

Position Title:	Outreach Clinical Pharmacist
Operationally reports to:	Manager – Ambulatory Aged Care Program
Professionally reports to:	Director of Pharmacy
Department:	Ambulatory Aged Care Program (AAP)
Directorate:	Community Care and Mental Health
Cost centre:	F8506
Code & classification:	Grade 2 Years 1 - 4 (SX2 - SX5)
Performance review:	Upon completion of the probationary and qualifying period and annually or as requested
Employment conditions:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single interest Enterprise Agreement 2021 - 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Health Service in the Hume Region of Victoria, with campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub-region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.



GV Health



CREATE. Outstanding.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

In this role, you will provide high-quality pharmaceutical care by optimising medication therapy to ensure safe outcomes for clients receiving care at home through Ambulatory Aged Care Programs (AACP). You will report professionally to the Director of Pharmacy and operationally to the Manager of AACP. Your responsibilities include working with a multidisciplinary team to conduct home visits, assessing all aspects of medication management. This position will support the team in improving client compliance, and providing education to patients and their caregivers.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Professionally lead the delivery of pharmacy services within the multidisciplinary AACP team, providing clinical pharmacy service and advice to health practitioners to deliver an effective medication service.
- Provide high-quality clinical pharmacy and operational support services at GV health
- Visit client’s home to comprehensively assess all aspects of medication management, including assessing the patient’s ability to manage their medications and medication aids.
- Engaging in and supporting evidence-based clinical work and ensuring smooth patient transitions through GV health by liaising with relevant staff and community agencies to ensure continuity of care for patients and their families.
- Maintain an accurate and up-to-date patient drug profile and monitor the patient’s ongoing drug therapy and inform the medical and nursing staff of all errors relating to prescribing and administration of medications, and complete an incident report as appropriate.
- Assist the AACP team in clinical audits also in the development and review of policies and procedures.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information and services to clinical areas.
- Participation in quality improvement audits and representing the discipline in relevant forums as required.

1. Provide quality and safe clinical care for consumers

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment.
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure.
- Comply with best practice healthcare standards, legislation, and GV Health’s Clinical Governance Framework and clinical practice guidelines.
- Respond timely and appropriately to consumer feedback and complaints to ensure that issues are resolved, and quality clinical care is provided.
- Maintain current clinical records accurately, ensuring documentation meets professional and legal standards.
- Promptly report vital consumer observations that are outside the normal range of clinical guidelines.
- Promote GV Health as a quality regional health care provider.



GV Health



2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice and procedures.
- Actively participate in identifying where improvements can be made to the quality of consumer care.
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

4. Commit to the ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health.
- Undertake credentialing and review of the scope of practice and work within these.
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews.
- Provision of appropriate supervision to less experienced clinical employees.
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider



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CREATE. Outstanding.

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Ability to work in a multidisciplinary team to support different AACP programs.
- Current drivers licence.
- Registered as a practising pharmacist with the Australian Health Practitioner Regulation Agency (AHPRA) and a minimum of two years' experience in clinical pharmacy service.
- Demonstrated effective interpersonal skills, including communication, negotiation, team building, influencing, conflict resolution and the building of positive workplace culture.
- Demonstrated skills and experience in managing a complex workload, quality improvement activity, problem solving and development and implementation of new initiatives.
- Evidence of a commitment to continuing professional development.
- Satisfactory National History Criminal Check before the commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check before the commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration before the commencement of employment
- Evidence of full immunisation against COVID-19 and Influenza
- Current Drivers licence

Desirable

- Postgraduate qualification in clinical pharmacy



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Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and can perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:



Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ Exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	Director of Pharmacy
Issued	March 2024
Reviewed	August 2024

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ /_____/_____

(Print Name)