

Position Description – Clinical Services Specialist

We are here to

Enable people to make and act on the best decisions about medicines, health technologies and other options for better health and economic outcomes.

Our work will

Ensure people can access the best care and achieve the best value, considering individual circumstances.

Courage Customer Centricity Collaboration Integrity Accountability

About the role

NPS MedicineWise has established an excellent reputation for our work in programs, products and services to improve the quality use of medicines and medical tests in Australia. This role is responsible for the dissemination of evidence based therapeutic information to targeted healthcare providers using academic detailing principles and/or facilitated small group discussions. The NPS Clinical Service Specialist (CSS) (Known in the field as an NPS Clinical Service Specialist) will deliver quality clinical education on themed areas to key targets.

Key responsibilities

1. Establishing and maintaining inter-professional relationships and networks with clinicians in primary and other health care settings to influence clinical decision making in line with best available evidence/ NPS Key Messages etc.
2. Identify and make recommendations for changes in established organizational processes and systems necessary to support efficient academic detailing services.
3. Allocate resources prudently and efficiently for maximum impact
4. Grow networks and frequency of return visits and measure the success of key tasks
5. Lead the uptake of therapeutic and diagnostic interventions and associated clinical program solutions in collaboration with account management team members and in accordance with NPS business plans to reach organisational targets
6. Ensure that all clinical engagement visits and consultation initiatives are established in accordance with NPS specifications. This includes meeting the needs of the clinician whilst maintaining the integrity of the methodology, content and subject matter in line with academic detailing principles.
7. Support account management to capture relevant business intelligence and advice of potential business opportunities
8. Complete required reports and documentation in an accurate and timely manner
9. Contribute to the development of NPS Policies and procedures (SOPs).
10. Proactively work towards, and meet, agreed annual and interim performance indicators.
11. Serve as the liaison to GP's and other health care providers ensuring timely responses to enquiries (and maintain accurate records communications and outcomes using the appropriate NPS reporting and documentation systems and software)
12. Be proactive and take ownership in problem solving regarding system and process issues.
13. Foster a team-based approach for successful program delivery
14. To carry out all responsibilities associated with the role in a manner that is consistent with NPS core competencies and corporate values.
15. Take responsibility with regards to WH&S in accordance with policy and relevant legislation.
16. To be aware of responsibilities to identify, reduce and report risks to our business, including risks in the work environment, in accordance with the NPS Risk Management Policy.

General corporate responsibilities

1. To carry out responsibilities in the role in a manner that is consistent with NPS MedicineWise competencies and values.

2. To proactively work towards and meet agreed annual and interim performance indicators.
3. Take responsibility for WHS in accordance with policy and relevant legislation.
4. To be aware of responsibilities to identify, reduce and report risks to our business in accordance with the NPS MedicineWise Risk Management Policy.

Accountabilities

- Consult with co-workers, business divisions and other stakeholders to troubleshoot and resolve issues associated with the marketing/sales, client-uptake, implementation, and reporting of clinical programs and services in support of business division goals and objectives.
- Effectively participate in, and contribute to, staff meetings, committees and departmental work groups.
- Participate and contribute in formal and informal training programs and development activities.
- Complete learning assessments relevant to the role demonstrating learning outcomes aligned to identified therapeutic/diagnostic topics including presentation of case studies and portfolios of evidence that demonstrate evidence of change in practice of the health professional.
- Perform face to face and/or technology assisted educational sessions with Doctors regarding NPS therapeutic topics; formulary adherence; appropriate use of Medical tests; trend management (including appropriate promotion of generic prescribing and utilization); MedicineInsight data reports and support of other NPS program offerings.
- Perform face to face educational sessions with community partners regarding drug therapy education, adherence to medications, medical tests and other areas as appropriate and in support of NPS initiatives (as allowed per state regulations).
- Support NPS programs including working with the various Medicare Locals, community/hospital pharmacies, aged care facilities and other Clinical Program areas as determined.
- Record and respond to all customer and stakeholder communication and relationship inquiries regarding clinical programs, make recommendations regarding escalation of issues, and follow through with escalation process.
- Perform mandatory recording of all customer and stakeholder communications in NPS' customer relationship management system.
- Back up other team members as needed and perform additional duties as determined by NPS management.
- Participate in skills assessments, peer review and required training programs as part of the quality assurance.
- Participate in research and evaluation as part of new product development including in- field trialling of new products, services and delivery methodologies

Challenges you'll encounter

Opportunity to work directly with NPS to build a successful clinical services program

- Newly defined space, changing primary care landscape,
- Forging new strategic partnerships where contracts have otherwise been in place
- Working in a different way and establishing new behaviours and protocols at the direction of NPS
- Demonstrate value to clinicians in order to build/grow the service in an increasingly competitive environment for time poor clinicians
- Systems and processes requiring review
- Change management: Potential resistance to new programs/areas and possibly methodologies
- Rapidly changing primary care/allied health environment

You'll report to:

Regional Manager, Field Operations

Role Requirements

- Strong clinical background and experience e.g. General practitioner, Pharmacist, Registered Nurse, Allied Health Professional, Pathologist, Radiologist
- Clinical and/or therapeutic competency.
- Sound critical appraisal skills
- Clear understanding of the principles of academic detailing and other behaviour change theories and practices
- Proven ability to apply analytical skills and take a proactive and solution focused approach
- Demonstrated capacity to adapt to changing priorities and ways of working and champion new approaches
- Excellent communication skills and proven ability to persuade and influence
- Confident presentation skills and ability to present complex information in a concise and meaningful manner.
- Proficiency in Microsoft Office Suite of products.
- Ability to plan, prioritize and execute multiple responsibilities.
- Clean and valid driver's license.

Role Desirables

- Current AHPRA registration
- Previous experience interfacing with or working in primary care

Last updated: February 2019
