

***Position Description***

**Academic Lead – Knowledge Development**

<b>Functional Unit</b>	Knowledge Development
<b>Reports to</b>	General Manager - Knowledge Development
<b>Hours</b>	Full-time ongoing
<b>Issue date</b>	<b>February 2021</b>
<b>Review date</b>	<b>February 2022</b>

**About the Society**

The Pharmaceutical Society of Australia Limited (PSA) is the national peak body representing Australia's 32,000 pharmacists working in all sectors and across all locations in Australia.

The core business of PSA is practice improvement in pharmacy by providing continuing professional development and practice support, in order to improve the health of Australians.

**PSA's Vision**

PSA's Vision is 'Improving Australia's health through excellence in pharmacist care'.

**PSA's Mission** – As the peak pharmacists' body, we lead and support innovative and evidence-based healthcare service delivery by pharmacists.

- PSA ensures pharmacists have the opportunity to have rewarding careers through advocacy and innovation;
- PSA provides lifelong professional support for pharmacists and the pharmacy profession, and advocates for their appropriate recognition and remuneration;
- PSA has a strong and engaged membership base which supports and enhances the Society's influence;
- PSA values its people, and applies best practice management and governance to ensure organisational effectiveness and sustainability.

## ONEPSA

PSA fosters staff engagement through its ONEPSA culture statements that bring the organisation together as a truly national body supporting the needs of its members.

**O – Working as one** – we work as one to achieve our vision with authenticity and integrity

**N – Noble purpose** – we act to help pharmacists improve health outcomes for all Australians

**E – Equity** – we value and support each other and strive for equity both in and out of the workplace

**P – Pride and Passion** – we undertake all our work with pride and passion as the peak national professional body for pharmacists

**S – Success** – we have a culture of listening, questioning and constructively challenging to ensure financial stability and strategic success of PSA

**A – Always learning** – we foster a culture of learning and development for staff and members and aspire to think out of the box and show initiative.

## Work Health and Safety

The *Work Health and Safety Act 2011* provides an overall framework and describes the responsibilities or 'work safety duties' designed to ensure workplace health and safety.

PSA strives to provide a safe and healthy working environment for all staff, clients, contractors and visitors. PSA aims to eliminate any hazard that is considered a risk to personal safety including injury or illness and will do all that is reasonably practicable to ensure safe working practices are adopted and adhered to. Each PSA staff member 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.

## Innovation and Continuous Improvement

PSA has a commitment to customer centricity, innovation and continuous improvement across the business.

PSA considers digital delivery first, supported by engagement through the State and Territory offices and excellent customer service. PSA works to attract and retain the best people who are accountable, have clear roles and responsibilities and make data driven decisions to ensure that PSA remains relevant, is successful and delivers customer centric solutions for the profession.

## About the Team

The Knowledge Development team supports PSA's position as the peak body for pharmacists, ensuring that PSA provides relevant and quality content to members and customers through education and practice support products.

The portfolio incorporates the PSA Registered Training Organisation (RTO) delivering nationally recognised training to pharmacists and pharmacy staff, continuing professional development (CPD) for pharmacists, the Australian Pharmaceutical Formulary and Handbook (APF), professional practice standards and guidelines for the pharmacy profession.

The Knowledge Development team has specific responsibility for:

- Product development and knowledge creation including accreditation
- Management of intellectual property

## About the Role

The Academic lead – Knowledge Development will be responsible for the development of practical and relevant education and practice support content to support workforce development across practice settings and the practice continuum as defined in the current National Competency Standards for Pharmacists in Australia.

The Academic lead – Knowledge Development role is a full-time position based in Melbourne. The role reports to and works under the direction of the General Manager – Knowledge Development.

The role will require strong collaboration with internal and external stakeholders to deliver content in line with member expectations and contribute to ongoing improvement.

## Key Responsibilities

1. To actively contribute to and influence PSA's member offering, promoting superior service delivery that meets the needs of PSA members and potential members as well as contributing to increased levels of retention and engagement with the profession.
2. Develop and/or review content according to the product brief and PSA management processes to ensure content is evidence-based, accurate, up-to-date, balanced, and objective.
3. Manage the development, validation and review of training and assessment materials for the RTO courses in line with authorised curriculum development standards and market requirements.
4. Undertake editorial work including researching, evaluating, writing and editing information, reviewing and maintaining consistency of style, scope and structure.
5. Contribute to the development of commissioning briefs for authors, contributors or presenters and oversee contractor work.
6. Undertake thorough and critical clinical review of content prepared by others.
7. Ensure content generated is in accordance to legal, regulatory and ethical standards, internal policies and processes (e.g., PSA Style Guide for Technical Writing), project timelines and other requirements.

8. Review copy edit changes and undertake and provide final content approval prior to release.
9. Ensure content is appropriately stored in PSA systems.
10. Assist in the monthly Cautionary Advisory Label (CAL) update process.
11. Represent PSA at PSA events and relevant advisory groups and committees.
12. Respond to practice support queries in line with agreed key performance indicators in a professional and timely manner, with exceptional customer service and accurate responses.
13. Collaborate with internal teams, subject matter experts and external stakeholders to ensure content is fit-for-purpose and delivered on time, on budget and to quality expectations.
14. Deliver superior customer service to PSA members and potential members, and contribute to increased levels of member retention and engagement with the profession.
15. Provide input on the product development process as required.
16. Contribute to product evaluations in collaboration with other parts of the value chain to measure success and foster a culture of process enhancement and continuous improvement.
17. Contribute to the analysis and adoption of effective and creative methodologies for improved training delivery.
18. Maintain accurate and up-to-date records in PSA systems.
19. Assist in the preparation of reports in a timely manner to meet contractual milestones and to facilitate reporting to stakeholders and update forms, templates, policies and procedures.
20. Other duties as required.

## **Key Accountabilities:**

- Product development as per product brief
- Customer satisfaction (internal and external expectations met)
- Customer feedback and complaints process

## **Key Relationships:**

### **Direct**

- General Manager – Knowledge Development
- Manager – Knowledge Development
- Events Manager and team
- Training Delivery Manager and team
- Content team

### **Consult with**

- Functional and State/Territory Managers
- Membership team
- Marketing team
- Subject and content matter experts (internal and external)
- Technical support including PSA Operations team and external as required

## **Keep informed**

- Broader PSA staff
- Members
- Industry
- Partners and external stakeholders

## **Selection Criteria, Qualifications and Requirements**

### **Required/Essential**

1. Pharmacist registered with the Australian Health Practitioner Regulation Agency (AHPRA) with current or recent experience in clinical pharmacy practice in any practice setting.
2. Demonstrable experience in content creation for health professionals in an RTO or adult learning institution.
3. Ability to present information and arguments clearly and concisely both orally and in writing.
4. Knowledge and understanding of contemporary learning practices and the varying needs of learners.
5. Demonstrated skills in interpreting clinical study results and synthesising health related information.
6. Excellent analytical, research and problem-solving skills with attention to detail and accuracy.
7. Sound customer service orientation with excellent oral and written communication and interpersonal skills.
8. Excellent organisational and time management skills to manage a complex workload and competing priorities to achieve desired outcomes within specified timelines.
9. Sound digital/IT skills including competency in word processing and databases with a desire to utilise new and emerging technologies.
10. Motivated and proactive with the ability to work independently under limited guidance, or as part of a local and national team.
11. Flexible and adaptable attitude to work combined with a positive approach to problem-solving.
12. Personal attributes of courtesy, tact, discretion and respect with the ability to observe confidentiality and behave in an ethical manner at all times.

### **Desirable**

13. TAE40116 Certificate IV in Training and Assessment (or its successor) or a diploma or higher-level qualification in adult education (or equivalent).
14. Experience in the delivery of training and assessment for health professionals.
15. Sound knowledge and understanding of the issues and opportunities in contemporary pharmacy practice and workforce development both nationally and internationally.
16. Experience in the use of digital technologies such as podcast, webinar or videoconference platforms.

## APPLICATION PROCESS

A comprehensive search is being undertaken by UniRecruit to identify high quality candidates for this position.

### CONFIDENTIAL ENQUIRIES

Confidential enquiries should be made to:

Michael Toohey on +61 (0)418 883 807, or  
[michael.toohey@uni-recruit.com.au](mailto:michael.toohey@uni-recruit.com.au)

Or to

Dora DeLaat on +61 (0)434 051 349, or  
[dora.delaat@uni-recruit.com.au](mailto:dora.delaat@uni-recruit.com.au).

### APPLICATIONS

Your application should include a covering letter in which you address the Selection Criteria.

In addition, your application should contain your full curriculum vitae.

All applications should be emailed to Michael Toohey at: [michael.toohey@uni-recruit.com.au](mailto:michael.toohey@uni-recruit.com.au)

**CLOSING DATE: Monday, 12 April 2021**

