

Position Description

Position	Case Manager (1FTE)
Reporting to	Registrar

Our organisation

The Pharmacy Council of New Zealand (Te Pou Whakamana Kaimatū o Aotearoa) is a Responsible Authority created under the Health Practitioners Competence Assurance Act (HPCA Act) 2003 and regulates the profession of pharmacy. This protects the public by ensuring that pharmacists are competent and fit to practise. We set standards for pharmacist training, authorise the registration of pharmacists, process applications for pharmacists' annual practising certificates, and consider complaints about pharmacists' conduct, fitness to practise or health.

Our vision

Through skilled and safe practice, pharmacists contribute to better health outcomes for New Zealanders. We aspire to have pharmacists operate at the top of their scope of practice and to not only be competent and professional in their roles but to continually work towards being the best pharmacist they can be.

Our mission

To ensure that all pharmacists in Aotearoa are competent and fit to practise in the multitude of roles they perform, in order to keep everyone's whānau safe and healthy.

Te Tiriti o Waitangi

The Pharmacy Council of New Zealand recognises its role and responsibility to meet its obligations under Te Tiriti o Waitangi. Our workplace strives to foster Manaakitanga best practices including authentic partnership, consultation and mahi tahi approaches to decision making and improvement.

Position purpose

The Case Manager is responsible for supporting the Senior Case Manager and Registrar in developing, implementing, and managing procedures relating to Parts 2, 3, and 4 of the Health Practitioners Competence Assurance Act 2003 (the Act).

The Case Manager also assists with implementing procedures relating to registrations, recertification, fitness to practice, complaints, notifications, and investigations as required.

Key relationships

External: The public, pharmacists, pharmacist employers/co-workers, legal advisors, investigators, conciliators, clinicians, Professional Conduct Committees, HDC, HPDT, and Medsafe.

Internal: Registrar, Senior Case Manager, Registrations Officer (Notifications and Complaints), Practice Advisor, Legal Advisor, Manager Registration & Competence Assurance, relevant Council Committees and Competence Review Teams.

We are a small team and collegial, effective working relationships with all colleagues is essential.

Key tasks and responsibilities

Key Responsibility	Tasks/Activities
Triage complaints and notifications	<ul style="list-style-type: none"> • Assist with assessment of preliminary information • Assist with identifying high priority cases • Ensure all formal complaints and notifications are identified, monitored and processed as per agreed timeframes.
Committee and Council meeting items	<ul style="list-style-type: none"> • Prepare papers for meetings • Support the development of decision letters (substantive sections of letters based on templates and complete letters, when applicable) • Secretariat support as required, including: <ul style="list-style-type: none"> ○ Prepare documentation ○ Organise meetings ○ Take minutes and draft correspondence
Monitoring interventions	<ul style="list-style-type: none"> • Ensure monitoring activities ordered by Council for individual pharmacists are managed, including specific communication with relevant parties. • Deadlines for action (e.g., reports, testing) are met
Competence and Fitness to Practise Committee	<ul style="list-style-type: none"> • Organise meetings/video conferences for the Committee. • Prepare documentation (including decision papers) for meetings, take minutes and draft all resulting documentation. • Ensure committee procedures for pharmacists are appropriate for individual circumstances, protect the public, and comply with the Act, Council policy, and procedures. • Liaise with the Competence Review Team and individual pharmacists as required. • Provide support with all documentation for competence programmes as required.
HPDT	<ul style="list-style-type: none"> • Manage HPDT liaison • Obtain reports on HPDT outcomes and costs
Legal advice	<ul style="list-style-type: none"> • Obtain legal advice where appropriate
Registration/recertification	<ul style="list-style-type: none"> • Support the processes around the receipt and investigation of all disclosures. • Contribute to the drafting of correspondence for individual pharmacist applications for registration and recertification as required. • Assist with project management for implementation of new systems and processes. • Assist other members of the team as required.
Reporting	<ul style="list-style-type: none"> • Assist in the development of reports to the management team on complaints, notifications and relevant data.
General	<ul style="list-style-type: none"> • File management – in particular, practitioner correspondence and general files relating to conduct, health and competence. • Contribute to the development of communication with the public and profession via the website and newsletters relating to compliance matters including HPDT outcomes.

Key Responsibility	Tasks/Activities
	<ul style="list-style-type: none"> Assist with other tasks as required to manage miscellaneous workload associated with peak demands.

The Pharmacy Council retains the right to vary the position description should this be required to meet operational and business requirements.

Competencies

Team Centred

- Team Development: Ability to work with others to achieve goals.
- Relationship Development: Ability to establish rapport both internally and externally at all levels.
- Communication: Ability to clearly convey thoughts; listen and understand others. Cultural Appropriateness: Ability to provide culturally appropriate support.

Results Driven

- Self-Management: Ability to set standards for self; be self-directed and self-motivated.

Quality Focussed

- Ability to identify problems; systematically use information to determine solutions and reach decisions.
- Continuous Improvement: Ability to generate and implement innovative improvements to the organisation.
- Learning and Adaptability: Ability to adapt to change; develop competencies for current and future job needs.

Commitment to Pharmacy Council Tikanga (correct processes):

- Proactively develops, and demonstrates cultural competence and an understanding of Te Tiriti, Māori health equity, and Te ao Māori, and applies this knowledge.
- Promotes cultural safety, competence, and connection with Hauora Māori in our sector.
- Knowledge and understanding of health, safety, and wellbeing practices, and complies with Pharmacy Council policies and procedures.

Person Specification

- Excellent relationship skills with the ability to work with people from all areas of business, professional with the ability to deal with challenging stakeholders.
- Ability to use initiative and foresight to prioritise workload.
- Strong attention to detail, striving for excellence and accuracy in all areas of work.
- Excellent organisational, administrative and time management skills with the ability to multi-task, meet deadlines and work with high volumes.
- Ability to project manage and implement systems and processes
- High level of expertise in verbal and written communication
- Demonstrated ability to exercise sound judgement and quality decision making
- Strives for excellence and accuracy in all areas of work
- An enquiring mind and a willingness to learn
- Ability to develop and maintain relationships with colleagues and relevant stakeholders.
- Integrity and honesty – widely trusted, maintain confidentiality at all times and use discretion appropriately.