



Te Marae Ora (TMO) Ministry of Health
 GOVERNMENT OF THE COOK ISLANDS

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POSITION SUMMARY

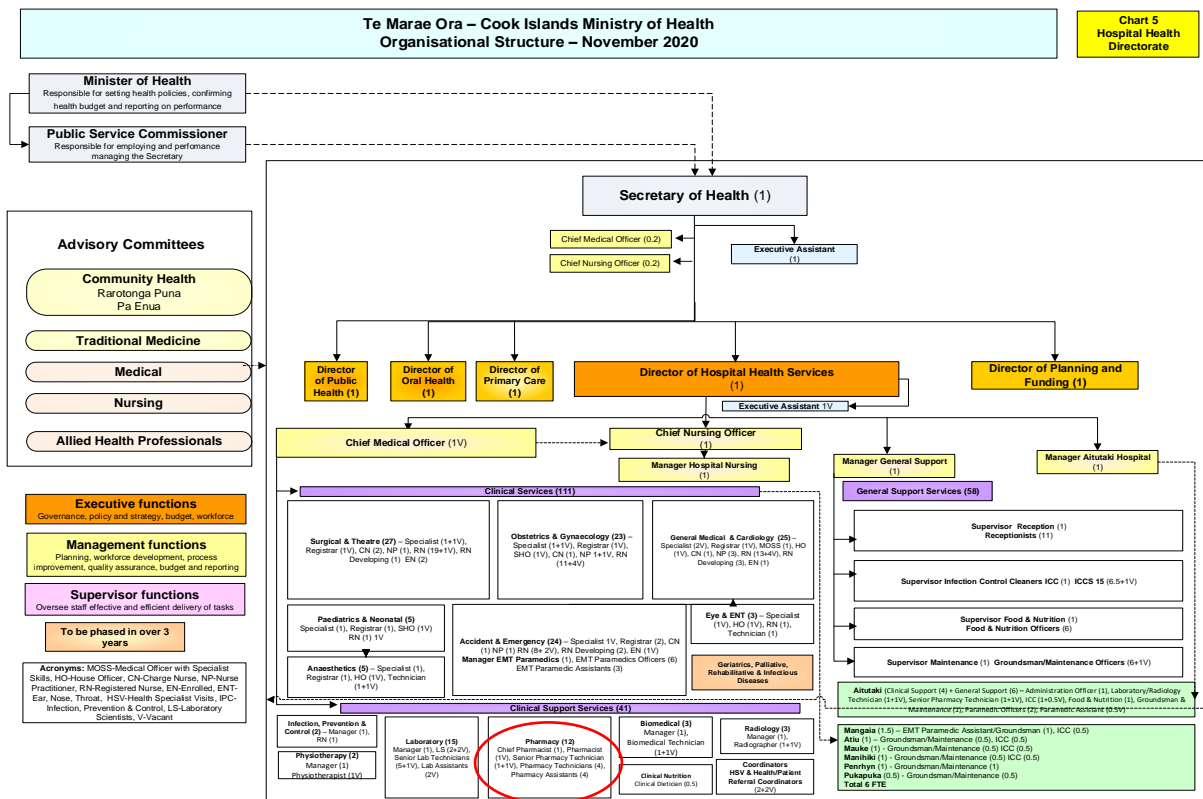
Job Title:	Chief Pharmacist
Division:	Hospital Health
Responsible To:	Chief Medical Officer (CMO)
Responsible For:	>10 full time equivalent staff
Job Purpose:	This role is responsible for managing clinical pharmacy services provided by Te Marae Ora (TMO) Ministry of Health. This role also oversees the safe operation of pharmacy services and practices. They also oversee pharmacies that are privately owned and operated to ensure they meet standard pharmacy requirements. This role also provides strategic and operational advice to the Chief Medical Officer (CMO) as required.
Job Classification:	I – L6 Team Manager
Date updated:	November 2020

AGENCY VISION AND VALUES

Vision: All people living in the Cook Islands living healthier lives and achieving their aspirations.

Values: Respect, People focused, Equity, Quality, Integrity and Accountability

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRAs)/OUTPUTS

KRAs for this position (maximum of 6) Jobholder is accountable for:	Key Performance Indicators (SMART) Jobholder is successful when:
<p>Leadership and management</p> <ul style="list-style-type: none"> • Nurture a workforce culture to embrace the Public Service and TMO values • Oversee the performance management of staff, and ensure appropriate actions taken to reward or improve performance • Support training and professional development opportunities for staff • Investigate and resolve employment disputes between staff • Ensure divisions achieve their objectives within budgetary and time limits • Support process improvements that promote operational excellence • Provide reports to the CMO and perform other duties as required 	<ul style="list-style-type: none"> • Committed staff embrace Public Service and TMO values • Exceptional performers are rewarded and others are placed on performance improvement plans • Competent and motivated staff • Employment disputes resolved in a professional and timely manner • Directorate performs within budget • Directorate is effective and efficient • Quality reports are submitted in a timely manner and Directorate and TMO achieves its objectives
<p>Strategic and operational excellence</p> <ul style="list-style-type: none"> • Develop and review pharmacy guidelines and lists (essential medicines/consumables) • Ensure health information systems are robust and inform quality services and patient care • Ensure protocols and guidelines promote effective and efficient use of resources • Manage financial, asset and risks related to service delivery and management • Proactively engage with stakeholders to design and deliver excellent services • Maintain professional integrity by delivering functions in adherence to Government policies and legislation 	<ul style="list-style-type: none"> • Guidelines and lists up-to-date and implemented effectively • Health information systems are robust and support informed decision making • Excellent service delivery • Unmodified financial audit report, mitigated and well managed risks, systems and practice • Strong relationships to strengthen pharmaceutical capacity and capability • Policy and legislative compliance
<p>Inventory Management</p> <ul style="list-style-type: none"> • Monitor the procurement, storage and use of medicines/consumables to minimise wastage • Engage with border/customs authorities for health supplies including medicines/consumables • Oversee stockpile of essential medicines/consumables for emergencies • Oversee storage and ensure expired/damaged products are safely disposed of • Ensure inventory on hand reconciles to records in the pharmacy information system • Lead emergency preparedness planning and maintain readiness 	<ul style="list-style-type: none"> • Essential medicines/consumables are ordered, well-stocked and stored • Health supplies are accounted for • Sufficient stockpile of medicines/consumables • Quality supply maintained • Stock levels match physically and digitally • Emergency response and disaster risk management plans implemented effectively

<p>Quality care</p> <ul style="list-style-type: none"> • Oversee pharmacy service delivery in hospital and community settings, and ensure standards are adhered to • Apply critical thinking/research to develop innovative solutions to improve services • Maintain/ update professional knowledge base to strengthen service delivery • Monitor and evaluate patient medication regimes and provide advice commensurate with quality care • Promote cost-effective and evidence-based prescribing • Lead reviews on usage/ management of medicines (including controlled drugs) and consumables • Oversee documentation of medication regimes into health information systems 	<ul style="list-style-type: none"> • Pharmacy standards are implemented effectively • Innovative solutions are developed • Build knowledge base for self/others • Medication regimes promote quality patient care • Quality prescribing provided • Reviews inform quality practice • Pharmacy records contain complete, correct and accurate data
<p>Dispensary services</p> <ul style="list-style-type: none"> • Ensure patients are informed on how to take their medicine according to their medication regime • Monitor patients' medicines and records and refer follow-up queries to the CMO or prescribing clinician • Advise clinicians and nurses on drug interactions, potential side effects and optimal use of medicines • Oversee dispensing of medicines according to prescriptions, and protocols/guidelines • Oversee dispensing and inventory levels of controlled drugs (narcotics) and ensure these are dispensed as per legal requirements 	<ul style="list-style-type: none"> • Patients are informed on their medication regimes • Patient prescriptions reviewed for safety • Potential adverse effects and drug interactions are avoided • Medicine dispensed according to the prescription and protocols/guidelines • Legal requirements upheld in the dispensing of controlled drugs (narcotics)

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Analyse and troubleshoot complex problems
2	Develop/update protocols and guidelines to reflect best practice in service delivery
3	Seek clinical/technical advice where required to verify medication regimes
4	Apply evidence-based research and critical thinking to improve practice and services

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

Financial	Nil
Staff	Recommend recruitment, remuneration, training and termination of staff to the CMO
Contractual	Nil

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
TMO Executive and CMO	Planning, pharmaceutical procurement, policy, reporting (<i>Influencing- Medium</i>)	Patients/families Visiting specialists Community and private pharmacies Pharmacy Board	Service delivery (<i>Interact/Serve</i>) Review, investigation (<i>Interact/Serve</i>) Registration, review, investigation (<i>Incidental</i>)
Clinicians, nurses, allied health, public health staff Pharmacy staff	Service delivery (<i>Influencing - Medium</i>) Service delivery, training, budget, remuneration, employment relations (<i>Influencing - Light</i>)	MFEM-RMD Customs Suppliers	Reporting, customs clearance (<i>Incidental</i>) Planning, policy, reporting, technical assistance (<i>Incidental</i>)
Planning and Funding staff	Policy, planning, payroll, training, budget, inventory/asset/financial management, reporting (<i>Influencing - Medium</i>)	Regional, International health organisations	

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> Bachelor of Pharmacy and a post graduate qualification in pharmacy Master of Clinical Pharmacy Current Annual Practising Licence 	<ul style="list-style-type: none"> Doctorate in Pharmacy

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> Minimum 10 years' experience in a senior pharmacy role in a hospital 	Over 10 years' experience in a senior pharmacy role in a hospital

KEY SKILLS/ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Strategic health policies and legislation • Ability to design, implement, monitor and evaluate evidence-based strategic and operational plans • Ability to lead, manage, train, mentor, coach and counsel staff • Engage and build trust with people, communities and key stakeholders
Advanced	<ul style="list-style-type: none"> • Ability to administer health and government legislation e.g. Health Act • Excellent written and spoken Cook Islands Maori and English • Excellent people, interpersonal and communication (written/verbal) skills • Excellent risk communication skills and ability to speak confidently • Ability to develop operational policies, protocols and guidelines • Analyse situations, apply critical thinking and implement solutions in the provision of health services • Ability to manage complex health issues with limited resources • Ability to troubleshoot difficulties encountered in services and implement appropriate solutions • Ability to counsel health system users experiencing emotionally trying health care situations/trauma • Ability to mediate problems between staff to achieve agreeable outcomes • Ability to complete written/verbal reports to a high degree of accuracy • Ability to contribute to the body of knowledge in health specialist fields • Excellent use of computers, software (Microsoft Office) and health information systems
Working	<ul style="list-style-type: none"> • Ability to articulate TMO's vision and values through service delivery • Keep up to date with evidence and trends in healthcare service delivery • Health system operations and services in hospital or community settings • Excellent workforce, financial, information and risk management • Ability to manage and account for budget allocations
Awareness	<ul style="list-style-type: none"> • Political issues associated with health care in the country • National strategic plans and policies and relation to health • Regional and global health, social and economic developments • Role of media and risks of misinformation misleading the public

CHANGE TO JOB DESCRIPTION

Changes to the job description may be made from time to time in response to the changing nature of the agency work environment – including technological or statutory changes.

Approved:

Secretary of Health

Date

Employee

Date