



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Director of Pharmacy Services, Central Adelaide Local Health Network
Classification Code:	AHP6
LHN/ HN/ SAAS/ DHA:	Statewide Clinical Support Services
Hospital/ Service/ Cluster	Central Adelaide Local Health Network (CALHN)
Division:	SA Pharmacy
Department/Section / Unit/ Ward:	
Role reports to:	Executive Director, SA Pharmacy
Role Created/ Reviewed Date:	Reviewed: March 2024
Criminal and Relevant History Screening:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS)
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Director of Pharmacy Services CALHN is accountable to the Executive Director of SA Pharmacy for providing effective management, leadership and policy direction to facilitate the maintenance of an integrated and contemporary Pharmacy Service in accordance with hospital, state and national legislative requirements. The position takes the lead for policy development, service planning, management and service evaluation as well as the strategic and administrative management of financial and human resources in order to ensure a quality, cost efficient, comprehensive and effective Pharmacy Service to consumers of CALHN.
- > The Director of Pharmacy Services is responsible for the development and promotion of teaching, research and the educational role played by SA Pharmacy within the Local Health Networks (LHNs), Hospitals, Universities and general community by creating an environment that fosters research by clinicians and students and results in a significant contribution to the promotion of evidence based pharmacy practice and the quality use of medicines.
- > As a Portfolio Lead for SA Pharmacy, the position provides policy direction and strategic leadership in a delegated area of pharmacy practice and operations across all SA Pharmacy sites.

Direct Reports:

The Director of Pharmacy reports to the Executive Director of SA Pharmacy. The role is a member of the SA Pharmacy Executive Management Team (EMT) and works closely with the General Manager, SA Pharmacy.

Key Relationships/ Interactions:

Internal

- > Executive Director, SA Pharmacy
- > LHN Pharmacy Directors and Portfolio Leads, SA Pharmacy
- > General Manager, SA Pharmacy
- > Business Managers, Statewide Clinical Support Services
- > CALHN CEO, COO, Executive Directors, Medical and Nursing Directors, Corporate Services Manager, Medical, Nursing and Allied Health staff
- > Chair of the Drug and Therapeutics Committee
- > Associate Directors of Pharmacy, CALHN
- > All other CALHN pharmacy personnel

External

- > School of Pharmacy, University of South Australia
- > School of Medicine, University of Adelaide
- > SA Medicines Advisory Committee (SAMAC)
- > Various hospital, government, community and professional committees and working parties
- > Other external agencies and consumers

Challenges Associated with Role:

Major challenges currently associated with the role include:

- > Overseeing the provision of safe and efficient pharmaceutical services at a standard that consistently meets the needs of all service users.
- > Managing specialised projects and large or complex programs in accordance with delegated SA Pharmacy state-wide portfolio responsibilities in addition to providing operational leadership and support across CALHN.
- > Maintaining positive working relationships with a diverse range of stakeholders while driving continuous improvement initiatives within SA Pharmacy and across its wider operational environment.
- > Influencing the cascade of strategic implementation plans associated with the position's delegated state-wide portfolio across all SA Pharmacy sites.
- > Developing and maintaining high professional standards in the use of medication by pharmacy, nursing and medical staff in collaboration with the Therapeutics Goods Industry.

Delegations:

As defined by current SA Pharmacy Financial Delegations and Human Resource Delegations

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of a pharmacy service for the community of CALHN	<ul style="list-style-type: none"> > Developing strategic directions and a policy framework for Pharmacy Services to ensure sound business policies and practices are in place to achieve LHN objectives and quality work practices within the framework. > Developing and implementing a health outcomes approach to resource allocation, by continuous quality management and customer focused service development. Ensuring the service meets the standards for ACHS accreditation. > Representing the Pharmacy Service and contributing to policy development, clinical service and redevelopment initiatives by participating in relevant LHN, hospital, government, community and professional committees and working parties. > Accepting overall responsibility for the budget and staffing to ensure funds and human resources are utilised in line with strategic directions and Service Level Agreements; seeking advice from the SA Pharmacy Executives and CALHN management.
Financial management of the Pharmacy Services	<ul style="list-style-type: none"> > Contributing to the effective, prudent and accountable use of SA Pharmacy resources by exercising financial and procurement delegations as authorised, and ensuring compliance with policies, guidelines and procedures for effective financial, environmental, risk and quality management within the area supervised. > Ensuring the operational efficiency of the departmental information system and providing, analysing and interpreting data for the LHN and DOH requirements. > Examining, analysing and reporting on drug expenditure to the Drugs and Therapeutics Committee and management, suggesting the use of alternative and more cost effective therapy where suitable. > Ensuring revenue is maximised through appropriate reimbursement for all eligible Pharmaceutical Benefit Scheme prescriptions. > Ensuring the department maximises opportunities to achieve required saving strategies. > Reporting on budget performance, issues and risks to the General Manager, SA Pharmacy and consulting with the Business Managers of the Clinical Divisions on financial matters pertaining to services and identifying and achieving continual productivity improvements.
Operational management of the Pharmacy Service	<ul style="list-style-type: none"> > Developing practice standards and promoting pharmacy service standards throughout the LHN and monitoring and developing efficient service delivery systems within budget guidelines and best pharmacy service practice. > Analysing and monitoring facilities, staff and third party services to ensure maximum efficiencies while meeting customer needs and expectations, monitoring customer survey results, acting on feedback and fostering service improvement ideas and examining outcomes. > Developing service/team strategic plans with participation from staff and consumers in accordance with Divisional and Corporate goals and values and implementing continuous quality improvement activities including the identification of performance indicators, benchmarks and increasing efficiencies. > Improving the operations performance and effective utilisation of all departmental resources by ensuring that service provision is in compliance with all applicable local, state and federal laws as well as departmental procedures and ensure that regulatory training is

	<p>achieved.</p> <ul style="list-style-type: none"> > Ensuring the delivery of appropriate pharmacy related information technology infrastructure and services to the LHN by developing, implementing and managing a strategic IT plan, policies and processes to meet core business requirements. > Developing and implementing a Risk Management Strategy including auditing, hazard identification, solutions, and the provision of consultancy advice. > Contributing to the integrity of records by ensuring staff within the work area are aware of and comply with relevant records management legislation, policies and current administrative practices. > Monitoring and managing contractual arrangements with any relevant outsourced providers of pharmacy services within CALHN to ensure consistent and appropriate service delivery is provided. > Ensuring optimal use of medicines and pharmacy services provision to the Mental Health Directorate of CALHN which includes hospital, community and forensic health services of CALHN. > Ensuring appropriate service provision and quality use of medicines to the Aboriginal Health Service of CALHN and other primary health settings including GP Plus and other associated health services.
Professional competence and operational efficiency within SA Pharmacy as a Portfolio Lead	<ul style="list-style-type: none"> > Creating, executing and facilitating a strategic framework for a delegated Portfolio discipline of SA Pharmacy. > Establish frameworks for the advancement and integration of a Portfolio area to support the delivery of quality State-wide health services within SA Pharmacy and Local Health Networks. > Provide professional policy development advice to the Executive Director – SA Pharmacy. Provide authoritative and specialist consultancy services in a field of a related discipline. . > Determine strategic directions and operational standards and objectives within SA Pharmacy. > Actively contribute as a member on State-wide and national committees.
Workforce Management	<ul style="list-style-type: none"> > Ensuring the recruitment, placement, orientation and rotation of staff within the Pharmacy Service follows the policy, procedures, goals and objectives of SA Pharmacy and CALHN. > Ensuring all staff are appropriately credentialed. > Promoting and developing teamwork strategies and seeking opportunities to establish the mechanisms to facilitate effective communication. Fostering cohesive, cooperative and collaborative working relations within the pharmacy service. > Ensuring that a comprehensive performance management program is developed, implemented, evaluated and reviewed in conjunction with all staff within the Pharmacy Service. Ensuring that performance appraisals for all CALHN Pharmacy Staff are performed in accordance with current SA Health requirements. > Identifying staff training and development needs, enabling access to appropriate levels of education and training for all Pharmacy Staff and monitoring the effectiveness of the training programme.

Education and research within Pharmacy Services	<ul style="list-style-type: none"> > Developing and negotiating teaching and training arrangements for undergraduates, pre-registration and postgraduate professionals in consultation with the University of South Australia, University of Adelaide and senior Pharmacy staff. > Maximising Pharmacy staff involvement in the development and management of research and teaching programmes within the Pharmacy Service by encouraging and supporting staff at all levels to participate in internal and external continuing education programmes. > Facilitating and encouraging research activities within the Pharmacy Service or jointly developing or supporting submissions in line with the Research and Ethics Committee Standards and fostering and coordinating research activities.
Quality clinical services	<ul style="list-style-type: none"> > Planning, coordinating, and managing the resources and conduct of the Pharmacy Services in accordance with departmental and CALHN policies, procedures and professional guidelines. Implementing new practices and clinical knowledge in all specialty areas of hospital pharmacy. > Providing high level clinical expertise and support in the delivery of a comprehensive pharmacy service by active participation in a pharmacy practice role to maximise the education, therapeutic effectiveness and safety of drugs for both internal and external customers. This will include appropriate prescribing alternatives and promoting the dissemination and application of Drug and Therapeutic Committee policies and guidelines in wards and clinics. > Promoting the quality use of medicines within CALHN and its agencies in accordance with the Pharmaceutical Reforms, including adherence to the relevant Australian Pharmaceutical Advisory Council guidelines and implementing clinical practices that actively promote sound medication management by pharmacists, other LHN staff, patients and their carers.
Relationship with University of SA, School of Pharmacy and Medical Sciences	<ul style="list-style-type: none"> > Develop and maintain an active working relationship between CALHN Pharmacy Services and the UniSA School of Pharmacy and Medical Sciences. > Support and develop practice based educational opportunities for School of Pharmacy students working cooperatively with UniSA Staff. > Support Access Appointments for appropriate UniSA Staff. > Support and develop practice based research opportunities for School of Pharmacy staff and students. > Work towards the attainment of an Adjunct Appointment at an appropriate academic level to further formalise the relationship between CALHN Pharmacy Services and the School of Pharmacy and Medical Sciences, UniSA.
Continuous improvement quality	<ul style="list-style-type: none"> > In accordance with the quality evaluation program, develop and establish key performance indicators for all critical activities. > Establish and maintain recording systems to accurately reflect the activity of the various aspects of the department, which will enable evaluation of performance leading to improvement and achievement of best practice standards. > Assist in the identification, establishment and review of corporate and departmental performance standards and outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Appropriate degree or equivalent qualification which entitles registration with the Pharmacy Board of Australia.
- > Post Graduate Qualification in pharmacy or related discipline OR Postgraduate qualification in a relevant discipline

Personal Abilities/Aptitudes/Skills:

- > Demonstrated self-motivation and ability to accept responsibility and co-ordinate own activities while exercising significant levels of independent judgement.
- > Demonstrated pro-active approach to the development of pharmacy services in a Hospital facility.
- > Demonstrated leadership skills in a senior management position relevant to hospital pharmacy practice with an ability to manage, lead and motivate a team of employees whilst stimulating high level performance.
- > Highly developed interpersonal skills that foster the co-operation and support of others, particularly in a team environment and in a multi-disciplinary setting.
- > Proven ability to advise, consult, liaise and negotiate complex issues and advocate on behalf of the department with a diverse range of people, with excellent verbal and written communication skills. Including the ability to conduct thorough analyses and assessments and develop clear, concise reports, plans and recommendations and proficiency in the use of computers and relevant software packages.
- > Demonstrated high standard of organisational skills, with the ability to be both innovative and pragmatic when solving problems or pursuing opportunities whilst working under pressure and meeting deadlines.

Experience

- > Experience at a senior management level that includes management of multi-disciplinary functions (e.g. financial, human resources, administration, minor works, information technology etc.) including managing a clinical unit within a hospital setting, a proven record of effective management and direction of staff and experience incorporating quality improvement into work practices
- > Experience in providing strategic leadership in a state-wide service function, including business process improvement, change management, developing and managing a budget and programme planning or strategic planning and implementation.
- > Experience in negotiating outcomes (and/or conflict resolution) that facilitate the achievement of departmental objectives and experience in being an active participant of state or national committees.

Knowledge

- > Knowledge of the strategic and operational goals of SA Pharmacy, contemporary management practices and current issues relevant to contemporary hospital pharmacy practice and professional development requirements.
- > Knowledge of financial management and budgeting principles and an understanding of the mechanisms for reporting service outcomes.
- > Demonstrated commitment to and sound knowledge of the development and management of information technology.
- > Sound knowledge of human resource management practices, including recruitment and performance management.
- > Sound knowledge of benchmarking and best practice principles Knowledge of the Australian Health Care System and relevant professional organisations.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > N/A.

Personal Abilities/Aptitudes/Skills:

- > Ability to write and submit articles for publication and contribution to the medical literature through publication in books and/or journals.
- > Recognition as a leading authority in one or more areas appropriate to Hospital Pharmacy.

Experience

- > Significant participation in professional, organisational, state or national working parties, task forces or policy development projects.
- > Experience in liaising with educational institutions including lecturing to pharmacy students and/or experience in curriculum development, and evidence of writing submissions for outside funding for research projects.
- > Demonstrated pro-active approach to the development of pharmacy services in a major Hospital facility and ability to build partnerships with external health providers and community organisations.

Knowledge

- > Knowledge of management information systems relevant to Pharmacy practice and experience with developing and delivering protocols, systems and procedures to assist organisational management.
- > Knowledge of relevant State and Commonwealth policies associated with Hospital provision.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

- > By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- > SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- > SA Health employees will not misuse information gained in their official capacity.
- > SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

SA Pharmacy was established in response to pressure placed on South Australia's public pharmacy services and cost structures through increased demand, scarcity of resources, changes to technology and increasing need for quality and safety. On July 1st 2012 SA Pharmacy was established and included all major metropolitan and country public hospital pharmacy services. SA Pharmacy aims:

- > To support timely and efficient patient care
- > Ensure a sustainable service that will meet the needs of the South Australian public now and in the future
- > Foster a close working relationship with customers of the service
- > Promote a continual improvement culture by recognising the importance of research, teaching, training and safety and quality.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
Respect:	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
Excellence:	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: