



Australian Government

SIRCCPM003 Lead and develop pharmacy teams

Release: 1

SIRCCPM003 Lead and develop pharmacy teams

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to lead and develop staff in a community pharmacy. It requires the ability to identify and plan pharmacy staffing needs; set clear performance expectations and goals; build a strong team culture; and identify and respond to skill development needs.

This unit applies to retail, front of pharmacy and other managers working in community pharmacies. They work with significant autonomy and are responsible for making a range of management decisions across single or multiple pharmacy outlets.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Community Pharmacy Management

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Plan staffing needs of the pharmacy.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret and use organisational information and pharmacy health-care standards, values and goals to inform own understanding of staffing requirements.
- 1.2. Analyse current and projected volume and type of work.
- 1.3. Assess existing team skills, knowledge and attitude to ensure access to required mix and level of skills.
- 1.4. Identify and document the need for additional staff to meet pharmacy human resource requirements based on analysis.

- 1.5.Ensure availability of appropriate human resource policies to support effective operation of staff and pharmacy.
2. Positively influence individuals and teams.
 - 2.1.Encourage, value and reward individual and team contributions.
 - 2.2.Develop rapport and nurture ongoing positive relationships with team members.
 - 2.3.Communicate roles, responsibilities and expectations and promote individual and team work accountability.
 - 2.4.Gain positive acceptance and support of information and ideas from team.
3. Make informed decisions.
 - 3.1.Gather and analyse information relevant to issues under consideration.
 - 3.2.Seek and consider feedback and new ideas from team members.
 - 3.3.Encourage individuals and teams to actively participate in decision-making process.
 - 3.4.Examine and assess risks and options and determine preferred course of action.
 - 3.5.Communicate decisions to individuals and teams clearly and promptly.
 - 3.6.Prepare plans to implement decisions after agreement by relevant individuals and teams.
 - 3.7.Monitor implementation and impact of decisions using reliable feedback processes.
4. Review and respond to staff development needs.
 - 4.1.Identify and document current and future staff development needs.
 - 4.2.Provide ongoing personal advice, coaching and mentoring to build team skill base and performance.
 - 4.3.Provide opportunities for staff development of skills and knowledge according to organisational policies.
 - 4.4.Document and include cost of staff training and development in budgets and operational plans.
 - 4.5.Provide staff feedback and direction on professional development needs.
5. Enhance the image of the business.
 - 5.1.Conduct business in a way consistent with pharmacy health-care standards and values.
 - 5.2.Identify any inappropriate values, standards and behaviour and promptly discuss with staff in a professional and constructive manner.
 - 5.3.Act as a positive role model through high standards of personal performance.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Reading skills to:

- interpret detailed organisational human resource policies, procedures and job descriptions.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRCCPM003 Lead and develop pharmacy teams

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the contexts of the job role, and:

- take responsibility for leading a pharmacy team over a period of two months
- analyse and plan for staffing levels and skill mix to meet workload, for the forthcoming twelve month trading period
- plan and budget for staff skill development needs for a twelve month trading period
- provide information to staff about roles, responsibilities and goals for two specific sales and service activities
- actively involve team members in decision-making processes and develop and communicate clear outcomes and plans for two sales and service issues
- conduct a counselling discussion in response to inappropriate workplace behaviour.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key features of pharmacy operational environments:
 - different job roles and boundaries of responsibility, including managerial roles
 - skills, knowledge and attitude required to fulfil pharmacy job roles
 - typical volume of work and staffing levels
- key features of pharmacy industry health-care standards and values
- format, content and use of:
 - human resource policies
 - job descriptions
 - staffing budgets
 - operational plans
- different leadership styles and characteristics of effective leadership
- techniques for motivating team members and building a team-oriented environment:
 - affirming respect for individual behaviour and differences
 - involving individuals and teams in decision making processes
 - providing encouragement and opportunities for skill development
 - recognising abilities, achievements and positive workplace behaviour
 - rewarding individuals and teams

- methods for assessing staff skills, knowledge and behaviour
- techniques for
 - decision making and their application to typical workplace issues
 - conflict resolution and staff counselling.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- the following documents which can be:
 - organisational human resource policies
 - pharmacy job descriptions
 - staffing budgets
 - operational plans
- a team whose overall performance is the responsibility of the individual; this can be:
 - staff in an industry workplace; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>