

Position Description

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| Position | Registrations Officer (Notifications and Complaints) (0.4 FTE) Three month fixed-term contract |
| 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 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 Registrations Officer (Notifications and Complaints) is responsible for assisting the Registrar, Case Managers and Practice Advisor in the implementation of procedures relating to registrations, recertification, fitness to practice, complaints, notification and investigations.

Manage and/or contribute to organisation-wide initiatives and projects.

Key relationships

Internal:

Registrar, Case Managers, Practice Advisor
Council Operational team
Relevant Council Committees (Competence and Fitness to Practice Committee and independent Professional Conduct Committees)
We are a small team and strong working relationships with all colleagues is essential.

External: Pharmacists, pharmacist employers/co-workers, members of the public

Key tasks and responsibilities

| Key Responsibility | Tasks/Activities |
|---|---|
| Case and file management | <ul style="list-style-type: none"> • Ensure all formal complaints and notifications are identified, monitored and processed as per agreed timeframes. • Ensure comprehensive file management for: <ul style="list-style-type: none"> ○ Individual notifications and complaint, including all relevant information, submissions and correspondence, and ○ General files relating to conduct, health, competence, legal advice, policies, procedures and standard operating procedures |
| Cases Review meetings | <ul style="list-style-type: none"> • Co-ordinate and assist with: <ul style="list-style-type: none"> ○ Organising Cases Review meetings (or videoconferences). • Taking minutes and drafting correspondence for complaints • Ensure all information for complaints screening is recorded according to policy and procedures. |
| Competence and Fitness to Practice Committee | <ul style="list-style-type: none"> • Co-ordinate and assist with: <ul style="list-style-type: none"> ○ Organising Health Committee meetings (or videoconferences) ○ The preparation of documents for Competence and Fitness to Practice Committee as directed ○ Deputise as minute-taker and follow-up after Competence and Fitness to Practice Committee meetings as required. |
| Professional Standards Committee | <ul style="list-style-type: none"> • Organise Committee meetings (or teleconferences). • Take minutes for Committee meetings, if requested. |
| Professional Conduct Committee | <ul style="list-style-type: none"> • Provide secretariat support for Professional Conduct Committees including arranging meetings, taking minutes, drafting letters, or as requested by the convener of the committee. |
| Competence Reviews | <ul style="list-style-type: none"> • Assist with the administration procedures for competence review • Liaise with the competence review team and individual pharmacists as required. • Co-ordinate the preparation of documentation for Competence Reviews as required. |
| General | <ul style="list-style-type: none"> • Duties related to administration within the registrations team as required. |

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

Competencies

Customer focused:

- Technical communication skills: Ability to provide clear communications to a high standard using the right tone of voice for the audience and channel.
- Customer needs: Ability to listen and understand what is required.
- Timeliness: Ability to meet deadlines.

Team centred:

- Team Development: Ability to work with others to achieve goals and show initiative to provide support for the team as required.
- Relationship Development: Ability to build and sustain effective relationships internally.
- Communication: Ability to clearly convey thoughts; listen and understand others.
- Cultural Appropriateness: Ability to provide culturally appropriate support.

Quality Focussed

- Continuous Improvement: Ability to embrace and implement innovative improvements to the organisation.
- Learning and Adaptability: Ability to adapt to change; develop competencies for current and future job needs.

Results Driven

- Self-Management: Ability to set high standards for self; be self-directed (proactive) and self-motivated.
- Relishes Challenge: Enjoys taking on new opportunities and owning them.
- Outcome focus: Ability to identify problems; systematically use information to determine solutions and reach decisions decisively.

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 organisational and administrative skills with the ability to multi-task
- Ability to meet deadlines, and work with high volumes
- Ability to manage projects 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
- Excellent relationship skills with the ability to work with people from all areas of business, professional, with the ability to deal with difficult people
- An enquiring mind and a willingness to learn