

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

Health New Zealand
Te Whatu Ora

September 2025

Health New Zealand (Health NZ) Canterbury Waitaha is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Pharmacist (Production) – Pharmacy Services	
Reports to:	Production Supervisor – <i>reports to on a daily basis</i> Chief Pharmacist (Professional Lead), Pharmacy Services Service Manager, Pharmacy	
Key Relationships:	Internal: <ul style="list-style-type: none"> • Pharmacy management team (all sites); all other Pharmacy staff • Clinical Pharmacology • Medical, Nursing and Allied Health staff • Information Services Group • Other Health New Zealand staff 	External: <ul style="list-style-type: none"> • As required with Clients/Patients • General Practitioners, Community Pharmacies • Pharmac; Te Aho o Te Kahu, Cancer Control Agency; Ministry of Health, including but not limited to Sector Operations, Auditors, Medicines Control; Medsafe • Commercial suppliers • New Zealand Hospital Pharmacists Association; Pharmaceutical Society of New Zealand; Pharmacy Council of New Zealand
About Us:	<p>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.</p> <p>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:</p> <ol style="list-style-type: none"> 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:	Te Mauri o Rongo provides an overview of the intent of the charter. In order to guide the culture, values, and behaviour expected of the health sector, Health NZ Te Mauri o Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the	

	<p>New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.</p> <p>The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.</p> <p>It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.</p> <table><tr><td>Wairuatanga</td><td>The ability to work with heart</td><td><i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i></td></tr><tr><td>Rangatiratanga</td><td>Ensuring that the health system has leaders at all levels who are here to serve</td><td><i>"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"</i></td></tr><tr><td>Whanaungatanga</td><td>We are a team, and together a team of teams</td><td><i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānau, we are the workforce - kaimahi hauora"</i></td></tr><tr><td>Te Korowai Manaaki</td><td>Seeks to embrace and protect the workforce</td><td><i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i></td></tr></table>	Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>	Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"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"</i>	Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānau, we are the workforce - kaimahi hauora"</i>	Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>
Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>											
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"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"</i>											
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānau, we are the workforce - kaimahi hauora"</i>											
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>											
About the team:	<p>We are: patient centred; medicines focused</p> <p>te manawanui he kaupapa; he rongoā e arotahi ana.</p> <p>As a member of the Pharmacy Services team, this role has shared accountability for our vision:</p> <p>To provide a smart pharmacy service optimizing medication use and empowering people in our community to achieve wellness.</p>												
Principle Objectives:	<ul style="list-style-type: none">• To provide safe, effective, and efficient pharmaceutical services which meet the needs of the organisation, patients, and other health professionals, in compliance with all applicable legislation, standards and guidelines• To provide specialised knowledge and application in pharmaceutical compounding and associated clinical guidelines, from raw materials to finished products, and products provided through third party compounders, following the good manufacturing practice (GMP) guidelines, PICS, and Pharmacy standards to produce safe, effective, and compliant medicines, meeting patients and organisational needs.• To ensure pharmaceutical services are delivered in a consistent, standardised manner as per Canterbury Waitaha policies and guidelines for optimised patient outcomes and to assist with quality assurance procedures for production services• To provide training/development and support for all Pharmacy staff rostered to production services• To seek out opportunities for continuous improvement, to build effective networks and communication, collect data and report as necessary to inform safe, effective, and efficient clinical practice												

Key performance objectives:

Due to rostering and other operational requirements, not all tasks within the position description may be required to be routinely performed

Task:

The Pharmacist (Production) is responsible for clinical screening, dispensing, checking, inpatient and outpatient medication, dealing with enquiries and attending to administrative tasks associated with the production unit, including clinical trials, and for providing specialist knowledge in the above areas

Expected results:

- All Pharmacy Production Unit practices are efficient and are carried out in accordance with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice, maintaining standardisation across Pharmacy Services Canterbury Waitaha
- ePharmacy and MedChart Super-User capabilities are developed and maintained, including training others in the use of the software, and troubleshooting issues
- In-depth knowledge of clinical guidelines related to products coming through the Production Unit (e.g., monoclonal antibodies, chemotherapy, antimicrobial therapy, TPN) is maintained, and issues escalated to the appropriate prescriber and additionally the specialist pharmacist if required
- Adherence to PHARMAC funding, or providing advice to prescribers on ways to obtain funding where not provided for under the Hospital Medicines List or Pharmaceutical Schedule
- Patients receive their medicine in a timely manner, including ensuring clinical screening, ordering, and dispensing meets scheduled administration appointments
- Enquiries are answered in an accurate and timely manner
- Accurate and appropriate documentation and computer records maintained, including to ensure timely purchasing of patient medicines, and appropriate reimbursement from Sector Services/PHARMAC
- Any issues, concerns or emerging risks are escalated to the Pharmacist Supervisor (Production), and near miss/good catch logs and incident reports are completed.

Task:

The Pharmacist (Production) is responsible for providing specialist knowledge and for overseeing the dispensing and preparation of compounded cytotoxic and sterile products through the production unit, including through third party compounding companies

Expected results:

- In-depth knowledge of production, compounding, pharmaceutical properties and stability, raw materials, regulatory compliance (including GMP, PICS, Pharmacy Service Standards, and other applicable standards), and quality assurance is maintained.
- Production processes are optimised and supervised by trained staff, quality control and batch release processes are completed
- Complex technical and regulatory issues are solved, including discrepancies, equipment, and compliance issues, ensuring product quality and patient safety
- Compounding worksheets and stability agreements are completed for new products or reviewed for existing products based on latest evidence-based information and following applicable guidelines and SOPs, including the assignment of suitable expiry dates
- Cytotoxic and other waste, hazardous or otherwise, is handled and disposed of according to guidelines, ensuring staff safety
- Clinical or specialist knowledge databases kept within the Production Unit are reviewed regularly and updated with the latest evidence-based information
- Equipment is maintained and certified as required under the Licence
- Accurate and appropriate documentation and computer records maintained
- All applicable audits are completed
- Any issues, concerns or emerging risks are escalated to the Pharmacist Supervisor (Production), and near miss/good catch logs and incident reports are completed.

<p>Task:</p> <p>The Pharmacist (Production) is responsible for the development and maintenance of training packages, staff training and validations for all staff in the production unit, including training on intrathecal medicines and register for all staff rostered to work in the production unit, in conjunction with and as requested by the Pharmacist Supervisor (Production).</p>
<p>Expected results:</p> <ul style="list-style-type: none"> • Training packages are developed, available, reviewed and updated on time • Staff are trained and validated according to the standard training programmes in operation in the production unit, including on safe storage and handling of all medicines • Intrathecal Register staff training is provided where required
<p>Task:</p> <p>The Pharmacist (Production) is responsible for directly supervising intern pharmacists and technicians when rostered to the same duty (including clinical, dispensing, distribution, and production unit), and to provide support, backup and training to other pharmacists, intern pharmacists, technicians, and students.</p>
<p>Expected results:</p> <ul style="list-style-type: none"> • Technicians and pre-registration pharmacists are appropriately supervised • Support and backup provided • All staff appropriately orientated and trained.
<p>Task:</p> <p>The Pharmacist (Production) is responsible for actively contributing to the quality initiatives, goal setting and development/review of SOPs in the Production Unit and the wider pharmacy</p>
<p>Expected results:</p> <ul style="list-style-type: none"> • Quality improvement initiatives are undertaken, to enable an innovative, forward-thinking service, considering new ways of working which benefit the patient, other health professionals and are financially sustainable • All quality activities and documentation are consistent with other Waitaha Canterbury Pharmacy sites to maintain standardisation across Waitaha Canterbury Pharmacy services • Active participation in developing goals, objectives, and performance metrics for the Production Unit which align with the department and Health New Zealand targets, as led by the Pharmacist Supervisor (Production) • Documentation, pharmacy practice and SOPs are in keeping with all applicable legislation, New Zealand Pharmacy Standards and accepted good evidence-based practice, and any deviation is addressed in a timely manner. • Applicable activities and audits specified in the department's quality plan are actioned, further developed, and reviewed.
<p>Task:</p> <p>The Pharmacist (Production) is responsible for answering routine drug information questions; for assisting Clinical Pharmacology in medicine utilisation and treatment guideline reviews; to interpret, answer queries and submit relevant information, in relation to PHARMAC issues, to appropriate people.</p>
<p>Expected results:</p>

- Drug information is provided in an accurate and timely manner or enquiries are referred to the Medicines Information service as appropriate.
- Familiarity with databases, reference materials and Therapeutic Drug Monitoring software.
- Liaison is maintained with the Medicines Information service as appropriate.
- Treatment guidelines developed or reviewed as required.
- Medicines utilisation review (MUR) activities documented.
- Timely information is provided to patients and health professionals on PHARMAC issues.

Task:

The Pharmacist (Production) will communicate pharmaceutical requirements to staff responsible for inventory and will respond promptly to medication safety and stock issues as identified by the Medication Safety pharmacist.

Expected results:

- Ward staff and patient/consumer needs are met.
- Ward stock lists are reviewed in liaison with ward staff and pharmacy technician.
- Medication safety and stock issues are dealt with promptly and communicated appropriately as advised by the Medication Safety pharmacist and in accordance with relevant SOPs.

Task:

The Pharmacist (Production) is responsible for dispensing inpatient and outpatient medication and attending to administrative tasks associated with the dispensary and distribution of medicines, including clinical trials, controlled drugs; and for dealing with enquiries directed to the dispensary and distribution services.

Expected results:

- Pharmacy practices are efficient and in keeping with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice
- Enquiries are answered in an accurate and timely manner

Accurate and appropriate documentation and computer records maintained.

Task:

The Pharmacist (Production) is responsible for providing a clinical pharmacy service to wards consistent with applicable standard operating procedures (SOPs), service guidelines, standards, and best practice.

Expected results:

- Patient, medical and nursing staff needs are met in line with departmental guidelines
- Interaction with ward staff regarding all aspects of drug therapy
- Effective communication with patients and their caregivers over all aspects of drug therapy including self-medication, patient counselling, and education sessions
- Accurate and appropriate documentation is maintained.

Task:

The Pharmacist (Production) will actively participate in the provision of continuing professional development and education roster for pharmacy, and for other health professionals as requested

Expected results:

- Education session delivered as per Pharmacy roster.

All education requests from other health professionals to be communicated to the relevant team leader, senior pharmacist and/or relevant area supervisor.

Task:

The Pharmacist (Production) will participate in an on-call roster for up to week-long periods and participate in the late-night roster weekly.

Expected results:

On-call service and late-night dispensing service are staffed appropriately and are provided in line with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice.

Task:

The Pharmacist (Production) will undertake any other duties consistent with the above position description which are operationally necessary and are requested by the Production Supervisor, Service manager, Pharmacy or Professional Lead, Pharmacy.

Expected results:

All duties undertaken in the best interest of Health NZ Canterbury Waitaha are carried out in a competent and efficient manner.

HEALTH & SAFETY:

- Observe all Health NZ Waitaha Canterbury 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 Health NZ Waitaha Canterbury'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 Health NZ Waitaha Canterbury 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 and technical 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

Desirable

- 5 years post-registration with 3 years hospital pharmacy experience or equivalent clinical setting
- Previous relevant learning or work in a production unit
- Post-graduate qualification in Clinical Pharmacy or relevant specialty

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