

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Pharmacist Supervisor (Clinical)			
Reports to	Line managers: Chief Pharmacist, Pharmacy Service Manager, Pharmacy			
Location	Christchurch			
Department	Pharmacy			
Direct Reports	Approx: 50		Total FTE	Approx. 38
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	July 2026			
Salary band (indicative)ⁱ	PSA AHS&T or APEX Pharmacy Degree Scale, Designated C Steps 1 to 3			
Children's Worker roleⁱⁱ	Yes			

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Supervisor Pharmacist (Clinical) roles sits within the Pharmacy Department at Christchurch Hospital and works collaboratively with Senior Pharmacists on other campuses to ensure Clinical Pharmacy Services are aligned, consistent and compliant with legislation and standards. This role is responsible for the delivery and development of clinical pharmacy services at Christchurch campus, providing day-to-day operational oversight, roster and leave management, workforce supervision, and clinical guidance to this team. As a member of the Pharmacy Services leadership team, this role supports service sustainability, quality and clinical governance, and the implementation of strategic pharmacy initiatives to optimise

patient outcomes, enhance medication safety, and ensure consistent, high-quality care across the organisation.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Pharmacy	• Participate in the regular clinical pharmacy roster, providing a high level, comprehensive and professional clinical pharmacy service to a specified group of patients, as per service requirements and standard operating procedures (SOPs) – including, but not limited to, medicines reconciliation, medication optimisation, and working in partnership with patients to promote their understanding and adherence to medicines. • Manage complex cases and provide specialist medicines advice to patients, pharmacy, and multidisciplinary teams. • Practices clinical pharmacy in a proactive manner, forming positive working relationships with key nursing, medical and business personnel within areas of responsibility. • Effective communication with patients, carers, multidisciplinary teams, and community providers regarding medicines and patient care. • Support HML requirements, including medicines funding, and promote the quality use of medicines within the clinical area of responsibility. • Resolve medication related discharge issues. • Provides medicines information to patients, carers, and other healthcare professionals. • Accurate and appropriate documentation maintained. • Collaborative prescribing (where agreed): ○ Prescribing undertaken within agreed scope and competence according to practice plan ○ Usual rostered workload will be maintained, incorporating prescribing as an additional tool to enhance practice, i.e., prescribing is not the core role ○ Appropriate collaborative medicines management provided ○ Clinical accountability maintained ○ Evidence of prescribing impact demonstrated
Clinical Pharmacy Service Leadership	• Provide operational leadership and day-to-day management of the Clinical Pharmacy Service at Christchurch Campus, working collaboratively with Clinical Team Leaders, Senior Pharmacists, and other pharmacy leaders across the district to ensure effective, consistent, and standardised service delivery. • Lead, support, and line manage Clinical Team Leaders on Christchurch campus to deliver safe, effective, and high-quality patient care, providing professional guidance, expectations, supervision, coaching, and mentoring. • Provide line management and support to the rotational pharmacists and intern pharmacists alongside their rostered

	Senior Pharmacist, Pharmacist Supervisor or Team Leader, rotation dependent. • Ensure clinical pharmacy services are supported including workload allocation, performance development, regular supervision, managing and escalating performance concerns, and supporting staff wellbeing, engagement, and retention. • Monitor clinical pharmacy service, team performance, and provide accurate and timely information on operational, workforce and service delivery matters to the Chief Pharmacist and/or Service Manager as relevant to role. • Ensure intern pharmacists, pharmacy technicians and students are supervised appropriately. • Maintain rotational rosters for pharmacists and intern pharmacists, including leave management across Pharmacy Services, according to agreed guidelines, to ensure ongoing patient care and pharmacy services are maintained, escalating workforce risks to the Chief Pharmacist, including when outside agreed parameters. • Maintain the on-call, late night, Saturday, and Public Holiday roster, ensuring staffing as per agreed guidelines. • Support recruitment, onboarding, and workforce development activities, including pharmacist rotations, career development opportunities and succession planning. • Support return to work programmes, employee incident management and unplanned leave management. • Identify and implement opportunities to improve patient care processes, multidisciplinary collaboration, workforce utilisation and clinical pharmacy service delivery.
Strategic and Service Planning	• Actively contribute as a member of the Pharmacy Service leadership team, to whole of service planning, strategic priorities, and departmental objectives. • Contribute to the development and implementation of Clinical Pharmacy Service strategies, objectives, and deliverables, and provide information to the Chief Pharmacist and Service Manager to enable whole of service planning. • Manage team resources to best meet service needs. • Represent Pharmacy Services on relevant committees, working groups and forums as required. • Contribute to the development and review of Pharmacy Service policies, Standard Operating Procedures (SOPs), guidelines, ensuring they remain current, fit for purpose, and are implemented and communicated appropriately. • Work collaboratively with the Pharmacy Leadership Team and key stakeholders to promote continuous improvement, innovation, and the achievement of agreed service deliverables. • To support Clinical Directors in financial management and business planning of drug use and expenditure within clinical specialities

Education & Training, Research & Practice Improvement, and Professional Development	• Implement and support the clinical pharmacy education and training strategy, ensuring staff complete required orientation, competency assessments, professional development, and ongoing learning requirements. • Ensure within the team that there are adequate learning opportunities, both theoretical and practical (formal and informal) for all team members. • Participate in the teaching and training of pharmacy staff and other staff groups and to assist with continuing education, including attendance at regular structured teaching sessions. • Support undergraduate and postgraduate teaching and research. • Undertake relevant management training and own continual professional development • Ensure clinical staff have annual performance appraisals with clear objectives completed on time, and regular opportunities for one-on-ones. • Identify, lead, and participate in research activities to build expertise and support practice research within the clinical service.
Quality, Safety and Clinical Governance	• Ensure, in conjunction with Senior Pharmacists at other campuses, that Clinical Pharmacy SOPs are up to date and are fit for purpose and are followed by clinical staff. • Establish a set of key performance indicators, in conjunction with Senior Pharmacists at other campuses, relevant for Clinical Pharmacy. • Audit, monitor, and provide commentary on clinical pharmacy service metrics, quality indicators, workload data and service performance measures, escalating concerns to the Chief Pharmacist. • Identify issues which may impact upon safety and quality of patient care delivery, manage these at team level, and where appropriate, refer to the Chief Pharmacist and relevant clinical review processes. • Lead, support and promote quality improvement, audit programmes, innovation, service development and other governance activities across pharmacy services and areas of responsibility, within agreed timeframes, actively encouraging staff to identify opportunities for improvement. • Contribute to medication safety activities, including incident review, risk management, learning from events and implementation of improvement initiatives. • Respond to complaints as notified by the Chief Pharmacist as per organisational policy and procedure. • Identify best practice with respect to the medicines including proactively developing protocols and guidelines and identifying other strategies (in conjunction with other senior health care professionals) to improve prescribing and medicines management practices.

	• Co-ordinate clinical pharmacist input into medicine related clinical policies, standing orders, research activities as requested. • Contribute to the management of medication errors in conjunction with the Chief Pharmacist, Medication Safety Pharmacist, senior medical and nursing personnel.
Other Pharmacy Service Contribution	• Participate in on-call, late night, Saturday, and public holiday roster as required. • Participate in other Pharmacy service areas as operationally required, which may include (not exhaustive): • Dispensing and medicines supply: ○ Inpatient and outpatient medicines dispensed safely, efficiently, and accurately ○ Clinical trials and controlled drug processes supported ○ Enquiries managed in an accurate and timely manner ○ Accurate and appropriate documentation maintained. • Production and compounding: ○ Repacking and compounding operations completed and overseen in line with standards, including assisting with quality checks of raw materials, section 26 products, and stability reviews as required ○ Sterile and cytotoxic supply and dispensing completed and overseen to ensure safe evidence-based practice ○ Assistance with audits and waste management as required ○ Accurate and appropriate documentation maintained. • 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 Pharmacy leadership team.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	- 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	- 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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Operational issues
- Performance or competence concerns
- Situations that place patients, staff, or yourself at risk
- Professional issues
- Workforce issues
- Fitness to practice issues
- Health & Safety concerns

Relationships

External	Internal
- Clients / Patients / Whanau - Other hospitals (Health NZ and private as needed) and community health providers e.g., General	[Pharmacy leadership team (all sites); all other Pharmacy staff - Clinical Pharmacology

Practitioners, community pharmacists, and other professional colleagues nationally • Support & consumer groups • New Zealand Hospital Pharmacy Association; Pharmaceutical Society of New Zealand; Pharmacy Council of New Zealand; Special interest groups; and other professional bodies and associations • 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 • As required with suppliers, couriers, and transport providers]	• Medical, Nursing and Allied Health staff • Information Services Group • Other Health New Zealand staff
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About you – to succeed in this role

You will have

Essential:

- Bachelor of Pharmacy or other recognised pharmacy qualification
- Registration as a pharmacist with the Pharmacy Council of New Zealand and hold a current APC
- 5 years of experience in hospital pharmacy (can include hospital internship)
- Demonstrated leadership skills, including experience of leading clinical pharmacy service to a specific clinical area
- Experience of Training / Teaching
- Clear understanding of current developments in the provision of hospital pharmacy services
- Good organisational skills and excellent written, oral communication and interpersonal skills within and outside pharmacy
- A demonstrated commitment to quality, safety, and clinical governance
- Competency in using IT tools and the ability to learn new programmes, including use of Microsoft Word and Excel
- Good literacy and numeracy skills.
- Ability to identify and utilise strategies for problem solving
- Be in good physical health and possess normal manual dexterity

Desired:

- [Post graduate qualification in clinical pharmacy
- Management of hospital pharmacy service operations
- Management of change

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.