

Position holder (title)	Intern Pharmacist
Reports to (title)	Team Leader (Clinical)
Department / Service	Pharmacy
Purpose of the position	<p>This is a training position. The Intern Pharmacist must always practise under the supervision of a registered practising Pharmacist.</p> <p>The Intern Pharmacist undertakes the Pharmaceutical Society of New Zealand's (PSNZ) Pre-registration Training Programme and demonstrates competence in all areas of practise prior to registration as a Pharmacist.</p> <ul style="list-style-type: none"> ▪ To provide pharmaceutical care to identified patients in order to achieve the safe, effective and cost-effective use of pharmaceuticals within the limits of resources. To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Pharmacy Service. ▪ Delivery of organisational KPIs including relevant MOH target, financial budgets and service plans. ▪ To recognise and support the delivery of the Hawkes Bay Health sector vision

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Chief Pharmacist - To relate issues of concern or service development. ▪ Preceptor Pharmacist - To meet weekly to discuss and monitor progress against PSNZ targets and practice activity dates and to undergo PSNZ prescribed appraisals. To develop clinical skills, knowledge and attitude. ▪ Team Leader (Clinical) - Line manager. Effective interaction to discuss and develop clinical services and to develop one's own competence and expertise. ▪ Hospital Pharmacy Manager, Team Leader (Operational) & Other Clinical Pharmacists - To receive supervision of practise. A collegiate commitment to safe work practices, effective communication, support, sharing of knowledge and ideas, and professional development. ▪ Pharmacy Technicians and Pharmacy Assistants - To provide professional and educational support. ▪ Medical staff - Effective interaction and communication regarding medicines usage, safety and funding. The provision of clinical pharmacy, educational and drug information support. ▪ Nursing staff - To foster effective relationships in order to discuss medication related issues or concerns and to provide educational and drug information support to maximise patient medication outcomes. 	<ul style="list-style-type: none"> ▪ Primary care Health Care Practitioners e.g. GPs, Community and Clinical Facilitators (Medicines & Diagnostics) pharmacists, community based nurses - To facilitate continuity of care through communication and discussion of medication related issues.

Dimensions

Expenditure & budget / forecast for which accountable	Nil
Challenges & Problem solving	N/A
Number of staff reports	N/A
Delegations & Decision	N/A
Other Indicators	N/A

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

Welcoming	<ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles 	<ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes
Respectful	<ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity 	<ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs
Kind	<ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana 	<ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety
Helpful	<ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others 	<ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

Positive	<ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions 	<ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things
Learning	<ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' 	<ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK
Innovating	<ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change 	<ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done
Appreciative	<ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions 	<ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate

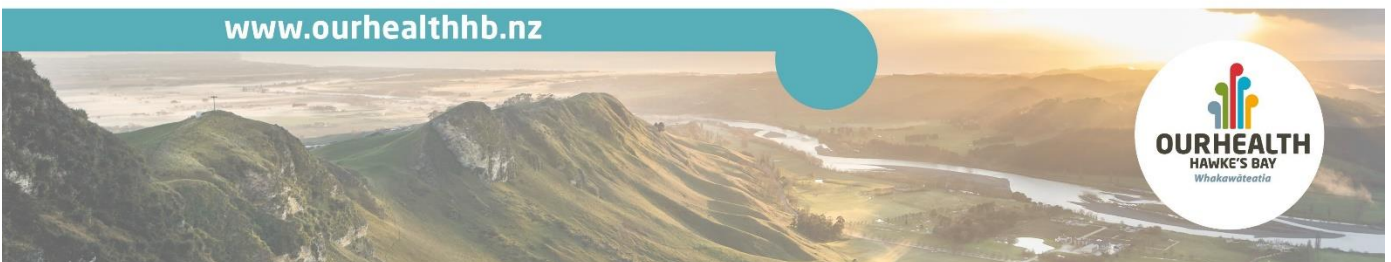
1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

Listens	<ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify 	<ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views
Communicates	<ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent 	<ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark
Involves	<ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part 	<ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated
Connects	<ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork 	<ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism

1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

Professional	<ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable 	<ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much
Safe	<ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well 	<ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community
Efficient	<ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt 	<ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late
Speaks up	<ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern 	<ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour

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Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay
Rārangā te tira **He kauanuanu**

Tauwhiro

Ākina

Key Accountabilities

CLINICAL PHARMACY SERVICE	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To participate in clinical pharmacy activities at ward level as rostered: <ul style="list-style-type: none"> » Takes responsibility for a ward, or a group of wards, providing pharmaceutical care to patients on this / these ward(s). » Attendance on ward rounds and ward meetings. » Provision of advice / information (e.g. to nursing, and medical staff) on the effective, safe and cost-effective use of medicines. » To implement the guidance of the Hospital Medicines List (HML). » Medication chart review with full endorsement of medication charts. » Records interventions made. » Identification and reporting of adverse drug reactions (ADRs). » To complete an electronic Event Form if an error relating to medicine usage or supply is identified. » Counselling patients on the use of their medicines. » Provision of medication cards and patient information leaflets (PILs) to patients. » Resolution of discharge issues (e.g. Section 29 medicines, Special Authority, Named Patient Pharmaceutical Assessment [NPPA], non-standard formulations). » Liaison with the Dispensary and Imprest Teams to facilitate timely supply of medicines to patients. » Liaison with key personnel to improve the delivery of pharmacy services to the designated clinical area(s). ▪ To work within the guidance of HBDHB protocols, guidelines and clinical pathways. ▪ To develop positive relationships with key personnel within delegated ward(s). 	<ul style="list-style-type: none"> ▪ The appropriateness of non-HML medicines is investigated before supply is initiated. ▪ Participates (with completion of records) in the 3-monthly intensive intervention monitoring programme. ▪ ADRs reported to the Centre for Adverse Reaction Monitoring (CARM) using the prescribed form. ▪ Event Forms are completed. ▪ Significant deviations from guidelines are reported to an appropriate authority. ▪ Positive feedback received from key personnel at end of appraisal period.
OPERATIONAL SERVICES	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To directly participate in the dispensing* of medicines, supply of over the counter (OTC) and imprest medicines. ▪ To participate in the recording of interventions. ▪ Prescriptions are dispensed meeting all legal, ethical standards and regulations, Good Manufacturing Practice (GMP), local policies & procedures or clinical trial procedures. ▪ To implement the guidance of HBDHB protocols, guidelines (including the Hospital Medicines List [HML]) and clinical pathways. ▪ To ensure that the requirements of the Pharmaceutical Schedule are met when purchasing or supplying pharmaceuticals from HBH Pharmacy, thus not contravening the New Zealand Public Health and Disability Act 2000. 	<ul style="list-style-type: none"> ▪ Neither complaints laid, nor Event Forms involving the Intern Pharmacist. ▪ Participates (with the completion of records) in the 3-monthly intensive intervention-monitoring programme. ▪ Neither complaints laid, nor Event Forms involving the Clinical Pharmacist. ▪ Significant deviations from guidelines are reported to an appropriate authority. ▪ The requirements of the Pharmaceutical Schedule are followed at all times.
<ul style="list-style-type: none"> ▪ To participate in and support Drug Usage Reviews (DURs) / audits or quality projects as requested. 	<ul style="list-style-type: none"> ▪ Data collected in accordance with study methodology and submitted by agreed deadlines.

PSNZ (Inc) PRE-REGISTRATION PROGRAMME	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ To meet with your Preceptor Pharmacist weekly to review and discuss progress. ▪ To complete all assignments and practice activities as prescribed by the PSNZ, achieving a minimum 'competent' grading. ▪ To complete 3-monthly appraisals with your Preceptor Pharmacist, undertaking a self-appraisal of competence / achievement prior to meeting with your preceptor. ▪ To attend all PSNZ prescribed training days, and the Assessment Centre evaluation. 	<ul style="list-style-type: none"> ▪ Participates in weekly meetings. ▪ All work submitted by the prescribed deadlines achieving a minimum 'competent' grading. ▪ Appraisals completed and submitted by the prescribed deadlines. ▪ All training days / Assessment Centre attended.

Occupational Health & Safety	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> ▪ Displays commitment through actively supporting all health and safety initiatives. 	<ul style="list-style-type: none"> ▪ Evidence of participation in health and safety activities.
<ul style="list-style-type: none"> ▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision. 	<ul style="list-style-type: none"> ▪ Ensures all staff/colleagues maintain adequate safety standards.
<ul style="list-style-type: none"> ▪ Ensures own and others safety at all times. 	<ul style="list-style-type: none"> ▪ Demonstrates support of staff/colleagues to maintain safe systems of work.
<ul style="list-style-type: none"> ▪ Complies with policies, procedures and safe systems of work. 	<ul style="list-style-type: none"> ▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting.
<ul style="list-style-type: none"> ▪ Reports all incidents/accidents, including near misses in a timely fashion. 	<ul style="list-style-type: none"> ▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting.
<ul style="list-style-type: none"> ▪ Is involved in health and safety through participation and consultation. 	

Key Competencies

Customer Service	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> Open and responsive to customer needs. 	<ul style="list-style-type: none"> Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.
<ul style="list-style-type: none"> Demonstrate an understanding of continuous quality improvement. 	<ul style="list-style-type: none"> Identifies customer needs and offers ideas for quality improvement.
<ul style="list-style-type: none"> Resolves and addresses complaints, recognises compliments. 	<ul style="list-style-type: none"> Effective management of customers/situations. Numbers of compliments (maximised) and complaints (minimised). All events and complaints are responded to promptly within agreed timeframes.

ENGAGING EFFECTIVELY WITH MĀORI	
Tasks (how it is achieved):	How it will be measured (KPI):
<ul style="list-style-type: none"> Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori Is visible, welcoming and accessible to Māori consumers and their whānau Actively engages in respectful relationships with Māori consumers and whānau and the Māori community Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience Actively facilitates the participation of whānau in the care and support of their whānau member 	<ul style="list-style-type: none"> Accelerated health outcomes for Māori Evidence of positive feedback from Māori consumers and whānau, and colleagues Evidence of collaborative relationships with Māori whānau and community/organisations Evidence of whānau participation in the care and support of their whānau member

HEALTH AND SAFETY STATEMENT
<ul style="list-style-type: none"> Takes reasonable care of your own health and safety Ensures that your actions or omissions, do not adversely affect the health and safety of other persons Complies with reasonable instructions given by HBDHB Co-operates with health and safety policies or procedures

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Māori	<ul style="list-style-type: none"> ▪ Demonstrates the ability to engage effectively with Māori consumers (patients/families/whānau). ▪ Demonstrates ability to apply the Treaty of Waitangi within the Service.
Qualifications (e.g. tertiary, professional)	<ul style="list-style-type: none"> ▪ Holds a graduate Pharmacy qualification recognised by the Pharmacy Council of New Zealand. ▪ Registered as an Intern Pharmacist with the Pharmacy Council of New Zealand. ▪ Holds a valid Annual Practising Certificate (APC) in the Scope of Practice of an Intern Pharmacist.
Business / Technical Skills (e.g. computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> ▪ Problem solving skills. ▪ Effective written and verbal communication skills. ▪ Basic word-processing skills using Word. ▪ Be able to use the Internet and search through literary database programs. ▪ A commitment to quality and the maintenance of standards. ▪ Possesses the motivation to learn and maximises opportunities for learning.
Experience (technical and behavioural)	<ul style="list-style-type: none"> ▪ Values & Behaviours Shows commitment to, and demonstrates the behaviours of the health sector: <ul style="list-style-type: none"> • He kauanuanu Showing respect for each other, our staff, patients and consumers – this means I actively seek to understand what matters to you. • Ākina Continuously improving everything we do – this means that I actively seek to improve my service. • Rāranga te tira Working together in partnership across the community – this means I will work with you and your whānau on what matters to you. • Tauwhiro Delivering high quality care to patients and consumers – this means I show empathy and treat you with care, compassion and dignity.
Desirable	
	<ul style="list-style-type: none"> ▪ Hospital undergraduate clinical placement / externship experience. ▪ Hospital work experience (other than School of Pharmacy sponsored undergraduate clinical placement). ▪ Member of the New Zealand Hospital Pharmacists' Association (NZHPA). ▪ Familiar with the pharmacy management program ePharmacy (ePx).

Recruitment Details

Position Title	Intern Pharmacist
Hours of Work	80 per fortnight 12 month fixed-term training position.
Salary & Employment Agreement Coverage	In accordance with the Hawke's Bay District Health Board Pharmacy Workers Collective Agreement \$48, 450 gross per annum (increases to \$49, 904 in January 2020)
Date	May 2019