

## POSITION DESCRIPTION

Employer:	<b>UFS Healthcare Ltd</b>
Employee:	<b>[TBA]</b>
Position Title:	<b>Pharmacist</b>
Location:	<b>[TBA]</b>
Position reports to:	<b>DIRECT REPORT: Pharmacy Manager</b> <b>INDIRECT REPORT: Operations Manager</b>
Award/Agreement:	<b>Pharmacy Industry Award 2010</b>

### About Us | Organisational Overview

UFS Healthcare Ltd. is a mutual organisation owned entirely by its members that operates on a not-for-profit basis as a social enterprise. Its core focus is to improve the health of its members and the local community. UFS has cared for generations of families in Ballarat and the western region since opening its first dispensary in Ballarat in 1881.

Today UFS owns and operates eleven pharmacies in Ballarat as well as two in Bacchus Marsh, two in Gisborne, two in Melton, one in Ballan and one in Beaufort. Other business units of UFS include UFS Medical, Supercare Nursing Services and the Peace & Quiet day spa.

UFS is a significant local employer of choice with over 500 full-time, part-time and casual staff including pharmacists, dispensary assistants, pharmacy assistants, retail staff, contracted general practitioners, practice nurses, allied health practitioners, beauty therapists and remedial therapists, as well as positions in management, administration, warehouse and delivery services.

As a mutual organisation, UFS is a public company limited by guarantee and is governed by an elected Board of Directors. Any profits generated are reinvested in the business, and are used to improve services for its members, offer member discounts, invest in its people and support the local communities in which it operates through its sponsorship and donations program.

### About the Position | Purpose

The purpose of this position is to provide a high quality pharmacy service to UFS members and the community through dispensing of prescriptions, provision of primary health care, medication management services, medicines information and health advice.

UFS pharmacies are positioned as health care destinations. As a UFS pharmacist, you are expected to focus on utilising your skills as a health professional, rather than the routine elements of the dispensing process which will be delegated to competent dispensary assistants.

All UFS pharmacists are required to deliver professional services to customers, provide health counselling, record clinical interventions and practice forward pharmacy. You are also expected to play an active role in contributing to the achievement of the key performance targets of the pharmacies in which you work.

### About the Position | Outcomes and Responsibilities

**Outcome 1 | Position UFS as a Healthcare Destination****Responsibilities:**

- Provide high quality and efficient pharmacy services including dispensing, counselling, information provision and primary health care.
- Provide collaborative and patient-centred care through engaging and working with GP's, other allied health professionals, health care providers and the community.
- Promote the role of community pharmacy as a health care provider both within the health sector and to the community.
- Ensure positive and pro-active contribution to the effective functioning of the immediate team and the achievement of pharmacy key performance objectives.

**Outcome 2 | Provide quality care and services in a Forward Pharmacy model****Responsibilities:**

- Dispense prescriptions in accordance with Pharmacy Board regulations, utilising dispensary assistants process the routine elements of dispensing, where these staff are rostered in the pharmacy.
- Provide medicines information and advice on optimal medication use.
- Ensure a high level of customer service in a competent and timely manner.
- Actively engage in providing and promoting professional services such as clinical interventions, MedsChecks/Diabetes MedsChecks, medication management, health promotion and screening services.
- Maintain constant vigilance for patient safety and optimal medication use when dispensing and providing medication (including S2 and S3 medications). Intervene when required to avoid medication mishap or to improve patient health outcomes. Record clinical interventions using the Guild Care software.
- Provide opioid replacement services (in participating pharmacies).
- Provide a staged supply service on either prescriber or patient/carer request in accordance with guidelines.
- Record and complete all dispensing in accordance with the HIC requirements.
- Report any and every error or discrepancy or breach of ethics that may occur in relation to the Pharmacy
- Assist in the maintenance of dispensary stock control by regularly checking dates, the rotation of stock and recording of fridge temperature, when required.
- Ordering and receiving of pharmacy stock following in-store guidelines.

**Outcome 3 | Lead innovation in healthcare and embrace change****Responsibilities:**

- Be aware of the changing circumstances in the pharmacy and provide support/availability to other team members in a timely way to assist in dealing with customers and other issues as the need arises.
- Identify and suggest improvements that will make UFS more efficient, effective and/or customer-focused.
- Identify and suggest new or improved healthcare or professional services revenue streams.

**Outcome 4 | Make UFS a great place to work****Responsibilities:**

- Commit to behaving in a way that respects the values, beliefs and efforts of co-workers, as outlined in the UFS Code of Conduct and Behaviour.
- Under delegation from Pharmacy Manager undertake the development, coaching and/or supervision of Dispensary Assistants and Pharmacy Assistants.
- Make UFS a safe place to work by complying with procedures to meet occupational health and safety requirements and reporting potential breaches of safety or security to appropriate senior management.

**Outcome 5 | Continue to learn and develop**

**Responsibilities:**

- Actively maintain and grow professional knowledge in relation to drugs: usage, dosage and side effects; and all complimentary products and services.
- Maintain awareness of current and new legislation to ensure business practices are complying with statutory and regulatory obligations.
  - Pharmacy Practice Act 2004
  - OH&S
  - QCPP
- Lead by example and encourage staff participation in after-hours training programs.

**About the Position | Key Performance Indicators**

Indicators will be customised for each Pharmacist, depending on location, demographics, Pharmacy performance targets, etc, but will be a range of measures from the following:

- Feedback through annual performance appraisal.
- Feedback from Pharmacy Manager and/or peers.
- Feedback from Operations Manager and Chief Pharmacist.
- Feedback from customer surveys and the mystery shopper program.
- Individual targets set for Professional Services' programs and initiatives.
- Percentage of time spent in delivering Forward Pharmacy Services.

Actively assist the Pharmacy Manager to achieve the Pharmacy performance targets, which will be a range of measures from across these areas:

- Professional services, including volume of professional services, health related OTC sales per scripts, generic substitution, and forward pharmacy implementation.
- Key volume measures such as scripts, OTC sales and Customer numbers.
- Customer service as measured by Mystery Shopper Performance.
- Management of staffing costs with measures such as wages to GP, proportion of O/T and penalties and managing to staffing budgets.

**About You | Key Competencies**

**Required**

- Successful completion of a Bachelor of Pharmacy or Ph. C. and a current registration with AHPRA.
- A high level of clinical knowledge and demonstrated willingness to maintain and expand that knowledge.
- Demonstrated customer service focus, including experience in effective counselling and interactions with customers/patients.
- Ability to work autonomously and in a face-paced, pressured environment.
- Ability to contribute ideas, demonstrate initiative and manage change.
- Able to operate effectively in a team, contributing positively to team operations and working relationships.
- Ability to plan and organise self and others to ensure the timely completion of tasks and achievement of targets.

**Desirable**

- Demonstrated competence in relevant computer programs.
- Experience in QCPP.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employer Signature: \_\_\_\_\_

Date: \_\_\_\_\_