

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

<b>Title</b>	<b>Pharmacist Specialist (Mental Health)</b>
<b>Reports to</b>	Senior Pharmacist (Hillmorton) – reports to on a daily basis Chief Pharmacist (Professional Lead), Pharmacy Services Service Manager, Pharmacy Services
<b>Location</b>	Waitaha Canterbury
<b>Department</b>	Pharmacy
<b>Direct Reports</b>	Nil
<b>Delegated Authority</b>	Nil
<b>Date</b>	January 2026

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 Pharmacy team

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**We are:**

Patient centred; medicines focused.  
Te manawanui he kaupapa; he rongoā e arotahi ana.

**This role has shared accountability for our vision:**

To provide a smart pharmacy service optimizing medication use and empowering people in our community to achieve wellness.

## About the role

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The primary purpose of the role is to:

- To provide safe, effective, efficient, and financially sustainable pharmacy services which meet the needs of the organisation, patients, and other health professionals, for optimised patient outcomes and in compliance with all applicable legislation, standards, and guidelines.
- To provide innovative clinical pharmacy services, applying quality, detailed and specialised knowledge to Specialist Mental Health Services (SMHS) within Health New Zealand Waitaha Canterbury, with consideration for Ministry of Health objectives for mental health service delivery.

- To provide pharmacist support to hospital mental health clients (and community based on request and as able), working collaboratively with and within the multidisciplinary teams.
- To provide training/development, quality assurance, and support for all Pharmacy staff and other health professionals working in mental health.
- 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 Result Area	Expected Outcomes / Performance Indicators
<b>Clinical &amp; Technical Practice</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for providing day-to-day clinical pharmacy services in SMHS, including providing clinical advice, support, and guidance to others, as well as in house activities as directed according to service needs.</li> <li>• Demonstrates specialist level knowledge in area(s) of practice.</li> <li>• Provides advice, teaching and instructions to patients, carers, and relatives to positively influence and optimise medication related behaviours.</li> <li>• Provides detailed knowledge, advice and recommendations for pharmacy staff and other healthcare professionals to support identifying and resolving complex medication related issues to optimise medicines use or prevent future harm.</li> <li>• Provides pharmacy services in a manner consistent with all applicable legislation, standards, code of ethics and guidelines.</li> <li>• Demonstrates individual responsibility and maintains accountability for own work and performance.</li> <li>• Integrates into the multidisciplinary team within area of responsibility.</li> <li>• Answers complex clinical questions from prescribers, liaising with colleagues if outside area of experience.</li> <li>• Leads clinical practice through alignment with recognised best practice and relevant clinical policies and practice guidelines.</li> <li>• (If applicable) Prescribes in a collaborative team, in agreed area of practice, consistent with applicable standard operating procedures (SOPs), service guidelines, standards and best practice and will:             <ul style="list-style-type: none"> <li>○ maintain their usual rostered workload and incorporate this additional scope into their usual role.</li> <li>○ order and interpret laboratory tests and other investigations where clinically appropriate and permitted by local policies.</li> <li>○ demonstrate accountability for care provided to patients under this scope.</li> <li>○ provide an annual practice plan, evidence of day-to-day application and clinical impact of their prescribing practice to the Chief Pharmacist on request or as part of an audit process.</li> </ul> </li> <li>• Dispenses inpatient and outpatient medication and attends to administrative tasks associated with the dispensary and distribution of medicines, including clinical trials, controlled drugs, inventory management, stocktaking, storage, and cold chain management; and for dealing with enquiries directed to the dispensary and distribution services.</li> <li>• Undertakes compounding and repacking as required and permitted within the conditions of the Licence to Operate a Pharmacy</li> <li>• Raises concerns to Senior Pharmacist (or delegated person) regarding medication safety matters/risks (e.g., clinical decision making of senior</li> </ul>

	<p>healthcare professionals) and reports near misses and incidents using the approved incident management system.</p> <ul style="list-style-type: none"> <li>• Reviews ward imprest lists in liaison with ward staff and pharmacy technician and adjusts to balance stock availability and wastage.</li> <li>• Medication safety and stock issues, including recalls and errors are dealt with promptly and communicated appropriately as advised by the Medication Safety pharmacist and in accordance with relevant SOPs.</li> <li>• Identifies potential supply and availability issues of pharmaceuticals and provides solutions to prevent or minimise their impact on mental health patients within the hospital setting, including PHARMAC funding changes.</li> <li>• Models effective communication to establish clinical relationships and set expectations with patients/clients, whānau, the multidisciplinary and wider health teams. This includes relaying complex, sensitive and contentious information.</li> <li>• Demonstrates excellent communication skills e.g., providing tailored/patient focused information, writing guidelines/reports, and giving structured presentations.</li> <li>• Demonstrates provision of and support others with culturally safe / bicultural practice with patients/clients and their whānau</li> <li>• Demonstrates an awareness of health inequalities, with evidence of implementing actions within practice and identifying solutions for wider service delivery that contribute towards reducing inequalities for patients/clients and/or whānau.</li> <li>• Completes key performance indicators and interventions consistent with legal and organisational requirements.</li> <li>• Keeps accurate and complete records and documentation consistent with legislation, policies, standards, and procedures.</li> <li>• Demonstrates understanding of the wider pharmacy service provision for supporting patient care across the health continuum. This includes understanding of wider health system funding for pharmaceuticals.</li> </ul>
<b>Teaching &amp; Learning</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for maintaining own competency to practice through identification of learning needs and Continuing Competency (CPD) activities. This should comply with professional registration requirements.</li> <li>• Fosters a learning environment for staff including: <ul style="list-style-type: none"> <li>○ training of other pharmacy staff e.g., acting as preceptor, mentor, or assessor</li> <li>○ assessing performance &amp; learning needs of others</li> <li>○ developing, teaching, and participating in the running of training relevant to area of clinical practice, this may include training of other health professionals, e.g., medical staff and nursing staff.</li> <li>○ actively participates in the continuing professional development and education roster for pharmacy.</li> <li>○ participates in induction and training of newly appointed staff as required.</li> <li>○ assists Senior Pharmacist and Education and Training Pharmacist in clinical assurance activities, including validations of pharmacy staff as requested.</li> </ul> </li> <li>• Provides critical analysis and integration of current research outcomes and relevant literature in order to maintain specialist levels of knowledge and practice. Demonstrates application of this knowledge in practice</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintains an awareness of current developments in relevant clinical areas.</li> <li>• Completes core and mandatory training as applicable for the role.</li> <li>• Participates in an annual performance review and associated clinical assurance activities.</li> </ul>
<b>Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>• Represents the service and / or individual patients/clients at clinical meetings and case conferences to ensure the delivery of a coordinated multidisciplinary service and to ensure medication needs are integrated into the overall treatment programme (where appropriate) including discharge planning.</li> <li>• Represents department/profession at local level as requested by the Senior Pharmacist, Chief Pharmacist or Service Manager e.g., organisational committees, working groups.</li> <li>• Supervises and provides support and training to intern pharmacists, technicians, trainee technicians, assistants and students when rostered to the same duty.</li> <li>• Attends and actively contributes to all relevant department and clinical meetings.</li> <li>• Active participation in developing goals, objectives, and performance metrics for the SMHS Pharmacy Service which align with the department and Health New Zealand targets, as led by the Senior Pharmacist (Hillmorton)</li> <li>• Actively contributes to risk minimisation activities within the service.</li> <li>• Fosters a positive team culture.</li> <li>• Able to intervene and resolve minor conflict and issues.</li> <li>• Demonstrates a constructive approach to conflict resolution and is able to deal with professionals that challenge advice and facilitate an acceptable outcome.</li> <li>• Provides reports to team leader in relation to area of practice, as requested.</li> </ul>
<b>Service Improvement &amp; Research</b>	<ul style="list-style-type: none"> <li>• Deals with complex situations requiring investigation, analysis, interpretation, and comparison of a range of options in consultation with more senior colleagues.</li> <li>• Proactive in promoting patient safety, quality, and safe medicines management.</li> <li>• Understands &amp; contributes to pharmacy service vision and service planning.</li> <li>• Has an awareness of national and regional healthcare policies and can relate to own practice?</li> <li>• Works with SMHS Medicines Committee and other groups to develop, implement and review guidelines, policies, standards of practice, treatment protocols and care pathways relevant to the clinical service.</li> <li>• Undertakes quality improvement initiatives and/or research projects, considering new ways of working which are financially sustainable, benefit service delivery to the patient and/or other health professionals, to enable an innovative, forward-thinking service.</li> <li>• Actively participates in and provides feedback on national, regional, and sub-regional consultations with the support of the Senior Pharmacist, to identify and implement innovative practice and or service improvements as appropriate.</li> </ul>



	<ul style="list-style-type: none"> <li>Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients.</li> <li>Practises in a way that utilises resources (including staffing) in the most sustainable and cost-effective manner.</li> </ul>
<b>Other Pharmacy Service Activities</b>	<ul style="list-style-type: none"> <li>Undertake any other duties or activities consistent with those expected to be carried out in a pharmacy, as per the Pharmacy Service Standards, scopes of practice and/or competency standards which may be operationally required and requested by the Senior Pharmacist, Chief Pharmacist or Service Manager, Pharmacy. This may include working in other areas of Pharmacy Services across Waitaha Canterbury according to service need.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>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.</li> <li>Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Commits to helping all people achieve equitable health outcomes.</li> <li>Demonstrates awareness of colonisation and power relationships.</li> <li>Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>Shows a willingness to personally take a stand for equity.</li> <li>Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> </ul>

- 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 Senior Pharmacist (Hillmorton), Chief Pharmacist and/or Service Manager, Pharmacy**

- Emerging risks, safety and issues related to the service, facility, medicines or practice of self and others.
- Requests for new or expanded service provision, quality improvement activities and resources either within Pharmacy or in the wider hospital that impact Pharmacy Services
- Requests for new pharmaceuticals, including providing quotes, which are not In the PHARMAC schedule.
- Requests to participate in district, regional or national committees/working groups, networks, and associations/organisations outside of SMHS, including education sessions.

**Relationships**

External	Internal
<ul style="list-style-type: none"> <li>• Tāngata whaiora, patients/clients and their whānau</li> <li>• General Practitioners, Community Pharmacies, and other professional colleagues across the Canterbury region, nationally (and internationally as appropriate)</li> <li>• Support Groups</li> <li>• Consumer Groups, family-whānau groups</li> <li>• New Zealand Hospital Pharmacy Association; Pharmaceutical Society of New Zealand; Pharmacy Council of New Zealand; psychiatric special interest groups; and other professional bodies and associations</li> <li>• Other stakeholders e.g., NGOs; government departments and agencies, e.g., Pharmac; Ministry of Health, including but not limited to Sector Operations, Auditors, Medicines Control; Medsafe; Aged care</li> <li>• Mana whenua ki Waitaha</li> <li>• Local Iwi</li> </ul>	<ul style="list-style-type: none"> <li>• Pharmacy management team (all sites); all other Pharmacy staff</li> <li>• Clinical Pharmacology</li> <li>• Medical, Nursing and Allied Health staff</li> <li>• Information Services Group</li> <li>• Other Health New Zealand staff</li> </ul>

## About you – to succeed in this role

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### You will have

#### 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.
- Must have at least 5 years' experience in hospital pharmacy or equivalent clinical setting with experience in the field of mental health
- Demonstrated clinical knowledge, judgement and expertise in pharmacy practice, New Zealand Pharmacy Standards, and applicable legislation.
- Experience with clinical teaching/supervision, training, and development of staff.
- Experience making judgements in complex situations where there is incomplete information or solutions are not obvious.
- Experience in quality /service improvement activities
- Knowledge of NZ Health & Disability sector standards and the Privacy Act within a health context.
- Experience in implementing Te Tiriti o Waitangi in action.

#### Desired:

- Postgraduate Diploma in Clinical Pharmacy or equivalent in relevant specialty or working towards one.
- Demonstrated ability to write and collate clinical documents.
- Competency in using IT tools and the ability to learn new programmes.

### 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.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose, and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.



- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty, and integrity.
- Demonstrate good written and oral communication skills.
- Ability to effectively organise, update and disseminate information.
- Have a positive approach to, and ability to identify strategies for problem solving.
- Be committed to continuing education and self-improvement.
- Demonstrate an ability to prioritise and work effectively 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.*