



## POSITION DESCRIPTION

### QCPP Technical Advisor

<b>Area</b>	Practice and Health Services
<b>Team</b>	Quality Care Pharmacy Program (QCPP)
<b>Role Classification</b>	Specialist or Manager
<b>Supervisor/s</b>	Program Manager, QCPP
<b>Status of Position</b>	Full Time

Formed in 1928, the Pharmacy Guild of Australia (the Guild) is a peak national employer organisation, which represents Australia's community pharmacies.

#### Our Vision

To embed community pharmacy as a key element in Australia's primary health infrastructure.

#### Our Mission

To enable community pharmacy to serve the needs and preferences of patients and health consumers across Australia using pharmacy's unique role in medication management and safety.

#### Our Values

Integration of our five core values into our employment practices and frameworks allows the Guild to recognise and respect individual staff members for their personal contributions to their roles, their colleagues, the Guild and ultimately to the community pharmacy sector. Our five values are:

Respect	Integrity	Compassion & Community	Equity & Fairness	Reliability
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Through our focus on our core values and the related behaviours that align to them, we strive to provide a flexible, supportive and rewarding work environment for all staff allowing the potential for professional and personal growth.

#### Our Focus Areas

We will deliver our Mission through four Focus Areas, with each area based on strategies, outcomes and measures. Our Focus Areas are:

1. Member Services and Engagement
2. Advocacy
3. Community Pharmacy Sustainability
4. Governance and Enabling Functions

The Focus Areas will achieve the Guild's Mission through ongoing advocacy, continuous improvement, best practice innovation and enduring business solutions that are underpinned by a stable industrial relations framework.



## Practice and Health Services

The Practice and Health Services Team exists to innovate, assess, create, partner, implement, support and review opportunities to progress community pharmacy. They work on platforms, partnerships and initiatives to support efficient pharmacy practice and information access. They support pharmacies to improve equity of access to services to improve health outcomes for First Nations people and rural & remote communities.

Team functions include:

1. CPA Programs
2. Digital Health
3. Opportunities and issues
4. S100 and Guild Corporate Health

## Quality Care Pharmacy Program (QCPP) Team

The Quality Pharmacy Practice Team is committed to its mission of *'Better Pharmacies through Quality in Practice'* which is delivered through innovative design, value promotion and messaging, adaptive practice and maintaining optimal performance.

The Team is responsible for the management of the Quality Care Pharmacy Program (QCPP), standards maintenance and accreditation processes. The Quality Care Pharmacy Program is a quality assurance program focused on improving community pharmacy services provided to the public. It operates within a quality management system framework inclusive of business and professional standard elements, procedures and templates against which community pharmacies can be assessed and accredited.

These programs and processes support the ongoing improvement of pharmacy practice in community pharmacies across Australia and are aligned with national health initiatives to improve safety, quality, knowledge and skills within the pharmacy sector. The Team oversees the development of business and professional quality standards for pharmacies and is responsible for maintaining the Guild's external accreditation by agencies such as JAS-ANZ (Joint Accreditation System for Australian and New Zealand), ABSDO (Accreditation Board for Standards Development Organisations) and APC (Australian Pharmacy Council).

## Role Responsibilities of the QCPP Technical Advisor

*Key Responsibilities include:*

- Manage and drive the development and continual improvement of the Quality Care Pharmacy Program Requirements, checklist associated guidelines and support material to ensure compliance with legislative, regulatory, and organisational standards.
- Manage QCPP compliance and assurance activities ensuring compliance with assurance frameworks such as JASANZ.
- Coordinate the provision of accurate and consistent technical advice to support the day to day delivery of the Quality Care Pharmacy Program and to embed a nationally consistent approach to the Quality Care Pharmacy Program
- Provide technical oversight and advice to the QCPP Assessment service provider on governance, quality, and risk management.
- Building and maintaining relationships with internal and external stakeholders.
- Develop and deliver QCPP technical training to relevant staff and stakeholders.
- Undertake special circumstance reviews, corrective action review requests and manage QCPP Interpretations & Rulings Panel to support QCPP accredited pharmacies in upholding the program rules.
- Provide technical input into QCPP promotion and engagement activities.
- Manage and regularly review the QCPP Refresher Training process.

- Represent QCPP and The Pharmacy Guild of Australia on working parties, review groups, committees, meetings and conferences relevant to areas of responsibility
- Provide a range of project management and support services including submissions, proposals, contracts, reports, papers, brochures, newsletters, policies and data to support program development and good governance for senior management and committees.
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes.

## Organisational Relationships

- Reports to Director, QCPP
- Works closely with Customer Experience Manager, QCPP and Guild Pharmacists
- Works with the QCPP team and Practice and Health Services Team.
- Provides technical advice to the Practice and Health Services Team.
- Manages external relationships with QCPP Assessment Services contract providers, QCPP Interpretations & Rulings Panel, QCPP pharmacies and other relevant stakeholders

## Role Specific Capabilities

*The following work experience is required:*

- Community pharmacy experience
- Working with Quality Management Systems

*This position requires skills about the following areas:*

- Well-developed interpersonal skills
- Training development & facilitation skills
- Ability to communicate professionally
- Stakeholder engagement & liaison
- Planning and prioritising
- Critical thinking and ability to solve technical problems

*This position requires competencies in the following areas:*

- Adaptability to an evolving workplace
- Highly developed interpersonal skills
- Attention to detail
- Demonstrated ethical behaviour
- Time management skills
- Effective team player

## Authorities List

*This position has the following authority approval:*

- Nil

## Qualifications

*The following qualifications are desirable for this position:*

- Community Pharmacist
- Management and/or project management qualifications
- Lead auditor certification

## Records Management

The Guild is committed to best practice recordkeeping through systems that support the creation, maintenance and protection of accurate and reliable records. All practices concerning recordkeeping

within the Guild are to be in accordance with the Guild Records Management policy and its supporting procedures.

Each employee is responsible for creating and maintaining accurate and reliable records to meet legal requirements, provide evidence of prior business decisions and support current and future business activity.

## **Work Safety**

The Guild strives to provide a safe and healthy work environment for all employees, clients, contractors and visitors. Its aim is to eliminate any hazard that could constitute personal injury or illness and it will do all that is reasonably practicable to ensure safe work practices are adopted and adhered to.

Each employee is asked to take reasonable care to protect their own health and safety at work and also the health and safety of others in the workplace. Employees must also report all accidents, incidents and hazards to their supervisor as soon as is practicable.