

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	Pharmacy Assistant
Reports to	Line manager: Pharmacy Technician Supervisor Reports to on a daily basis, rotation dependent: Christchurch: Area Supervisor, Senior Pharmacy Technician Other Sites: Senior Pharmacist Pharmacy Service Leadership: Service Manager, Pharmacy Chief Pharmacist, Pharmacy
Location	Christchurch
Department	Pharmacy
Date	July 2026
Salary band (indicative)ⁱ	PSA AHS&T or APEX Pharmacy Non-Degree A steps 1-5
Children's Worker roleⁱⁱ	No

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:

Support the safe and efficient supply of medicines across hospital services. The role ensures distribution, stock control and administrative support functions are delivered accurately on time and in line with organisational standards to enable smooth pharmacy operations and safe patient care.

Key Result Area	Expected Outcomes / Performance Indicators
Medication distribution	- Imprest and requisition services delivered accurately within agreed timeframes - Processes comply with legislation, standard operating procedures, and accepted pharmacy practice - Accurate documentation and electronic records maintained

	• Stock issues communicated promptly to relevant staff • Returns are processed accurately, in a timely way, ensuring quarantine is maintained and workspaces kept uncluttered.
Dispensary and production support	• Support duties completed to maintain workflow and minimise disruption, including responding to reception and phone queries • Worksheets, prescriptions, and clerical tasks processed accurately • Shelving, inventory, and records maintained to agreed standards
Delivery of pharmaceuticals	• Medicines delivered safely, to appropriate people and within required timeframes • Cold chain maintained where required
Inwards goods and purchasing	• Goods receipted, stored, and recorded accurately and according to legislative requirements and standard operating procedures • Anomalies and urgent items escalated • Consumables purchased within delegation
Expiry date monitoring	• Routine expiry checks completed in pharmacy and wards • Expired or short dated stock identified, rotated, and escalated to relevant area supervisor or senior staff member
Quality & Service contribution	• Orientation, training, and validations completed in each rotation • Contribution to quality improvement activities • SOP and policy review supported • Timely incident reporting and effective self-reflection practices undertaken • 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.

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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
- Competence concerns
- Workforce issues
- Fitness to practice issues
- Health & Safety concerns

Relationships

External	Internal
- Clients / Patients / Whānau - As required with suppliers, couriers, and transport providers. - Other Community and Hospital Health Providers	- Pharmacy leadership team (all sites); all other Pharmacy staff - Medical, Nursing and Allied Health staff - Orderlies, Transport services, Supply department and other Health NZ staff

About you – to succeed in this role

You will have

Essential:

- A state of health and physical fitness to enable the key tasks of the position to be performed, i.e., able to walk up to 25km around the hospital each day, push trolleys and move heavy bins and cartons within Health & Safety guidelines.

- Competency in using IT tools and the ability to learn new programmes.
- Effective communication (written and oral) skills, sharing knowledge as appropriate.
- Good literacy and numeracy skills.
- Good organisation and time management skill
- Ability to identify and utilise strategies for problem solving
- Effective interpersonal skills and be able to work as part of a team

Desired:

- Previous stores/distribution or hospital pharmacy experience

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.
- 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.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. Te 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.