



POSITION DESCRIPTION

QCPP Customer Experience Officer

Area	Practice and Health Services
Team	Quality Care Pharmacy Program (QCPP)
Role Classification	Business and Administration Support
Supervisor/s	Customer Experience Manager, QCPP
Status of Position	Full Time, Ongoing

The Pharmacy Guild of Australia represents our members, the proprietors of community pharmacies in Australia. These pharmacies form a unique network of accessible, trusted, healthcare professionals across Australia.

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.

National Secretariat

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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

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 QCPP Customer Experience Officer

Key Responsibilities include:

- Provide excellent QCPP accredited pharmacy services through high level customer service
- Support new pharmacies to participate in the QCPP accreditation cycle
- Maintain accurate QCPP accredited pharmacy information, data systems, and reporting
- Ensure consistent and timely application of administrative processes, procedures and tasks
- Work and support a team-based environment to achieve the strategic direction and objectives of QCPP
- Encourage effective relationships with key stakeholders
- Demonstrate initiative through identifying potential solutions to enhance program efficiencies
- Timely and accurate processing of information and reports
- Contribute to projects as required including workshops and User Acceptance Testing
- Undertake up-skilling and cross skilling activities
- Other duties as required

Organisational Relationships

- Reports to Customer Experience Manager, QCPP
- Works with the QCPP team and Practice and Health Services Team

- Manages external relationships with QCPP Assessment Services contract providers, QCPP pharmacies and other relevant stakeholders

Role Specific Capabilities

The following work experience is required:

- Provision of customer service
- Prior experience working in a business administration role
- Working with Databases and/or CRM systems
- Experience working in a health related organisation (*desirable*)

This position requires skills in the following areas:

- Business administration
- Demonstrated application of Office systems (Microsoft Word, Excel, PowerPoint and Outlook)
- Ability to use Databases and/or CRM systems
- Communication skills – both written and oral
- Organisational and time management skills

This position requires competencies in the following areas:

- Adaptability to an evolving workplace
- Highly developed interpersonal skills
- Demonstrate initiative and a can-do attitude
- Attention to detail
- Demonstrated ethical behaviour
- Time management skills
- Effective team player
- Customer focus

Authorities List

This position has the following authority approval:

- Nil

Qualifications

The following qualifications are desirable for this position:

- Qualifications in Business Administration

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.