Task:

The Dispensary Supervisor is jointly responsible (with the Senior Technician – Dispensary, the Senior Technician – Distribution and the Senior Technician – Clinical Trials) for staff orientation and training in the dispensary and distribution services

Expected results:

- All staff rostered to dispensary and distribution services, including new staff, pharmacy students/trainees, and intern pharmacists are orientated and trained according to applicable area orientation and training manuals
- Staff training needs are identified and programmes implemented to meet these needs
- Ensure sufficient depth of knowledge of all positions in the dispensing and distribution services, such that there is always more than one employee who is able to undertake duties in the event of absence

Task:

The Dispensary Supervisor is responsible for the overall supervision of staff rostered to the dispensary and distribution services (as day-to-day Charge pharmacist) and will support the Senior Technician – Dispensary, the Senior Technician – Distribution and the Senior Technician – Clinical Trials to undertake their responsibilities of the daily organisation of the dispensary and distribution services respectively.

Expected results:

- Staff are appropriately supervised as per applicable legislation and New Zealand Pharmacy Standards. Senior Technicians in dispensary and distribution services are supported in their roles
- Adequate staff cover is provided within available resources
- Annual performance appraisals and interim performance reviews are conducted appropriately for any staff rostered permanently to these services, and input is given to the same processes for other rotational staff, as requested
- Continuing informal education of all rostered staff, including new staff, pharmacy students/trainees, and intern pharmacists is carried out

Task:

The Dispensary Supervisor is responsible for quality assurance pertaining to the dispensary and distribution services.

Expected results:

- Activities as documented by SOPs and applicable standards are carried out
- Quality assurance records are maintained/and archived appropriately
- Monthly summaries of Good catches are reported to pharmacy staff
- Internal audits of the dispensary and distribution services are carried out
- External audits of the dispensary and distribution services are facilitated in conjunction with the Professional Lead, Pharmacy

Task:

The Dispensary Supervisor is responsible for ensuring provision of efficient dispensing and distribution services which meet the needs of patients and hospital staff.

Expected results:

- Efficient dispensing and distribution services are provided in accordance with SOPs
- All dispensing and distribution services are developed and standardised across the DHB, as much as practicable, in conjunction with senior staff at all sites
- Dispensary and distribution services are provided in line with patient and medical and nursing staff needs
- Ongoing interaction with clinical pharmacists/ward staff regarding dispensing and distribution services issues
- Enquiries are answered in an accurate and timely manner
- Drug information is provided in an accurate and timely manner or enquiries are referred to the Drug Information Service as appropriate
- Outpatients are appropriately counselled on their medication
- Appropriate dispensing and distribution services records are kept

Task:

The Dispensary Supervisor is responsible for the day-to-day repacking operations and will ensure these comply with applicable legislation, New Zealand Pharmacy Standards and accepted good practice, and meet the needs of the DHB.

Expected results:

- Assigned staff are trained and rostered specifically in repacking operations sufficient to keep up with repacking demand
- Repacking master worksheets are checked annually and authorised for use by the Dispensary Supervisor as per the relevant New Zealand Pharmacy Standards

Task:

The Dispensary Supervisor is responsible for the day-to-day supervision of the Clinical Trial systems and procedures and will ensure these comply with applicable legislation, New Zealand Pharmacy Standards and accepted good practice.

Expected results:

- Assigned staff are trained and rostered specifically into Clinical trials as able, sufficient to maintain contractual obligations
- International Clinical Trial Good Practice guidelines and relevant legislation and New Zealand Pharmacy Standards are complied with

- All new requests for Clinical Trials are passed onto the Professional Lead, Pharmacy for authorisation

Task:

The Dispensary Supervisor is responsible for the day-to-day supervision of the Controlled Drugs distribution and procedures and will ensure these comply with applicable legislation, New Zealand Pharmacy Standards and accepted good practice.

Expected results:

- Assigned staff are trained and rostered specifically into Controlled drugs distribution, sufficient to keep up with DHB demand
- Security of the controlled drug safe is maintained
- Controlled drugs weekly and six monthly stocktakes are completed
- All ordering, receipting and distribution documentation meets applicable legislation, New Zealand Pharmacy Standards and accepted good practice

Task:

The Dispensary Supervisor will be an active member of the departmental and wider combined Pharmacy Service Management Teams.

Expected results:

- Management team meetings are attended as required
- Delegated Cover for the Service Manager, Pharmacy, Professional Lead, Pharmacy and/or other Supervisory staff is provided when requested
- Contribution to management team initiatives as agreed

Task:

The Dispensary Supervisor will undertake any other duties consistent with the above position description which may be operationally required and requested by the Service Manager, Pharmacy and Professional Lead, Pharmacy.

Expected results:

- All duties undertaken in the best interest of Canterbury DHB are carried out in a competent and efficient manner

General Requirements for Supervisory Staff

- To maintain knowledge of and promote DHB health and safety systems and policies to staff ensuring that all employees are given information on the hazards and controls that could be encountered while they are at work
- Report as required to Canterbury DHB management on health and safety issues
- All employees are given in a manner they understand, information on the hazards they will encounter at work
- Ensure all accidents and dispensing-related incidents are reported and investigated and ensure relevant documentation is completed accurately
- All new staff have been inducted in health and safety policies and procedures relevant to their position.
- Ensure regular audits are carried out to monitor hazard controls and to identify new hazards

HEALTH & SAFETY:

- Observe all Canterbury DHB safe work procedures and instructions

- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees' health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Be a New Zealand registered pharmacist with a current annual practising certificate and scope of practice which enables the undertaking of the duties of this position
- Demonstrated clinical knowledge, judgement and expertise in pharmacy practice and New Zealand Pharmacy Standards
- Understanding and working knowledge of applicable legislation and guidelines for the practice of pharmacy and cold chain management
- Demonstrated ability to supervise (leading to effective management with training) and train staff within a dynamic and fast paced workload including the required administrative and reporting requirements
- Demonstrated ability to write and collate technical documents
- Competency in using IT tools and the ability to learn new programmes

Desirable

- Have previous supervisory / managerial experience
- Have previous hospital pharmacy experience

PERSONAL ATTRIBUTES:

Essential

Key Behaviours:

- Ability to "work together" in a truthful and helpful manner
- Ability to "work smarter" by being innovative and proactive
- Accepts responsibility for actions
- Is client focused and committed to providing a high-quality service
- Have good written and oral communication skills
- Ability to effectively organise, update and disseminate information
- Positive approach to, and ability to identify strategies for problem solving
- Possess effective interpersonal skills and be able to work as part of a team
- Be committed to continuing education and self-improvement
- Ability to prioritise and work effectively under pressure