

POSITION DESCRIPTION

Position Title:	Dispensary Pharmacist
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Single Interest Enterprise Agreement 2021 - 2025
Classification:	Grade 2 – Year 1 to Year 4 (SX2 to SX5)
Reports To:	Dispensary Manager
Direct Reports:	Nil
Date Prepared/Updated:	5 December 2024

Position Purpose
<p>The Dispensary Pharmacist, Grade 2, is responsible for the provision and coordination of the dispensing services provided to inpatients and outpatients, including Hospital in the Home (HITH) patients. In addition, this position is responsible assisting the Dispensary Manager in the co-ordination of dispensing services, patient education and operational management of the dispensaries. Services are provided in accordance with all relevant legislative, PBS and practice standard requirements.</p>
Business Unit Overview
<p>The Western Health Pharmacy Service provides a comprehensive, professional pharmacy service to the wards and departments of Sunshine, Footscray and Williamstown Hospitals. The Hospital Pharmacy department also provides support services to the Sunbury Day Hospital, Melton Day Hospital, Bacchus Marsh Hospital and Dame Phyllis Frost Centre.</p> <p>The objectives of the service are to:</p> <ul style="list-style-type: none"> • Ensure safe, rational and cost effective use of medicines. • Provide up to date information and advice on drugs and drug therapy to patients and staff of Western Health. • Offer effective and efficient procurement and distribution of medications. • Provide support for education and research.
Key Responsibilities
<p>Provision of Care, including:</p> <ul style="list-style-type: none"> • To practice in accordance with legislative requirements, accreditation standards and SHPA Guidelines relating to dispensary services. • Under the guidance of the Dispensary Manager, co-ordinate the day to day operations of the dispensary service.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- To provide dispensing services as per Pharmacy Standard operating procedures and Western Health Organisational Policies, Procedures and Guidelines.
- To participate in clinical pharmacist activities where required, as per the Clinical Pharmacist Position Description.
- To review all medication orders for legibility, legality, therapeutic appropriateness, dosage and safety, and initiate any modifications where required via direct communication with the prescriber where possible.
- To endorse all medication charts and prescriptions with appropriate information to ensure unambiguous orders are clarified and therefore assist in the right patient receiving the right drug in the right dose at the right time.
- To advise on issues relating to rational prescribing with respect to efficacy, side effects and safety, and where appropriate to advise on alternative therapies in an attempt to contribute to and modify the prescribing habits of medical staff.
- To provide medication counselling and information to all patients/carers and assist clinical pharmacists with discharge and leave prescription counselling.
- To liaise with the patient's community pharmacy regarding the preparation of the dose administration aid where required.
- To assist with checking the ward imprest services/ night store replacements provided by pharmacy technicians are performed accurately and efficiently
- To provide medicines information to medical, nursing and allied health staff.
- To comply with the Western Health dispensary procedures, Drug Formulary and drug policies.
- To ensure that PBS prescriptions dispensed fulfil Medicare requirements and comply with Western Health dispensing policies.
- To dispense the appropriate amount of medication for each individual patient as per relevant procedures.
- To ensure that the relevant approvals have been obtained prior to dispensing medication.
- To perform other duties as delegated by any member of the Pharmacy Senior Management Team.
- To promote medication safety both within the pharmacy department and to other health professionals.

Professional, Ethical and Legal Approach, including:

- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards.
- Comply with all legislative requirements.
- Comply with confidentiality obligations with regard to patients, consumers and colleagues.
- Comply with all Western Health policies and procedures.
- To maintain performance standards consistent with SHPA Guidelines for Clinical Practice.
- To ensure that the requirements of the Western Health Pharmacy policies, procedures and formulary are adhered to at all times by medical, surgical and nursing staff.
- To document pharmacy dispensing incidents in Riskman.
- To proactively seek information regarding customer needs and the potential for further quality improvement opportunities relating to dispensary services.
- To demonstrate the value of pharmacy services to our customers and to effectively market the service.
- Ensuring that OH&S requirements for the dispensary are adhered to on the weekends.

Collaborative Practice, including:

- To work as part of the pharmacy team and provide assistance to other areas of the department as required.
- Liaise with other health professionals to maximise patient outcomes in relation to drug therapy.
- To act as the Grade 3 Senior Pharmacist in charge (Weekend Services) when required.
- To provide medicines information to patients and clients of Footscray Hospital and Western Health as required.
- To be a member of and participate in multi-disciplinary Western Health and Footscray Hospital Committees and workgroups where appropriate.
- To ensure that all pharmacy staff are aware of Western Health procedures relating to pharmacy and supply of medications.
- To identify areas requiring improvement relating to the provision of pharmacy services.
- To assist in providing structured training to all relevant pharmacy staff.
- To provide training as necessary for application and maintenance of EMM initiatives to Western Health Staff.
- To maintain affiliation with professional bodies.

Lifelong Learning, including:

- To have up to date drug knowledge and work with other pharmacy staff to provide structured, contemporary and comprehensive training for pharmacy staff, technicians and pharmacy students.
- To participate in relevant conferences, seminars and related educational activities.
- To participate in research, publication and presentation activities.
- To ensure intern pharmacists, students and pharmacists rostered to the Footscray dispensary are aware of procedures and their roles.
- To assure quality and service standards by actively participating in the quality assurance program.
- To co-operate with clinical services in joint quality activities such as clinical audits and to support new initiatives where appropriate.
- To present as a role model to other staff in regard to work practices, professional development and ethical behaviour.
- To foster a learning environment and to promote teamwork for delivering pharmacy services.
- To assist in ensuring that all pharmacy staff adhere to Western Health and pharmacy specific policies and procedures.

Health Values, including:

- Record pharmacy KPIs and workload statistics for each transaction to ensure timely delivery of services.
- To ensure liaison processes between the Western Health Pharmacy Service and Primary Care providers meet the needs of the customers.
- To foster external relationships with relevant health care providers in the community.
- To ensure that processes are in place to facilitate the communication of patient medication requirements with carers and/or relevant health care providers in other hospitals and in the community to facilitate continuity of care.
- To demonstrate the value of pharmacy services to our customers and to effectively market the service.
- Facilitate the recording and assist with the analysis of dispensary KPIs and interventions.
- To be involved in the rationalisation of medication supply.
- Assume financial responsibility within the role expectations of a dispensary pharmacist.
- To be proactive in recommendations for cost effective drug therapy.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships**Internal:**

- Pharmacy Staff
- Clinical Staff
- Medical Staff
- Nursing Staff
- Hospital Departments, Units, Committees

External:

- Patients
- Other Health Providers

Selection Criteria**Essential:**

- Completion of Bachelor of Pharmacy or equivalent.
- Eligible for registration with Australian Health Practitioner Regulation Agency (AHPRA).
- Knowledge of pharmacy and related legislation.
- Proven compliance with pharmacy legislation and ability to ensure other staff are compliant with the same.
- Knowledge and understanding of all relevant aspects of hospital pharmacy services, and a demonstrated ability to practice in accordance with SHPA/AdPhA Guidelines.
- Sound understanding of the PBS and ability to ensure that dispensing services comply with PBS requirements.

- Commitment to continual professional development and the ability to keep abreast of current knowledge and accepted practices.
- Demonstrated ability to plan, organise and prioritise workload and responsibilities and meet time constraints.
- Excellent communication and interpersonal skills.
- Demonstrated commitment to customer focused service.
- Works with a minimum of supervision.
- Ability to work as part of a team and contributes to projects and initiatives.
- Experience in the supervision of staff.
- Strives for maximum attendance/punctuality.
- Fosters and maintains working relationships.
- Demonstrated ability to adapt to a changing environment and demonstrate initiative within it.
- Ability to understand and adhere to Western Health Policies and Procedures.
- Ability to proactively anticipate difficulties and resolve potential problems before they arise.
- Proven ability to implement quality improvements and to produce quality outcomes.
- Be reliable and show due care and attention to accuracy and detail.
- Practices collaboratively as part of a multidisciplinary health care team.
- Demonstrates an ability to identify and solve problems.
- Possesses well-developed IT skills.
- Demonstrates leadership skills.

Desirable:

- Experience in coordinating dispensary activities.
- Relevant post-graduate degree/diploma.
- Have undertaken projects to improve the dispensary services.
- Knowledge and understanding of different learning and supervision styles, and an ability to apply these styles to teaching staff with a broad range of abilities and skills.
- Ability to employ information technology applications at a high level to improve service provision.
- Be familiar with dispensing, EMR software and ideally manufacturing experience in sterile and non-sterile, however if not then training will be provided where required.

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____