

**UNIVERSITY OF OTAGO  
ŌTĀKOU WHAKAIHU WAKA**

**JOB DESCRIPTION**

|                                |                                |
|--------------------------------|--------------------------------|
| <b>ROLE TITLE:</b>             | Poisons Information Officer    |
| <b>DEPARTMENT:</b>             | National Poisons Centre (NPC)  |
| <b>SCHOOL / DIVISION:</b>      | Health Sciences                |
| <b>REPORTS TO:</b>             | Poisons Information Specialist |
| <b>DIRECT REPORTS (FTE):</b>   | Nil                            |
| <b>INDIRECT REPORTS (FTE):</b> | Nil                            |

**1. PRIMARY PURPOSE OF THE ROLE:**

To provide clinical toxicological risk assessments and medical management advice to members of the public and health professionals in emergency poisoning exposure calls received by the National Poisons Centre and to write accurate medical records related to each call. Researching and writing clinical toxicological datasheets for the TOXINZ information resource is also a primary function.

**2. ACCOUNTABILITIES:**

- Contribute to the provision of a 24-hour toxicology service by working rostered shifts including on evenings, nights, weekends, and public holidays, and providing occasional on-call availability.
- Provide an appropriate clinical risk assessment and respond effectively and safely to poisoning enquiries with timely and accurate clinical advice tailored for members of the public and for health professionals (nurses, doctors etc) with a professional and patient-focused demeanour.
- Efficiently locate and interpret information in TOXINZ and other in-house resources to determine an appropriate clinical risk assessment.
- Recognise when an enquiry requires consultation or should be transferred to a senior colleague.
- Recognise when an enquiry should be referred to an external organisation.
- Accurately record call information as a medical record in the NPC call database in a timely and accurate manner.
- Ensure confidential handling of healthcare records and information in accordance with relevant privacy standards and regulations.
- Handle exposures identified as, or potentially related to, self-harm and respond to these appropriately, understand the related legal and ethical issues.
- Efficiently review the advice given and recorded by colleagues in the NPC call database.
- Participate in regular quality assurance and quality improvement processes regarding handling of poisoning enquiries.
- Research, interpret, and assess clinical toxicology information for use on TOXINZ (a clinical toxicology information resource used in-house as well as in hospitals and poisons centres around the world), including information regarding toxicity, risk assessment, signs and symptoms, and clinical management.
- Follow in-house writing guides and style to produce datasheets that are succinct and easy to interpret by a clinical audience, self-review content prior to submission to senior editors including spelling and grammar checks.
- Negotiate competing priorities in a busy and demanding work environment.
- Maintain self-directed toxicology learning.
- Attend and contribute to in-house continuing toxicological education sessions to develop and expand knowledge of clinical toxicology.
- Respond to ad-hoc requests from the Director, Deputy Director, Service Delivery Manager, or Poisons Information Specialists for special projects or activities occurring within the National Poisons Centre.

### **3. KEY RELATIONSHIPS:**

#### Internal:

- All National Poisons Centre staff:
  - Director.
  - Deputy Director.
  - Medical Toxicologists.
  - Poisons Information Specialists.
  - Poisons Information Officers.
  - Service Delivery Manager.
  - Data Manager/Research Fellow.

#### External:

- All enquirers (public, healthcare professionals, etc) to the NPC.
- Clinical professionals working with the NPC for their professional development.
- Others as directed.

### **4. QUALIFICATIONS & EXPERIENCE:**

#### Essential:

- A tertiary qualification in health sciences

#### Preferred:

- A tertiary qualification in health sciences, majoring in pharmacology, toxicology, pharmacy, or nursing.
- Customer service experience.

### **5. TECHNICAL SKILLS & KNOWLEDGE:**

#### Essential:

- Knowledge in pharmacology and/or drug information.
- Proficiency in the Microsoft suite of programmes or equivalent; well-developed keyboard and word-processing skills.
- Ability to communicate effectively verbally to a range of audiences including lay people and medical professionals.
- Ability to quickly search and accurately interpret electronic medical and drug information.
- Excellent written communication skills to accurately record clinical assessments.
- Ability to research medical literature, assess, and critique information.

#### Preferred:

- Knowledge in clinical toxicology.
- Proficiency in telephony interfaces and electronic medical record systems.
- Prior experience writing for clinical audiences.

### **6. SPECIAL REQUIREMENTS:**

Ability to work on a 24-hour roster including weekends, evening, and overnight shifts and on public holidays

### **7. DIRECT BUDGET ACCOUNTABILITY:**

Nil.

#### **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.

#### **12. EQUITY AND DIVERSITY:**

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.