

Position Description

Title	<i>Senior Clinical Pharmacist</i>	Position Reports to	<i>Director of Pharmacy</i>
Classification	<i>SX6 – SX81</i>	Employment Status	<i>Permanent full time 1.0FTE</i>
Enterprise Agreement	<i>Medical Scientists, Pharmacists and Psychologists (Public Sector - Victoria) Award 2021-2025</i>		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 160 years. The Eye and Ear has over 100 different specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

The Senior Clinical Pharmacist is responsible for ensuring an effective, efficient and patient-centred pharmacy service to the highest ethical, legal and professional standards within hospital policies and legal requirements.

The Senior Clinical Pharmacist is responsible for all aspects of the clinical pharmacy service, including planning, delivering, expanding and monitoring clinical pharmacy service to clinical areas; and recruitment and management of clinical pharmacy staff to deliver services. The clinical pharmacy service encompasses inpatient ward, specialist clinics and ED pharmacy services, medication reconciliation and charting, training & development, medication safety, antimicrobial stewardship, drug usage evaluation, electronic medication management and quality use of medicines.

Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care. This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team.
 - Plan the activities of the clinical pharmacy service, working with other relevant pharmacy and hospital staff on initiatives to ensure that activities are integrated toward the achievement of overall Hospital objectives.
 - Ensure that clinical pharmacy staff are aware of the need and are supported to deliver patient care of the highest standard. Staff must be encouraged to be sensitive and responsive to all issues that may affect, directly or indirectly, the provision of services to our patients.
2. Work within an ethically and legally sound framework. Ensure that the delivery of clinical services within the Department is in line with legislation, best evidence based practice, hospital policies and procedures, and the National Safety and Quality Health Service Standards (NSQHSS).
3. Information Technology (IT) skills that are commensurate with the requirements of the role and support electronic medication management, including the effective use of electronic medication record (EMR) and other hospital applications.
4. Provide Leadership & Management
 - Model appropriate standards and behaviours consistent with Eye & Ear Hospital values, vision, mission and code of conduct, policies and procedures.
 - Maintain knowledge of best practice clinical pharmacy services and management, and keep abreast of current developments.
 - Provide a strategic direction and future vision for the clinical pharmacy services and pharmacy department with a view to expand and improve service delivery in line with emerging best practice.
 - Implement and manage the quality and performance improvement program for clinical pharmacy service.
 - Provide day to day supervision and management of clinical pharmacy staff, their rosters and on-call clinical services.
 - Establish and maintain a healthy and positive clinical pharmacy service environment.

- Ensure effective and regular communication occurs with staff about functional and other relevant clinical pharmacy matters, ensuring that lines of communication upwards, downwards and laterally are facilitated.
- Champion quality and performance improvement activities.
- Encourage and facilitate effective teamwork.
- Undertake formal performance management of clinical pharmacy staff in line with hospital procedure. Such processes should emphasise ongoing feedback, coaching, professional/personal development and recognition, as well as aiming to resolve areas of unsatisfactory performance.
- Participate in recruitment and selection of quality staff in accordance with the Hospital's recruitment policies.
- Organise and motivate all staff assigned to the clinical pharmacy services.
- Ensure continuity of staff for the operation of the clinical pharmacy services. During times of staff shortage check that all necessary duties are being performed and liaise with the Director or Deputy Director of Pharmacy

5. Clinical Pharmacy Services

- Lead and participate in the day-to-day operation of the clinical pharmacy services within legal requirements, professional pharmacy standards, hospital policies and procedures.
- Ensure an efficient, safe and effective clinical pharmacy service which supports the Eye & Ear Hospital's standards of service.
- Actively monitor, audit and report on the clinical pharmacy service and the associated key performance indicators.
- Develop and maintain all procedures relating to the clinical pharmacy services. This includes review and update of procedures.
- Ensure all clinical pharmacy staff are familiar and comply with the policies and procedures
- Communicate results, suggestions, operational matters and discuss any issues and interesting cases with the Clinical Team via coordination and chairing of a monthly Clinical Team Meeting and distribution of minutes.
- Develop and assess competencies for the clinical pharmacy staff.
- Provide advice to the Deputy Director of Pharmacy and Director of Pharmacy on clinical matters.
- Keep abreast of new developments in aspects of clinical pharmacy practice and encourage staff engagement and implementation of new systems and processes that conform to best practice.
- Ensure a quality improvement program for the clinical pharmacy service, including the development, monitoring and reporting of key performance indicators (financial, operations and quality).
- Ensure that specialist clinical information is stored and organised for easy retrieval by pharmacists for reference.
- Provide clinical interpretation of drug related matters.
- Review and advise on the management of patients receiving complex pharmacological treatments, or not responding to existing or established treatment regimes.
- Lead and participate in drug usage evaluation and safety and quality audits
- Assist the Director and Deputy Director of Pharmacy with drug formulary and IPU management.
- Act as Minutes Secretary for the Drugs and Therapeutics Committee to assist with setting the agenda and collating minutes for each meeting.

- Accept other duties, consistent with those of a senior clinical pharmacist, as required by the Director and Deputy Director of Pharmacy.
- 6. Supply of Medicines
 - Supply medicines to customers/clients of the Hospital according to policies and procedures. This includes preparation, simple and complex compounding of medicines.
 - Provide information on medicines to clients and staff of the Hospital.
 - Contribute to and provide recommendations with regards to hospital medicine formulary
- 7. Research and development
 - Assist the Director of Pharmacy to build relationships/partnering opportunities with external organisations.
 - Facilitate and participate in research activities as required.
 - Participate and/or contribute to conference/external presentations and publications.
- 8. Education and training
 - Ensure an appropriate orientation, training and development program for pharmacy staff on clinical pharmacy service.
 - Participate in the orientation and training program for new clinical pharmacy staff.
 - Ensure a robust pharmacy department continuing education program which caters for all functional groups (i.e. clinical pharmacists, dispensary pharmacists, pharmacy technicians, pharmacy students).
 - Develop, maintain and oversee the pharmacy student program in collaboration with the Professional Development Pharmacist.
 - Oversee the clinical training and educational requirements of the pharmacy department.
 - Participate in the pharmacy department professional development program and ClinCat® delivery.
 - Deliver education and training to other hospital staff as required.
- 9. Other
 - Support the pharmacist daily roster to ensure an efficient use of resources and continuity of service within budget requirements.
 - Provide advice on pharmacist leave management.
 - Coordinate and participate in the on-call, weekend and public holiday pharmacy services.
 - Attend and actively contribute to pharmacy department meetings and educational forums.
 - Represent the Pharmacy department at Medical Emergency Committee, Drugs and Therapeutics Committee and Medication Safety Committee meetings and other committee meetings as required.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Providing care that is patient centred and delivered in partnership with the patient and their carer.

- Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities and the collation of Improvement Journey Posters.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Demonstrate compliance with the Eye and Ear Data Integrity Framework ([link](#)).

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of others who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.
- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	Current AHPRA registration as a Practicing pharmacist (with no restrictions)	SHPA ClinCAT® trained accredited evaluator.
		Relevant post graduate qualifications (completed or in progress)
Experience	Minimum of 5 years hospital pharmacy experience	Staff supervision and team leadership experience
	3 years of extensive clinical experience	Specialist knowledge of eye and ENT medications and clinical conditions
	Training and education experience	Research and quality improvement project management experience
	Drug usage evaluation and clinical audit experience	Familiarity with VHIMs/RiskMan incident reporting software
Competencies	Commitment to patient centred care and professional practice	Familiarity with Merlin® dispensing software
	Demonstrated leadership, negotiation and decision making skills	Familiarity with CERNER® medication management software
	Demonstrated organisational and prioritisation skills	Familiarity with VHIMs/RiskMan incident reporting software
	Demonstrated commitment to education and training	Membership of the Advanced Pharmacy Australia (ADPHA)
	Demonstrated commitment to continuous quality improvement and quality pharmacy services	
	Knowledge of the Pharmaceutical Benefits Scheme (PBS)	
	Knowledge of Special Access Scheme (SAS) & Authorised Prescriber processes	
	Medicine information retrieval and critical evaluation skills	
	Commitment to promotion of quality use of medicines	
	Intermediate to advanced Microsoft Office skills	

Reporting Lines

Position Reports to – Director of Pharmacy

Number of Direct reports - 9

Key Working Relationships

Internal: Pharmacy staff, Clinicians (nursing, medical and allied health), Clerical staff

External: Health professionals, Patients, Private customers and clients of Eye and Ear

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Amy Crow, Director of Pharmacy

Date: May, 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____