



Milford Care Centre

Chief II Pharmacist

1 X 0.5 WTE – 18 month Specific Purpose Contract

The post holder will be involved in the design and implementation of the Specialised Palliative Care Clinical Management System

Job Specification

Job Title	Chief II Pharmacist EPMA Local Lead Pharmacist
Remuneration	As per Department of Health Consolidated Pay Scales: Chief II Pharmacist per annum pro rata.
Campaign Reference	CMS project (EPMA)
Closing Date	Friday 11 th October 2024
Proposed Interview Date (s)	Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	Milford Care Centre, Limerick (MCC) or Our Lady's Hospice, Dublin (OLH C&S) and other Specialist Palliative Care sites as required A panel may be formed as a result of this campaign from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	Marie Wright, Chief II Pharmacist, Milford Care Centre 061 485539 – m.wright@milfordcarecentre.ie

<p>Details of Service</p>	<p>The Project</p> <p>Specialist Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial, and spiritual (WHO, 2004).</p> <p>Specialist Palliative Care services are those services whose core activity is the provision of palliative care, provided by an inter disciplinary team, to patients with complex and demanding care needs requiring a greater degree of training, staff, and other resources.</p> <p>Specialist Palliative Care services in Ireland are delivered through outpatient clinics, day services or care provided to the patients in their place of residence (this includes other residential care facilities such as a nursing home, intellectual disability setting or transition units) and across specialist inpatient units.</p> <p>The Specialised Palliative Care Services - Clinical Management System Project (SCS-CMS) will be implemented in the Specialist Palliative Care sector to support responsibilities in meeting patient needs across the continuum of care.</p> <p>The solution will provide Specialist Palliative Care teams with real-time, electronic access to comprehensive, contemporaneous and relevant patient health information. The National Clinical Programme for Palliative Care (NCPPC) HSE/RCPI advocates for the solution in line with deliverables set out in Model of Care for Palliative Care (HSE 2019).</p> <p>This initiative will result in improved patient/family experience, symptom control and rehabilitative outcomes, and end of life care ensuring the right person receives the right care in the right place at the right time. The initiative is strongly supported nationally by the HSE National Palliative Care Office, HSE Technology & Transformation, the Voluntary Hospices Group (VHG) and National Specialist Palliative Care Providers' Network</p> <p>Who is Involved?</p> <p>Milford Care Centre, Limerick, Our Lady's Hospice and Care Services, Dublin, and eHealth are collaborating on Phase 1 of this project with an anticipated Go Live date of end 2025.</p>
<p>Accountable To</p>	<p>Chief I EPMA National Lead Pharmacist and Local Chief Pharmacist</p>
<p>Reporting Relationship</p>	<p>Chief Pharmacist at MCC or OLH&CS depending on base location. With project reporting function to Chief I EPMA National Lead Pharmacist</p>
<p>Key Working Relationships</p>	<ul style="list-style-type: none"> • CMS Project Lead and Change Management Lead at OLH / Milford • OLH and MCC Steering Groups and Project teams • Technology and Transformation SCS CMS team • Multi-disciplinary Specialist Palliative Care staff, across sites • National CMS SPC core team • Vendor team

	<ul style="list-style-type: none"> National Steering Group Members
<p>Purpose of the Post</p>	<p>The EPMA Local Lead Pharmacist will be responsible for providing the highest standard of specialist pharmacy expertise and leadership at local level for the innovative development, implementation and ongoing support of the National Palliative Care Clinical Management System (CMS) project at OLH&CS and MCC. He/she will work with their local pharmacy teams, steering groups and CMS project leads. The EPMA Local Lead Pharmacist will be responsible for leading on the development of a digital electronic prescribing and medication administration (EPMA) solution as part of the CMS project to support medicines management in OLH&CS, MCC and specialist palliative care services nationally. The EPMA Local Lead Pharmacist will be responsible for providing leadership in implementing complex clinical and service change within their local palliative care teams. He/she will need to work collaboratively with other departments such as nursing, medical and information technology departments</p>
<p>Principal Duties and Responsibilities</p>	<p>The Chief II Pharmacist EPMA Local Lead will undertake duties appropriate to the position, which will include the following:</p> <p><u>Electronic Systems: Strategic Planning, Change and Project Management</u></p> <p>Strategic Planning</p> <ul style="list-style-type: none"> Provide knowledge, experience and insight of Irish and international health care and policy systems to look strategically at challenges and issues that may arise with the development and implementation of an EPMA system. Work in partnership with the CMS Project Leads, under the guidance of the Chief I National Lead Pharmacist, to support strategic priorities, research/audit and pharmacy standards in relation to medicines informatics. Work in partnership with colleagues on the CMS project teams and wider teams at relevant palliative care sites to support the development and realisation of EPMA as part of the CMS Project. <p>Change and Project Management</p> <ul style="list-style-type: none"> Lead/provide mentorship and supervision for CMS EPMA developments and upgrades, including stakeholder consultation, scoping and business case preparation, procurement, establishing governance structures, project planning, management of risks and issues, project team management, communications and record keeping.

- Implement changes according to the agreed project plan and timescales.
- Maintain relevant documentation for the EPMA workstream.
- Provide project status update reports at agreed stages using a recognised project management methodology.
- To assume other responsibilities as required by the project manager or steering group.
- Build confidence, awareness and communicate key project milestones or risks to relevant local senior management, committees, national steering groups, and to clinical, administration and other staff as appropriate.
- Act as a champion/ambassador for the CMS Project at a local level.
- Understand medication workflows, barriers faced and how best to support staff in the transition from paper to digital processes.
- Contribute to the development and implementation of policies relating to the CMS, particularly in relation to the medicines management function, including:
 - Role-based access policies and procedures.
 - “Downtime”/ Business Continuity policies and procedures

Electronic Systems: Development, Maintenance, User Support and Training

- Ensure procedures are patient centric, focused on delivery of safe patient care, improved efficiencies and support evidence-based practice.
- Ensure workflows, system configuration and end-user preparation are aligned to provide the highest level of quality, safety, efficiency and user experience.
- Identify any process gaps/ineffective processes and implement an effective solution, working with project and clinical teams.
- Work collaboratively with staff involved in medications workflows in planning, design, implementation, use and development of the CMS EPMA.
- Work with the project team to support the delivery of the CMS EPMA to derive proposed benefits and ensure the success of the project.
- Identify potential clinical risks associated with the development, implementation and use of the CMS EPMA, and develop and implement any agreed mitigations or actions.
- Support and endorse the Palliative CMS Project reporting structure by ensuring the quality, integrity and validity of data.
- Develop standards in terminology, workflows and practices, in consultation with other clinical and administrative disciplines.

- Support compliance with relevant legislation, relevant national and organisational policy and procedures and clinical practice guidelines.
- Be proficient with the EPMA system build configuration and palliative care medication-related workflows to support, optimise and develop the system.
- Play a key role in the management of system issues including medication safety events and the tracking of service requests and system fixes.
- Participate in needs assessment, teaching and training (including in-service training and health informatics and CMS -specific training) of staff, as may be required.
- Support system users by participating in the planning and delivery of training of relevant staff in relation to CMS and EPMA.
- Work closely with the Pharmacy Departments at OLH&CS and MCC, and the CMS project teams in assessing, prioritising, planning and managing system change requests while following a robust change management process for the live domain.
- Contribute to the build and maintenance strategies for the Palliative CMS and other systems in both production and non-production domains (to include the training domain).
- Monitor and report on the short-, medium- and long-term benefits and user adoption of the CMS and any on future digital product developments.
- Liaise with the pharmacy department managers, data officers and system users in providing reports and information to support patient care and service delivery.
- Oversee user acceptance testing to ensure system standards are met.
- Support go-live and post go-live events/tasks on each of the sites involved in the development of the CMS.
- Lead on appropriate, approved research and audit activities in pharmacy informatics as appropriate.
- Assess and plan the integration between any new informatics projects, including the CMS, and existing systems.
- Contribute to the work of the other pillars within the CMS, particularly in relation to medicines management, including:
 - Supporting the development of reporting and business intelligence capacity, to enable the use of medication-related data to improve patient care and service delivery in collaboration with stakeholders.
 - Supporting integration/interoperability between the CMS and existing systems to deliver healthcare value.

Electronic Systems: Quality, Risk Management and Governance

People Management/Teamwork and Leadership

- Develop and manage strong business relationships with key stakeholders while also ensuring staff engagement with the CMS project. including:
 - Vendor partners and peers within supplier special interest groups.
 - Peers working in the wider health informatics community.
 - Peers working in specialist palliative care nationally.
- Contribute to working groups and committees as required and participating in meetings and conferences to promote the CMS project and other related medicines-related digital initiatives.

Accountability

- Manage own workload to ensure targets are met.
- Be flexible with the ability to alter activities and priorities as the need arises.
- Be responsible for delivery of actions as directed by the local steering group or Chief I National Lead Pharmacist.
- Perform other duties as may be assigned from time to time by the National Steering Group, by agreement with the post holder.

Quality and Risk

- Maintain and implement standard operating procedures, protocols and safe working practices.
- Ensure a focus on patient safety in all aspects of the EPMA system development.
- Identify issues and risks; and make decision to manage same as appropriate in consultation with the CMS Project Manager, the local CMS steering group, and the National CMS Steering Group.
- Support the maintenance of system risk registers, ensuring that both clinical and enterprise risks, relating to medicines management, are identified, documented, assessed and escalated with robust mitigation plans developed and implemented.

- Work closely with the medication safety governance structures and clinical colleagues in relation to the detection, prevention and reporting of medication safety events related to technology.
- Identify and develop quality and performance standards for the medicines management function within the EPMA, including the processes for system maintenance and the user support and training service.
- Support and drive a culture of continuous quality improvement to minimise variation and increase value.
- Support and encourage safety incident reporting relating to medication and patient safety, with a non-punitive approach.
- Develop, implement, and continuously review EPMA contingency plans to ensure patient safety and service delivery are maintained during planned downtime or in the event of system failure.

Governance of Electronic Systems

- Develop and maintain policies, guidelines and protocols required to support systems, where relevant, in conjunction with other stakeholders.
- Ensure that all digital implementations are compliant with local policies and regulatory and legislative requirements.
- Ensure ongoing quality control and validation of all services.
- Take the appropriate timely action to manage any clinical or non-clinical safety incidents or near misses within their assigned area(s).
- Promote good data quality and information governance practices across the services.
- Contribute to measuring patient satisfaction with digital implementations and to seeking patient participation in future system developments.

Health And Safety and Sustainability

- Take reasonable care to protect her/his own safety, health and welfare and that of any other person who may be affected by her/his acts or omissions at work
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.

- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

Education & Training

- Attend such study days and continuing education courses as may be deemed necessary for the development of both the service and the individual.
- Maintain professional competency by involvement with continuing professional development (CPD) as required by the Irish Institute of Pharmacy (IIOF) and Pharmaceutical Society of Ireland (PSI) and as required the Pharmacy Act 2007.
- Be responsible for own professional development and performance, in line with HSE performance management requirements, including keeping up to date with current clinical and professional developments in healthcare and in pharmacy that might impact on the pharmacy service and its patients.
- Promote and actively participate in continuing professional development and research activities consistent with the post.
- Participate in mandatory training programs.

Management

- Manage and support the developments of EPMA Pharmacist team members.
- Engage with local stakeholders as appropriate to ensure the EPMA system functionality of the CMS is fit for purpose for hospices nationally.
- Participate in individual performance review and in the recruitment and interviewing of relevant pharmacy staff.
- Create a good working environment that contributes to maintaining and enhancing effective working relationships.
- Manage effectively with several concurrent priorities and demands and with unpredictable interruptions requiring changes in priorities.
- Manage resources effectively and efficiently having reference to budgetary provision.
- Act as spokesperson for CMS EPMA as required.
- Demonstrate pro-active commitment to all communications with internal and external stakeholders.

General

- Have a working knowledge of, and adhere to, local policies at all times
- Perform such other duties appropriate to the post as may be assigned from time to time by the management or a nominee and to contribute to the development of the post while in office.
- Ensure confidentiality in all matters of information obtained during the course of employment
- This job description will be subject to review in the light of changing circumstances. It is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.

Professional

- Have a strategic focus on the development of Palliative Care Pharmacy Services in line with legislation and the development of digital solutions and national policies.
- Ensure good pharmacy practice is adhered to in the development of digital medicines solutions that optimise patient safety and support compliance with best practice standard and legal and ethical, requirements in the provision of the pharmacy services and medicines management.
- To participate in national pharmacy special interest group or in relevant national medical specialty-specific special interest groups or clinical programmes as required.
- To ensure patient, staff confidentiality as appropriate on matters and information obtained during the course of employment and to ensure sensitive organisational information is only shared where appropriate and approved.
- To present and act in a professional manner at all times.

Garda Vetting

Arrangements have been introduced, on a national level, for the provision of Garda Clearance in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. Each candidate will be required to complete a Garda Clearance form.

	<p>The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.</p>
<p>Eligibility Criteria</p> <p>Qualifications and/or experience</p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Be registered with the Pharmaceutical Society of Ireland (The Pharmacy Regulator) or be entitled to be so registered. • Have a least 5 years satisfactory post-registration hospital experience or other applicable experience. (a minimum of 4 years hospital experience with a post graduate qualification in hospital or clinical pharmacy is also acceptable). <p><u>Desirable</u></p> <ul style="list-style-type: none"> • A post-graduate qualification in hospital or clinical pharmacy or healthcare informatics or equivalent is highly desirable • Have at least 2 years' experience in informatics within a healthcare setting or have at least 2 years' experience in a management or leadership role in a healthcare setting. • Have an interest in working in palliative care • Have previous experience working in palliative care
<p>Other requirements specific to the post</p>	<ul style="list-style-type: none"> • Access to appropriate transport to fulfil the requirements of the role as this role will involve travel • Full, clean driving licence
<p>Skills, competencies and/or knowledge</p>	<p><u>Professional Knowledge and Skills</u></p> <ul style="list-style-type: none"> • Possess a high standard of administrative, managerial or business ability. • Possess the requisite knowledge including a high standard of suitability and managerial ability for the proper discharge of the duties of the post as outlined above. • Be able to demonstrate a high level of competence in clinical pharmacist skills. • Be able to demonstrate an awareness of accepted national and international standards relating to clinical pharmacy, medication safety and risk management. • Be able to demonstrate and apply previous experience of research and audit or service evaluation at either undergraduate, postgraduate level or in the work environment.

- Have a particular interest in the speciality of Palliative Care.
- Good IT skills, particularly with pharmacy programmes.

Leadership Skills

- Show strong initiative and decision-making skills.
- Have the skills and knowledge to manage, train and supervise staff and to interact with management as required.
- Assume a lead role in medicines management for the organisation in conjunction with the Chief Pharmacist.
- Be able to lead in the on-going development & continuous improvement of pharmacy services as required.
Be able to work in a pressured environment with a high level of responsibility.

Teamwork

- Ability to work as part of a team and alone, with minimal supervision.
- Have a team-based, consultative and highly flexible approach.
- Be able to bring new ideas/initiative to fruition.

Problem Solving & Decision Making

- Be able to act quickly to address urgent matters.
- Have basic finance and budgeting knowledge and draws on this to make decisions.

Planning & Organising

- Have the ability to work under pressure and to meet deadlines.
- Be able to multi-task, without losing focus.
- Manage competing and changing priorities.

Attention to detail

- Have a high level of attention to fine detail and accuracy

Flexibility

- Be flexible and able to adapt to change.

Organisational Knowledge

- Understand how each department contributes to overall strategic goals.

	<ul style="list-style-type: none"> • Demonstrate a knowledge of the ethos and core values of Palliative Care. • Understand national health strategies/structures relevant to their service. • Have an appreciation of some of the current challenges facing healthcare in Ireland and an insight into the current and potential role of pharmacy in meeting these challenges. <p><u>Interpersonal/ Communication Skills</u></p> <ul style="list-style-type: none"> • Have a high level of English language & numeracy skills. • Have excellent communication and interpersonal skills. • Have ability to build strong relationships at all levels within the organisation. • Have ability to express and address issues clearly, both written and orally and articulate them to management and staff. • Demonstrate strong communication and influencing skills. • Listen openly, using questions to check for understanding/avoid misinterpretation. • Demonstrate knowledge and awareness of need to respect patient/residents and staff privacy. • Display awareness and appreciation of the nature of the services provided and the ability to empathise with and treat others with dignity and respect
<p>Campaign Specific Selection Process</p> <p>Ranking/Shortlisting / Interview</p>	<p>A ranking and or shortlisting exercise may be carried out based on information supplied in your CV. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience considering those requirements.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.</p>
<p>Diversity, Equality and Inclusion</p>	<p>Milford Care Centre is an equal opportunities employer.</p> <p>Employees of MCC bring a range of skills, talents, diverse thinking and experience to the organisation. The Centre believes that employing a diverse workforce is central to its success.</p> <p>Milford is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full</p>

	<p>potential. Milford aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.</p> <p>The Centre welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.</p>
Code of Practice	<p>Milford Care Centre will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).</p> <p>The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.</p> <p>The CPSA Code of Practice can be accessed via https://www.cpsa.ie/.</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.</p> <p>This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.</p>	

**Chief II Pharmacist EPMA Local Lead Pharmacist
Terms and Conditions of Employment**

Tenure	<p>The current vacancy available is Specific Purpose for 18 months.</p> <p>The post is pensionable. A panel may be created from which specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p>
Remuneration	<p>The Salary scale for the post is: As per Department of Health Consolidated Pay Scales: Chief II Pharmacist per annum pro rata.</p> <p>New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.</p>
Working Week	<p>The standard working week applying to the post is to be confirmed at Job Offer stage.</p>
Annual Leave	<p>The annual leave associated with the post will be confirmed at Contracting stage.</p>
Superannuation	<p>This is a pensionable position with MCC. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing public pension schemes will remain on those schemes.</p>
Age	<p>Normal retirement age for employees is 66 years.</p>
Probation	<p>Every appointment of a person shall be subject to a probationary period of 6 months.</p>
Protection of Children Guidance and Legislation	<p>The welfare and protection of children is the responsibility of all staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.</p> <p>Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.</p> <p>For further information, guidance and resources please visit: HSE Children First webpage.</p>

Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
Health & Safety	<p>It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the department/service¹, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. • Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures². • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. • Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

¹A template SSSS and guidelines are available on [writing your site or service safety statement](#).

²Structures and processes for effective [incident management](#) and review of incidents.