

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

January 2026

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

Position Title:	Pharmacy Technician Specialist (Production) (Designated Role)	
Reports to:	<p><i>Reports to on a daily basis:</i></p> <p>Supervisor Pharmacist - Production (Line manager)</p> <p>Pharmacy Technician Senior Production (support)</p> <p><i>Pharmacy Service management:</i></p> <p>Chief Pharmacist, Pharmacy</p> <p>Service Manager, Pharmacy</p> <p>Technician Supervisor (Support)</p>	
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Pharmacy management team (all sites); all other Pharmacy staff • Clinical Pharmacology • Clinical Application Support Team (CAST) • Information Services Group (ISG) • Medical, Nursing and Allied Health staff • Other Health NZ Canterbury staff 	<p>External:</p> <p>Pharmacy management team (all sites);</p> <p>External:</p> <ul style="list-style-type: none"> • Consumers; Patients • Community Pharmacies; general practitioners; other community-based health providers • Pharmac; Ministry of Health, including but not limited to Sector Operations, Auditors, Medicines Control; Medsafe • Pharmaceutical suppliers/wholesalers; external transport/courier services
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:	<p>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 New Zealand 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 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>
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About the team:	<p>We are: patient centred; medicines focused 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 and apply specialised knowledge and application in pharmaceutical compounding within the scope of a pharmacy technician, particularly related to technical, logistics, compliance, and funding aspects, from handling raw materials to finished products, products provided through third party compounders, and equipment used in the process, following the good manufacturing practice (GMP) guidelines, PICS, and Pharmacy standards• To provide training, development and support for pharmacists, technicians, pharmacy students/trainees, pharmacy assistants and intern pharmacists rostered to the Production Unit as applicable to scope• 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 senior technicians will be required to routinely perform every task contained within this position description.

<p>Task:</p> <p>The Pharmacy Technician Specialist (Production) is responsible for maintaining specialist level knowledge and practice of all areas within the Production Unit and may be required to undertake Pharmacy Accuracy Checking Technician (PACT) tasks.</p>
<p>Expected results:</p> <ul style="list-style-type: none">• Specialist knowledge is applied to everyday practice and shared with other staff in relation to pharmaceutical compounding within the scope of a pharmacy technician, particularly related to technical, logistics, compliance, and funding aspects, from handling raw materials to finished products, products provided through third party compounders, and equipment used in the process, following the good manufacturing practice (GMP) guidelines, PICS, Pharmacy standards, SOPs and applicable legislation.• Assistance provided by undertaking PACT tasks within the Production Unit and dispensary/repacking.• ePharmacy and Mosaiq Super-User capabilities are developed and maintained, including training others in the use of the software, and troubleshooting issues. This is applicable to other software as it becomes available within the Production Unit.• Patients receive their medicine in a timely manner to meet scheduled administration appointments.• Medicines supplied according to PHARMAC funding criteria with escalation to a pharmacist to provide advice to prescribers on ways to obtain funding where not provided for under the Hospital Medicines List or Pharmaceutical Schedule.• 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.• Cytotoxic and other waste is disposed of according to guidelines.
<p>Task:</p> <p>The Pharmacy Technician Specialist (Production) will assist in the orientation, training, and development of staff, according to scope, in the Production Unit</p>
<p>Expected results:</p> <ul style="list-style-type: none">• All staff rostered to production services, including new staff, pharmacists, pharmacy students/trainees, and intern pharmacists are orientated and trained in the production unit according to applicable area orientation, training manuals and scope. Note: Pharmacist specific training needs are overseen by the Pharmacist Supervisor (Production).• Any issues or concerns with training or orientation are escalated to the Pharmacist Supervisor (Production) immediately.• Staff training needs are identified and communicated to the Pharmacist Supervisor (Production) and Senior Pharmacy Technician (Production).• Assistance in development and feedback on new programmes or reviews is provided through application of specialist knowledge to meet required timelines.• Ensure training package, validation and revalidation documentation is completed for each staff member in a timely manner.

<p>Task:</p> <p>The Pharmacy Technician Specialist (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 Pharmacy Technician Specialist (Production) is responsible for ensuring stock control and maintenance of accurate stock records including returned medications in the Production Unit, for communicating pharmaceutical requirements to staff responsible for inventory and will respond promptly to medication safety and stock issues as identified by the Medication Safety pharmacist.</p>
<p>Expected results:</p> <ul style="list-style-type: none"> • Complete, accurate and timely stock records are maintained • Unusual requirements, obsolete or short dated stock are identified and monitored, and the Purchasing Officer or other delegated person is informed • Short-dated stock is reallocated before the expiry where possible • Expired stock is kept to a minimum and reported as directed
<p>Task:</p> <p>The Pharmacy Technician Specialist (Production) will assist as requested with clinical trial compounding set up, coordination and documentation and for assisting Clinical Pharmacists in the non-clinical components of set up, co-ordination and logistics of compassionate and access programme medicines relevant to the Production Unit.</p>
<p>Expected results:</p> <ul style="list-style-type: none"> • Accurate and appropriate SOPs, documentation and computer records maintained • Stock control activities are carried out in a timely manner • Appropriate paperwork and SOPs are completed for compassionate and access programme medicines • Communication with clinical staff, trial organisers and appropriate pharmacy staff is clear and timely

Task:

The Pharmacy Technician Specialist (Production) is responsible for dispensing and supplying inpatient and outpatient medication and attending to administrative tasks associated with the dispensing, repacking, manufacturing, and distribution of medicines, including controlled drugs; and for dealing with non-clinical enquiries.

Expected results:

- Pharmacy practices are efficient and in keeping with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice.
- Day-to-day dispensing and distribution activities occur in a timely manner as per SOPs which includes but is not limited to leave medications, blister packing, ward technician visits, medication returns and destruction, 6 monthly template updates, ward imprests, controlled drug orders.
- Clients of the service receive effective pharmaceutical services in a timely and prioritised fashion.
- Accurate and appropriate documentation and computer records are maintained.
- Non-clinical enquiries are answered in an accurate and timely manner, with all clinical enquiries being referred to a pharmacist.
- Participation in the late-night dispensary roster each week.

Task:

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

Expected results:

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

HEALTH & SAFETY:
<ul style="list-style-type: none"> • Observe all Health NZ 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 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:
<p>Every staff member within Health NZ 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.</p>
QUALIFICATIONS & EXPERIENCE:
<p>Essential</p> <ul style="list-style-type: none"> • Must have a NZ Pharmacy Technicians Certificate (Level 5) • Be a trained PACT, or willing to train as a PACT • Must have at least three year's hospital pharmacy experience • Must be client focused and committed to providing a high quality service. • Must have good written and oral communication skills • Must have the ability to supervise and train staff. • Must be committed to continuing education • Be in good physical health and possess normal manual dexterity. <p>Desirable</p> <ul style="list-style-type: none"> • Have previous experience in a specialist, senior or supervisory level role • Have previous experience in a Production unit, cytotoxic, sterile, and non-sterile compounding
PERSONAL ATTRIBUTES:
<p>Essential</p> <p>Key Behaviours:</p> <ul style="list-style-type: none"> • Ability to "work together" in a truthful and helpful manner • Ability to "work smarter" by being innovative and proactive • Accepts responsibility for actions • Possess effective interpersonal skills and be able to work as part of a team. • Have good time management skills and be able to prioritise effectively.
LIMITATIONS ON AUTHORITY:
<ul style="list-style-type: none"> • Delegations, including financial, as per Health NZ Canterbury policy.