

WELCOME...

Welcome to our second edition of Raven's Remedy. Thank you all for your great feedback on our first edition, we hope you find this edition just as interesting as the first. The last few months have been very busy here at Raven's as we move into our new office and fast approach the launch of Pharmspace 09, Australia's first and only Virtual Careers Fair and Expo. Enjoy reading our second edition of Raven's Remedy and thank you for your ongoing support.



RAVEN'S HAS MOVED

We are pleased to announce that Raven's Recruitment has moved to our new office on 14 Fiona Street, Biggera Waters. Our new office is located on a water front canal and next door to a large retail and office precinct. We are thoroughly enjoying the extra space and our new courtyard is great for team get togethers and lunches. So if you are in the area, pop in and say hello to our team of consultants.

HOW TO ATTRACT AND RETAIN THE RIGHT EMPLOYEES...

Talented and high performing employees are instrumental to business success - and with more management focus than ever before on retaining great employees, many business owners are left wondering: Why are our retention rates and loyalty so low? Why is it so difficult to find the right employees? So here are some top tips...

Mindset

To begin with, it is vital that you actually believe that there is an abundance of good employees for your business. The chances are what you believe and think, is often what you will attract. So, if you don't have faith that there are talented employees for your organisation, it's likely that will prove true. {cont. on page 4}

ANTIPODEAN PHARMACISTS!

RECIPROCAL REGISTRATION ROUTE NOW OPEN.

The Pharmaceutical Society of Ireland (PSI) is responsible for assessing and accrediting courses in pharmacy and all qualified Australian pharmacists may now register with the PSI via the Reciprocal Registration Route. To be eligible you must have undergone your pre-registration year and be a registered pharmacist in Australia. Registration is a four stage process, and involves sitting an equivalence exam (held twice yearly) and then completing a minimum supervision period of 6 months. For further information, please contact Raven's.

WRITE & WIN!

Would you like to win a \$75 voucher? Simply write an article for Raven's Remedy and you can! Email your article to Lisa: lisa@ravensrecruitment.com.au

PHARMACIST'S PERSPECTIVE

Author: Rebecca Reddy



It was a nerve racking experience, when I first completed my application for one of the many positions available through the Ravens Recruitment website. From my perspective, utilising a recruitment firm was just as nerve racking as going for my first ever job interview after completing my 'time' at university.

However my experience with Raven's Recruitment was great and makes me think that they are just 'Ridgy Didge!' Having been born in the 80's I may be classed by some as a 'Gen Y' candidate with no love for work and no respect for having a job, however Raven's did not generalise and put me in this category! At the other end of the telephone was a lovely and helpful lady, Debbie, who was more than happy to answer all my questions and provide any information I required. {cont. on page 3}



pharmspace09

VIRTUAL CAREERS FAIR & EXPO 1ST - 31ST JULY

www.pharmspace.com.au

PHARMSPACE09

PHARMACY LEADS THE WAY FOR VIRTUAL EVENTS IN AUSTRALIA.

Opening on 1st July through to the 31st July, Pharmspace is Australian Pharmacy's first ever Careers Fair and Expo.

The Australian pharmacy industry will be at the forefront of cutting edge online technology when Pharmspace09, Australia's very first virtual careers fair and trade expo, goes live online at the beginning of July. Despite rapidly increasing popularity in the US, an online virtual event has not been launched in Australia to date.

Adam Bell, developer of Pharmspace and Managing Director of Raven's Recruitment says 'that while virtual events would never entirely replace actual trade events, online events do have the potential to act as a companion event to trade shows, due to the relatively low operating costs involved for not only the event producer, but the exhibitors and the delegates as well'.

According to Mr Bell, the attendance of visitors at a virtual trade show is much higher than a traditional trade event, because of the ease of access to the event.

"Visitors, by all accounts, will be much higher than anything you can get at a real show, upwards of five, and in some cases, even 10 times. This comes down to the fact that the visitors don't have to leave their own lounge room or office, so they can visit at any time that's convenient to them. They can also visit multiple times, so they don't have to look at everything at any one particular time. Basically, anything that you can do at a real show, apart from shake somebody's hand, this technology is able to do".

Visit for FREE by registering for Pharmspace09 at

www.pharmspace.com.au

WEBSITE POLL RESULTS

What is the most important consideration to you when seeking a new job?

Career Advancement	43%
Salary	19%
Company Culture	12%
Location	17%
Flexible Work Hours	7%
Other	2%



JOB & CANDIDATE BOARD

STAR CANDIDATES

CANDIDATE: 1009174

Experienced and highly motivated clinical pharmacist available for locum work in WA, QLD, NSW or VIC from 1st August. Can commit up to 6 months.

CANDIDATE: 1009818

Pharmacy assistant with 4 years experience in community pharmacy. Certificate III qualified. Front of shop, admin, Webster and POS experience. This pharmacy assistant is seeking a full or part time position. Is flexible with working hours. Candidate comes highly recommended. Available immediately in the Gladstone area.

CANDIDATE: 1003269

PIC seeking full time work in Sydney and the surrounds. This candidate is enthusiastic with extensive experience. An exceptional leader who has the ability to develop and motivate others to achieve targets. Ideally would like a position which is challenging and will give her the ability to progress in her pharmacy career.

CANDIDATE: 1003656

Pharmacist has demonstrated effective counselling and dispensary skills, enjoys managing staff and business improvement. She is highly experienced in Fred, Lockie, Methadone and nursing home dispensing. Candidate holds a Bachelor of Pharmacy with Honours 2000 - Monash University, based in North Melbourne. Has over 6 years experience in retail pharmacy.

CANDIDATE: 1005596

Experienced pharmacist with 5 years exposure to community pharmacy both in Australia and in the UK, seeking a full time permanent position in Brisbane CBD or surrounds. Available to start work immediately, comes highly recommended from previous employers.

CANDIDATE: 1014787

Young, super star pharmacist with massive potential for our industry, as he has a unique way of combining great customer service with his counselling abilities. Whilst looking at the big picture for his employer from a time perspective, is seeking a new role on the Sunshine Coast, QLD. Referee feedback is excellent indicating the following: "excellent communication, real team player, very diligent, caring and genuinely concerned with customer service, while keeping an eye on the bottom line for the business as a whole". "Managed his time well. Very balanced." Definitely one to not be missed out on for your pharmacy team.

EXCEPTIONAL OPPORTUNITIES

JOB NUMBER: 2006852

Brisbane, QLD

Busy retail pharmacy located in Brisbane's northern suburbs, approx. 20km from the CBD. Locum pharmacist needed from Monday 30/11/09 - Friday 15/01/10. Work hours are Mon/Wed/Frid 8:30am-5:30pm, Thursday 8:30am-9pm, and Sunday 10am-3pm (Sundays for the month of December only). Aquarius dispense system, busy script trade, sole pharmacist with 1 full-time technician.

JOB NUMBER: 2006845

Melbourne, VIC

Experienced dispensary technician required for a full time position within a fast paced pharmacy. You will be the sole support to the pharmacist in dispensing, stock control, customer service and any other duties involved with being a pharmacist's right hand person! Located in a busy pharmacy in a beautiful Southern suburb of Melbourne, easily accessible via public transport. You must display a high level of experience working in a busy dispensary area. Your superior knowledge or ability to quickly acquire, with LOTS dispense will also be highly regarded. \$Neg depending on experience and knowledge.

JOB NUMBER: 2006812

Coastal NSW

Business is booming and this pharmacy now needs to appoint a 2nd pharmacist to work alongside the pharmacist in charge. You will be working with a small but very supportive and generous pharmacy group. This pharmacy is located within an ideal location in this friendly coastal town approx 1 hour from Coffs Harbour. You will be reporting to the PIC maintaining a medium/high script trade, excellent management support from the owner and good structures in place to allow you to concentrate on being one of the town's main healthcare providers. Great working hours 9am -5.30pm Mon - Fri and Sat mornings. No nights or Sunday shifts! Attractive salary and accommodation allowance.

JOB NUMBER: 2006693

Country VIC

A great opportunity has arisen for a self-reliant pharmacist to join this friendly pharmacy located in country Victoria approximately 370kms north of Melbourne. Duties include general dispensing, counselling, supervising staff, reporting, ordering, and responsible for day to day operations of a small community country pharmacy. Work hours are Mon-Fri 9-5.30 & Sat 9-12. This includes a lunch break each weekday. LOTS computer system for a light script trade. Clean and tidy accommodation is included in the package.

JOB NUMBER: 2006826

Brisbane, QLD

Our client is seeking a dedicated clinical pharmacist to join a south Brisbane private hospital pharmacy team in the provision of ward pharmacy services. This position will require you to form part of an experienced ward based private hospital team. Work for an established pharmacy provider offering long term career opportunities. Previous hospital experience is essential. 38 hours per week Monday-Friday 8am-4.30pm with some weekend or on call work involved.

JOB NUMBER: 2006864

Darling Downs, QLD

Are you tired of being just one of many pharmacists in the city? Are you ready to expand the horizon of your career and become a valued professional within an appreciative community, without being too far from Brisbane and the Gold Coast? This could be the ideal opportunity for you. A pharmacy manager role is currently available with this very pro-active employer in the Darling Downs area of Qld. You will be working with an experienced team with lots of genuine support from management to run this busy community pharmacy. Ideally you will have experience in managing staff, but if you are a star newly registered pharmacist who believes your preceptor will back you all the way for this more advanced role, don't hesitate to apply. Excellent salary opportunity with exciting bonuses are in play as well as a vehicle and initial accommodation assistance.

UP CLOSE & PERSONAL...

ANDRES SIUFI
WALGREEN PHARMACIES (Family Owned)

What is your role at Walgreen Pharmacies?
 Manager

What do you like about what you do?
 I like managing people, particularly country people who are genuine and honest. It is a different world out here, serving small regional communities - you have to look after every member of the community every single day. It is a very rewarding job where every single day you experience the warmth of the people and it is great seeing the same faces every day and putting a smile on their faces - it is a wonderful feeling and a wonderful job to have.

What do you dislike?
 Being isolated and more regional can at times provide challenges on how to manage the business. It can be difficult to get attention and service from some of our suppliers. But I see this as part of the day to day issues when running a business and serving customers is still the main priority for our business.

What are your goals for the future or for your organisation?
 They are very simple. Communicate, plan and serve communities.

What advice would you offer someone who was considering a career as a pharmacist?

Having experienced working overseas as a Pharmacist, I would say that being a pharmacist in Australia is a fantastic profession. It is very rewarding and there really is an opportunity to helping people live a longer and healthier life. You can leave your mark in the lives of many of your patients and the system provides plenty of tools and resources to positively utilise.

For pharmacists starting out and wanting to specialise in community pharmacy, although you may ultimately want to live in the city, I strongly urge you to work in a regional area. It offers an opportunity to see the differences between metropolitan and regional environments and gain experiences that you would never have expected or perhaps experienced in a city pharmacy environment.

What is your favourite food?

A nice fish dish is hard to beat or ethnic food.

What is your favourite travel destination?

1) India 2) Mexico 3) Brazil

If you could invite 3 people to a dinner party, who would they be and why?

No doubts - my wife, son and daughter. We have a wonderful time together.

STAFF PROFILE

CANDICE SINCLAIR



Candice began her career at Raven's in 2003. Initially Candice worked with our Raven's Pharmacy Services Administration team, however it wasn't long before we spotted a hidden talent and trained Candice to work within our Permanent Recruitment Division.

They do say, 'If you water them they shall grow'.... and thus Candice's story. We have seen Candice go from strength to strength and Candice now manages our very fast paced Pharmacist Locum desk Australia wide.

To give you more insight into Candice, it could be said that she is our resident party thrower and concert guru and really who needs Ticketek when you have a Candice?

So if you have any Pharmacy Locum needs Australia wide, call Candice on 1800 429 829, she would be delighted to help you.

PHARMACIST'S PERSPECTIVE

{Cont. from page 1}

Eventually a position became available in the lovely rural town of Emerald and when I was made an offer, I eagerly accepted.

For many of you, the only time you may have heard of this great place was when Premier Anna Bligh touched down in the flood-ravaged community in early 2008! Emerald is a lovely place to live with the town having a strong mining and farming culture, as well as having a strong community of young professionals starting their careers - all of whom are very social!

The opportunity at Emerald enabled me to fast track my career which potentially was not possible to achieve as quickly in the larger cities. No sooner had I accepted a pharmacist in charge role, with a change of the pharmacy ownership, I was promoted to Managing Pharmacist! "WOW what a way to get ahead!!!"

After a quick phone call to my helpful adviser; Debbie quickly pointed out the wisdom of accepting a promotion and reassured any doubts I had at the time about taking such a big step in my career.

The next few weeks proved that I have made one of the best decisions in my life. Not only have I far exceeded my expectation on what I thought I would be doing two and a half years after graduating, but I have also been on a great adventure - through which I was offered continual support and advice from Debbie at Raven's.

All in all having the courage to send the email and have the chat with Raven's has been an overwhelmingly positive experience and it is one of the best decisions I have ever made.

- Rebecca Reddy, Highlands Pharmacy First Emerald QLD



MOVIE REVIEW

Terminator Salvation

Starring: Christian Bale, Sam Worthington, Anton Yelchin, Moon Bloodgood, Bryce Dallas Howard, Common, Jane Alexander, Helena Bonham-Carter, Jadagrace

It is 2018, Judgement Day has passed and the battle between humans and machines is still raging as Skynet (the computer system which has become self-aware) continues to exterminate the remaining humans. Australian Sam Worthington plays Marcus Wright, a murderer sentenced to death in 2003 who agrees to donate body parts, only to wake up baffled in 2018. Marcus is soon rescued from a T-600 attack, by the young Kyle Reese (Anton Yelchin) and his silent companion Star, and soon discovers that Judgement Day has passed with few human survivors remaining. Determined to survive, Marcus quickly fixes a radio and picks up a broadcast from John Connor (Christian Bale), the man fated to lead the resistance against Skynet and whose daily broadcasts are secretly focused on finding Kyle Reese, his future father. Meanwhile, Connor has met with the resistance leaders who have discovered a way to bring Skynet down and have also tapped into a message warning that all resistance leaders will be dead in four days and Kyle Reese is their number one target. Connor is soon confronted by Marcus and must quickly decide what Marcus' intentions are and where he has been sent from. Terminator Salvation is a gritty account of what happens in apocalyptic 2018, and director McG (Charles Angeles) has focused on action and sound effects, while visually the film is grey and dull in colour compared with the sun drenched streets in T2. The film begins with great action and it's great to see the original Terminators as well as new models, such as mini terminators on motorbikes. Whilst having been slammed by many critics, the film is a great entertainer and a must for the big screen.



HOW TO ATTRACT AND RETAIN THE RIGHT EMPLOYEES...

What is your employment brand?

(Cont. from page 1)

Employment brand you ask? What does this mean? Employment brand is the employment experience offered to employees and it all begins with existing employees and then extends to prospective employees. The first step is to build up your employment brand with your existing employees and understand what makes your talented employees satisfied and how to nurture them. The second step is honesty and delivering on promises. There is no point making a promise if you can not deliver on it. Your employees may feel misled or lose faith in you and your organisation; ultimately it may be difficult to retain them long term.

Do you have active listening skills?

To build a great employment brand, a key step is spending time listening to your employees and their ideas. By actively listening to your employees it fosters a culture of appreciation, respect, positivity and effective communication. You will also be able to gauge what is important to each individual employee and therefore manage them on a more personalised level.

Involving your employees

So you have listened to your employees, now by incorporating some of your employees ideas, they will see your commitment to their suggestions and will further enhance team spirit. It is team spirit that is attractive to employees, causing them to want to stay and be part of your organisation – the flip side is that it also helps you to attract good employees when you are seeking to hire.

Strong leadership

A big impact to the retention of your high performing employees is quite often the calibre of leadership in your organisation. Many research studies show that one of the main reasons why employees leave an organisation is due to poor management or leadership. Generally, organisations that strongly perform are those which constantly measure, reward and challenge their employees.

Reward where reward is due

It is vital that you are prepared to reward high performing and dedicated employees. This includes verbal recognition, acknowledging achievement in your organisation, and remuneration packages that reward performance. Keep in mind that some employees are not always looking for monetary reward but rather career progression, secondment opportunities, training and skill development, or subsidising further study.

Success breeds success

Nothing draws high performing employees more than the opportunity to be part of a successful team. Clearly explain to your employees the goals of your team and how each team member must contribute and perform at their best to be part of this team.

Conclusion

So if retention and loyalty are high on your agenda, consider these simple tips as they may make all the difference to your pharmacy in the mid-long term and your bottom line.

PHARMACY JOKES!

An elderly woman went into a pharmacy and handed in a prescription for birth control pills. Noticing the woman's name on the prescription, the pharmacist thought for a minute and then said: "Excuse me, Mrs. Smith, but you're 75 years old. What possible use could you have for birth control pills?"

The woman responded, "They help me sleep better."

The pharmacist thought some more and continued, "How in the world do birth control pills help you sleep better?"

The woman said, "I put them in my granddaughter's orange juice and I sleep better at night."

FAST FACTS...>

1. A woman from Berlin Germany has had 3,110 gallstones taken out of her gall bladder.
2. In Tokyo, a bicycle is faster than a car for most trips of less than 50 minutes.
3. Dolphins sleep with one eye open.



QUOTE OF THE DAY

A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.

WINSTON CHURCHILL



NZ Pharmacy Employment

Phone: 1800 429 829

All advertising or contribution enquiries

Email: lisa@ravensrecruitment.com.au

Email: info@ravensrecruitment.com.au

www.ravensrecruitment.com.au

Phone: +64 9 4125 480

Email: info@nzpe.co.nz

www.nzpe.co.nz