

Shelley Behen

24 McIntyre Street, Hendra Q 4011 | 0433148661 | shelleybehen@gmail.com

Summary/Executive Profile

- 25 years' experience in Pharmacy specialising in Oncology
- Extensive, practical experience in the implementation and application of CHARM oncology software functionality within the clinical setting
- 12 years' experience conducting small and large group training to doctors, nurses and CHARM Project Officers in CHARM oncology software, Electronic Medication Administration, ePrescribing, Clinical governance, Clinical Trials, Good Manufacturing Practice and Good Documentation Practice
- Provides clinical advice to the clinical and technical services teams to influence the design and development of CHARM oncology software
- Experienced in conducting internal quality audits and systems safety analysis through regression, integration and smoke testing of product releases and changes
- Skilled in creating technical and product documentation such as product specifications, functional design documents, enhancement requests, design overviews and release notes

Career Highlights

- Clinical Project Lead on the implementation of Slade Health External Ordering HL7 Interface for ICON Cancer Care
- Clinical Project Lead on the implementation of the Baxter Healthcare External Ordering HL7 Interface for Queensland Health
- Provided project support for the implementation of a multi-provider pathology interface for Gippsland Health Alliance
- Provided project support for the delivery of new implementations of CHARM across multiple sites including Bendigo Health, Bass Coast Health and Far North Day Hospital
- Coordinated and facilitated the CHARM User Group conference for over 70 clients
- Current CHARM account manager for ICON Cancer Care, Queensland Health, Baxter Healthcare and Cabrini Private Hospital

Academic and Professional Qualifications

ITIL 4 FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT | 2020 | AXELOS
ISTQB CERTIFIED TESTER FOUNDATION LEVEL | 2020 | INTERNATIONAL SOFTWARE TESTING QUALIFICATIONS BOARD

ADVANCED DIPLOMA OF SCIENCE | 2018 | UNIVERSITY OF NEW ENGLAND
CERTIFICATE IV IN HOSPITAL/HEALTH SERVICES PHARMACY | 2018 | SWC
CONTRACTING

CERTIFICATION IN GOOD CLINICAL PRACTICE | 2018 | SYNEOS HEALTH

Shelley Behen

24 McIntyre Street, Hendra Q 4011 | 0433148661 | shelleybehen@gmail.com

Experience

CLINICAL APPLICATIONS SPECIALIST/CLIENT ACCOUNT MANAGER |CITADEL HEALTH [CHARM PROGRAM] | DECEMBER 2018 – PRESENT

- Timely and appropriate customer service to all users of CHARM software
- The provision of expert clinical input to Help Desk Incidents
- Managing second level clinical problem determination and resolution, researching, and recommending trouble shooting workflows for clients, administration tasks and providing advice and support to sites in accordance with the service level agreements
- Providing clinical advice to the clinical and technical services teams
- Input into support team functions and advising on prioritisation and reporting on all tasks through to resolution and ensuring CHARM performance exceeds customer expectations
- Ensuring that clients receive quality, customer focused, support services to enable them to use the software and system to their full capacity, reducing the need for follow-up support enquiries.
- Assist in the development and implementation of training packages
- Manage testing of new products for clinical functionality and identification of bugs

ADVANCED SCOPE PHARMACY TECHNICIAN/ASSOCIATE TEAM LEADER CANCER CARE | ROYAL BRISBANE AND WOMEN'S HOSPITAL | APRIL 2015 – OCTOBER 2018

- Identifying new and missed PBS billing opportunities
- Clinical trial manufacture and paperwork
- Liaising with Oncologists, Nursing Staff and Patients
- Dispensing of inpatient, discharge and outpatient prescriptions using Ipharmacy, HBCIS, ieMR and CHARM
- Data entry of prescription requests
- Co-ordinate operational management of the Pharmacy Support Staff located in the Cancer Care satellite
- Provide support, mentoring, training and supervision to less experienced Pharmacy Assistants/Technicians
- Initial set up of Advanced Scope Pharmacy Assistant position and creation of processes and procedures
- Developed new cleaning, training and validation procedures in conjunction with the Senior Cancer Care Pharmacist

SENIOR ONCOLOGY TECHNICIAN |FRESENIUS KABI | JANUARY 2014 – APRIL 2015

- Provide support, mentoring, training and supervision to less experienced Pharmacy Assistants/Technicians
- Compounding and reconciling chemotherapy and clinical trials
- Process Validations, Microbiological testing and reading of plates

Shelley Behen

24 McIntyre Street, Hendra Q 4011 | 0433148661 | shellybehen@gmail.com

SENIOR ONCOLOGY TECHNICIAN | HPS PHARMACIES | AUGUST 2012 – JANUARY 2014

- Billing patients and chemotherapy day unit
- Data entry dispensing prescriptions and lodging of PBS claim
- Training new and existing staff, creating initial training documents
- Creating prescriptions using Medical Director
- Creating and maintaining batch sheets
- Maintaining patient protocols

TRAINING CO-ORDINATOR | BAXTER HEALTHCARE | JANUARY 2006 – AUGUST 2012

- Training employees on competencies required for their position and as detailed in the job description
- Organising and presenting group and individual training
- Providing accurate training and assessment records that reflect the activities that are currently being performed by the employee
- Conducting competency assessments for initial, probation and annual performance reviews
- Conducting pharmacy specific GMP training, including manual updates
- Conducting pharmacy specific EH & S training
- Identifying training gaps or areas requiring additional training
- Responsible for the performance and quality of site training teams
- Reviewing and updating training material as required
- Liaising with other Training Co-Ordinator's in ANZ to ensure compliance to the Training and Assessment System
- Operation of EM2400 Compounder
- Process validations, Microbiological testing and reading of plates

Referees

Available upon request