

POSITION DESCRIPTION

Position Title:	Lead Pharmacist – Western Health at Home
Business Unit/Department:	Western Health at Home
Division:	Operations
Award/Agreement:	Medical Scientists, Pharmacists and Psychologists Enterprise Agreement 2021 - 2025
Classification:	TA20 to TA22
Reports To:	Operational: Nurse Unit Manager – Residential in Reach, Pharmacy, Chronic Wound Service Professional: Deputy Director of Pharmacy - Clinical
Direct Reports:	Senior Pharmacists – Western Health at Home Grade 2 Clinical Rotational Pharmacists, pharmacy interns (operational supervision)
Date Prepared/Updated:	12 December 2024

Position Purpose

The Lead Pharmacist – Western Health at Home Division is responsible for overseeing, coordinating, optimising, and managing pharmacy services provided to Western Health at Home patients receiving care within clinical settings, virtually and in the home. The primary services that Pharmacy supports across the division include:

- Hospital in the Home
- Rehab at Home
- GEM at Home
- Community-Based Transition Care Program
- Residential In-Reach
- 1F Integrated Care Hub
- Community Care Coordination

This role provides leadership and strategic guidance for the Western Health at Home pharmacy service, ensuring alignment with Western Health medication governance and pharmacy practices and best practices in clinic and home based healthcare delivery to reduce avoidable hospital presentations and inpatient admissions.

This role is also responsible for identifying and implementing service improvement opportunities, developing innovative models of care and conducting continuous quality improvement and assurance activities. The Western Health at Home Pharmacist will also take ownership of all procedural aspects of pharmacy services provided to the Western Health at Home Division.

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Business Unit Overview

The Division of **Western Health at Home** provides a comprehensive range of inpatient, clinic-based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patients' homes, including residential aged care, supported accommodation and custodial settings. The Division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with the primary objective to support patients to live more healthy days at home. Our diverse range of services, clinics and units collaborate to reduce avoidable hospital presentations and support early, sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The Division's medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of patients' home. These services, which include Hospital in the Home, Rehab at Home, GEM at Home, Community-Based Transition Care Program, Residential In-Reach and Dialysis at Home, deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's range of community-based care and specialty assessment clinics provides comprehensive care chronic disease management. The Division operates chronic dialysis units at all main Western Health campuses, with acute units at Sunshine and Footscray Hospitals. Western Health at Home also manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's west.

Key Responsibilities

Leadership and Strategy:

- Provide strategic guidance and leadership to optimise pharmacy services across all Western Health at Home teams ensuring high-quality patient-centred care
- Identify and drive service improvement initiatives focused on innovation to enhance patient outcomes, including the development, implementation, monitoring and recording of divisional pharmacy KPIs and interventions to assess performance and promote continuous improvement
- Develop innovative models of care that support patients to remain in their homes
- Provide direct line manager support to Western Health at Home Senior Pharmacists and supervise the Clinical Rotational Pharmacists, ensuring adherence to Western Health's key behaviours and effectively managing any deviations from documented staff and role expectations
- Actively participate as a professional advisor to the Western Health Pharmacy senior management team
- Serve as a role model and mentor, promoting good work practices, professional development and ethical behaviour
- Foster a learning environment that promotes teamwork in delivering pharmacy services
- Demonstrate the value of pharmacy services to customers and effectively market these services
- Provide leadership in monitoring trends and new developments in medicines relevant to the Division
- Review and modify work practices pertaining to Western Health at Home Pharmacy services as appropriate.

Provision of Care:

- Provide clinical and operational pharmacy services to patients within all Western Health at Home Teams to support timely transitions from hospital to home and facilitate community-based care, enabling patients to remain in their homes
- Provide daily clinical pharmacy services as required
- Ensure clinical services are provided in compliance with Advanced Pharmacy Australia (AdPha)'s Standards of Practice for Clinical Pharmacy

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- Investigate and assess reported clinical incidents and identify trends of medication-related errors
- Assist in the coordination and collation of requests for compassionate use of medication supply by liaising with all relevant stakeholders
- Coordinate the provision of pharmacy services to ensure that an efficient, effective, consistent and high-quality service is provided
- Ensure that documentation of tasks is accurately and appropriately completed
- Develop and maintain policies and procedures relevant to the provision of pharmacy services within the Western Health at Home Division
- Oversee and maintain the updating of medication administration protocols in the Western Health at Home setting in collaboration with the in-house policies and procedures officer
- Oversee and ensure the supply of required pharmaceuticals for patients and participate in the rationalisation of medication supply
- Perform other duties as delegated by the Operational Management team of the Western Health at Home Division or Director of Pharmacy

Collaborative Practice:

- Maintain and report on the Western Health at Home Pharmacy Service Plan by submitting quarterly progress reports to the manager of the service
- Collect and respond to feedback from nursing and medical staff regarding Western Health at Home pharmacy services
- Participate in and coordinate quality assurance activities, ensuring compliance with Standard 4 accreditation requirements
- Collaborate with clinical services on joint quality activities, including clinical audits to enhance service delivery
- Engage in multi-disciplinary committees and working groups within Western Health
- Facilitate communication of patient medication requirements with carers and/or relevant health care providers in the community
- Complete medication management reviews to ensure effective and safe medication management to optimise patient care
- Participate in the training of medical and nursing staff

Professional Development: Education, Training and Research

- Provide expert advice on Western Health at Home pharmacy services and communicate this effectively to relevant staff
- Develop and implement clinical procedures relating to the Western Health at Home services, ensuring that all clinical pharmacists understand and are adequately trained
- Participate in the department's performance development program
- Oversee an education portfolio for Western Health at Home services, including training and assessment of all pharmacy staff, and clinical education for nursing and junior medical staff
- Develop structured training programs and an education framework in collaboration with the Education Pharmacists for all pharmacy staff
- Maintain affiliation with professional bodies
- Participate in relevant conferences, seminars and related educational activities
- Identify research opportunities and coordinate quality assurance projects related to Western Health at Home pharmacy services
- Engage proactively in research, publications and presentation relevant to the Division's pharmacy practice
- Lead practice research in collaboration with the Lead Pharmacist- Medication Safety, Pharmacy Team Leads and Senior Pharmacy Management to improve clinical pharmacy services
- Assist divisional staff with research grants and the development of research protocols, ethics committee submissions and publications

Operational Management and Service Development:

- Continuously develop the Western Health at Home clinical pharmacy service profile by reviewing and modifying work practices as appropriate
- Coordinate suitable training and handover for the Senior Pharmacists – Western Health to assume the Lead Pharmacist role, ensuring uninterrupted service during leave periods

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- Coordinate recording and analysis of pharmacist interventions and workload statistics for KPI reporting
- Oversee the medication expenditure, identify cost-saving opportunities and lead implementation strategies with the Lead Pharmacist- Medicines Strategy . This includes participation in tenders, purchasing agreements and conversion to alternative drug therapies as required.
- Oversee optimal inventory management of pharmaceuticals within the Western Health at Home Unit
- Ensure compliance with Western Health’s Drug Formulary and Pharmaceutical Utilisation Committee decisions
- Produce and review monthly medication usage reports for WH Pharmacy and Nursing and Medical within Western Health at Home Unit
- Proactively recommend cost-effective medication therapies
- Optimise PBS claiming, ensuring prescriptions meet HIC requirements and comply with Western Health’s prescribing and dispensing procedures
- Deliver the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims as needed

Key Working Relationships

Internal:

- Nurse Unit Managers, Western Health at Home
- Service Managers, Western Health at Home
- Operations Managers, Western Health at Home
- Divisional Director, Western Health at Home
- Clinical Service Director, Western Health at Home
- Operational Performance and Redesign Managers
- Western Health at Home Pharmacy staff
- Director of Pharmacy
- Deputy Director of Pharmacy
- Nursing, Allied Health and Medical staff within Western Health
- Other staff members and clinics within the Division and across Western Health

External:

- Patients and their family/carers
- Community service providers
- Community pharmacies
- Brokered service providers
- Medical practitioners
- External key client contacts such as community case managers
- Professional bodies and committees

Selection Criteria

Essential

- Registered Pharmacist with Australian Health Practitioner Regulation Agency (AHPRA)
- At least five years of hospital clinical pharmacy experience
- Proven record of achievement as a clinical pharmacist with highly developed clinical skills
- Highly developed written and oral communication skills
- Strong leadership and interpersonal skills, with the ability to influence and collaborate with a diverse range of stakeholders.
- Knowledge and understanding of all relevant aspects of pharmacy services, and a demonstrated ability to practice in accordance with SHPA Standards of Practice for Clinical Pharmacy
- Commitment to continual professional development and the ability to keep abreast of current knowledge and accepted practices
- Previous experience in the provision of at home or transitions of care pharmacy services

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- Ability to identify improvement opportunities and lead the development of pharmacy services through project and participation in multidisciplinary working committees
- Demonstrated ability to manage multiple priorities and achieve targets by established deadlines
- Demonstrated ability to manage medication expenditure effectively
- Ability to deliver published practice research projects.
- Current driver's license
- Information systems and technology proficient

Desirable

- Experience in line management of hospital pharmacy staff
- Relevant post-graduate qualification
- Pharmacy special interest group membership

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully cooperate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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<i>I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.</i>			
Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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