

**UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA**

JOB DESCRIPTION

ROLE TITLE: Poisons Information Officer

DEPARTMENT: National Poisons Centre

SCHOOL/DIVISION: Health Sciences

REPORTS TO: Poisons Information Specialist

DIRECT REPORTS (FTE): N/A

INDIRECT REPORTS (FTE): N/A

1. PRIME PURPOSE OF THE ROLE:

Contribute to the National Poisons Centre 24-hour toxicology information service.

2. MAIN OBJECTIVES:

- Answer toxicology information inquiries.
- Record inquiry information.
- Review and compose toxicology information datasheets.
- Maintain self-directed toxicology learning.
- Attend regular continuing toxicology education.
- Maintain routine toxicovigilance of inquiry information.
- Contribute to the provision of a 24-hour service.
- Uphold the professional image of the National Poisons Centre.
- Fulfil other tasks that may, on occasion, be required.

3. KEY TASKS:

- Develop a good understanding of toxicology.
- Answer toxicology information inquiries primarily by telephone.
- Accurately interpret inquirer's information requests and assess their acuity and urgency.
- Ask appropriate and pertinent questions relating to an inquiry.
- Efficiently locate relevant information from the most appropriate source(s).
- Interpret information to formulate the correct inquiry response.
- Communicate effectively with health professionals and lay-persons both verbally and in writing.
- Adequately follow-up selected calls as directed.
- Recognise when to refer an inquiry to a colleague, Medical Toxicologist, health service provider or organisation.
- Recognise actual or potential suicide-related calls and understand the related legal and ethical issues.
- Understand the confidentiality relating to aspects of the database, patient, and caller details.
- Efficiently review the advice given and recorded by colleagues.
- Effectively and accurately record all relevant details relating to calls received.

- Efficiently enter call data into the calls database with appropriate use and understanding of the systems utilised by the Centre.
- Effectively use the Centre's computers and computer databases.
- Understand services provided by other organisations and Government Departments relevant to toxicology.
- Review and compose toxicology information datasheets.
- Effectively review database for errors, omissions or outdated information when referring to it.
- Efficiently review in detail specific datasheets for errors, omissions or outdated information.
- Efficiently locate relevant information from the most appropriate source(s).
- Effectively interpret scientific information for datasheet composition.
- Compose toxicology datasheets in a clear succinct manner.
- Efficiently utilise Centre's computer systems for datasheet compilation.
- Maintain self-directed toxicology learning.
- Recognise areas for toxicology self-learning.
- Efficiently locate relevant information from the most appropriate source.
- Effectively interpret scientific information for self-learning.
- Demonstrate benefit from self-directed toxicology learning.
- Attend regular continuing toxicology education.
- Regularly attend peer review sessions.
- Regularly attend toxicology teaching sessions provided by the NPC.
- Demonstrate benefit from continuing toxicology education.
- Provide effective toxicology education to peers.
- Toxicovigilance.
- Recognise developing trends in toxicology inquiries.
- Alert the Poisons Information Specialists to such trends.
- Adequately record trends on an ongoing basis.
- Uphold the professional image of the NPC.
- Communicate effectively with health professionals and lay-persons both verbally and in writing.
- To be professional at all times when representing the Centre.
- Not to, in any way, denigrate the Centre, its function, or its employees.
- Participate in 24-hour roster including night and weekend shift work.
- Contribute to the development and preparation of public education material related to the prevention and first aid of poisoning as requested.
- Promotion, distribution and presentation of public education material if required.
- Fulfil other tasks that may, on occasion, be required.

4. KEY RELATIONSHIPS:

Internal:

- Director.
- Service Delivery Manager.
- Poisons Information Specialists.
- Poisons Information Officers.
- Medical Toxicologists.
- Other NPC staff.

External:

- As directed by a Poisons Information Specialist, Service Delivery Manager or the Director.

5. QUALIFICATIONS AND EXPERIENCE:

- Possess excellent communication skills both written and verbal.
- Must possess a health science degree, preferably in pharmacology, toxicology, pharmacy, or nursing.
- Have the ability to effectively learn basic human toxicology.
- Display a high level of self-motivation.
- Possess established and effective computer skills.
- Ability to participate in a 24-hour roster including night, weekend, and public holiday work.

6. DIRECT BUDGET ACCOUNTABILITY:

Nil

7. EXPECTED OUTCOMES:

Refer to list of objectives and key tasks above.

8. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

9. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

10. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

11. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.