

POSITION DESCRIPTION

Position Title:	Lead Pharmacist - Automated Medication Management
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Pharmacist: Grade 4 – Year 1 to Year 5 (TA20 to TA22)
Reports To:	Deputy Director of Pharmacy - Quality & Informatics
Direct Reports:	Senior Pharmacist - Automated Medication Management Senior Pharmacist - Pharmacy Systems Pharmacy Technician - Automated Medication Management
Date Prepared/Updated:	15/12/2025

Position Purpose

The Lead Pharmacist - Automated Medication Management (AMM) is responsible for the strategic planning, implementation, optimisation, and governance of all automated medication management systems and workflows across Western Health (WH).

This role provides expert clinical, technical, and management oversight, ensuring the AMM systems are integrated seamlessly across WH clinical applications and systems (including pharmacy systems) to enhance patient safety, operational efficiency, and regulatory compliance. The position is critical in driving change management, innovation, and long-term sustainability for medication automation at WH.

The role involves providing support, facilitating performance development, and managing team members. This position contributes to the overall management of the Pharmacy Department through active participation as a member of the senior leadership group and representation at relevant meetings and committees.

This is a new role supporting the adoption of automated medication management systems at WH. As a result, it is expected that this position description will evolve in line with future innovation and adoption of automated medication management systems.

Business Unit Overview

The Western Health Pharmacy Service provides a comprehensive, professional pharmacy service to the wards and departments of Sunshine, Footscray and Williamstown Hospitals. The Pharmacy department also provides support services to the Sunbury Community Hospital, Melton Hospital, Bacchus Marsh Hospital and Dame Phyllis Frost Centre.

The objectives of the service are:

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- To ensure safe, rational and cost-effective use of medicines.
- To provide up to date information and advice on medicines and medication therapy to patients and staff of Western Health.
- To offer effective and efficient procurement and distribution of medicines.
- To provide support for education and research.

Key Responsibilities

Leadership and Strategy:

- Provide strategic direction and visionary leadership for all AMM initiatives and projects across the organisation.
- Lead proactive engagement with stakeholders to shape AMM solutions for future capital projects.
- Represent WH as the principal AMM subject matter expert (SME) in state, national, and internal forums.
- Advise the Deputy Director of Pharmacy - Quality and Informatics and Director of Pharmacy, on matters pertaining to automated medication management.
- Line manage and mentor the Automated Medication Management team, and Senior Pharmacist - Pharmacy Systems, to ensure service delivery is maintained.

Provision of Care:

- Lead the safe implementation of AMM solutions across WH, managing the transition from project to business as usual (BAU) activities.
- Oversee the review of build and workflow decisions made during the project phase to ensure their ongoing suitability following implementation.
- Have accountability for the stability, performance, maintenance, and optimisation of all AMM solutions.
- Direct the team's efforts in maintaining and optimising AMM solutions by regularly assessing performance, proactively identifying and resolving issues, and implementing updates or upgrades as needed.
- Oversee the troubleshooting and prompt resolution of complex technical software or hardware issues to minimise operational downtime.
- Drive strategic reporting and analysis to support pharmacy and nursing and midwifery operations, compliance, and inform performance improvement initiatives across the organisation.
- Direct the use of data analytics for insights into medication procurement, use, and financials to guide decision-making and promote sustainability.
- Ensure rigorous oversight of user provisioning, deprovisioning, and system access for all AMM solutions.
- Develop and oversee mechanisms to ensure all risks, clinical incidents, and adverse events related to AMM are reported, investigated, and that prevention strategies are implemented.
- Ensure that existing procedures are followed.
- Perform other duties as delegated by the Deputy Directors or Director of Pharmacy.
- To participate in weekend and on-call rosters.

Collaborative Practice:

- Manage change resulting from implementing new or enhancing existing AMM solutions through effective staff engagement and support.
- Act as the primary liaison and key relationship manager between senior clinicians, information technology teams (DTS, Digital Health), and external vendors (e.g., AMCs, Pharmhos, Oracle Health), ensuring the design and implementation of fit for purpose AMM solutions.
- Lead vendor management functions, including performance review, contract adherence, and new technology assessment, as required by the Deputy Director of Pharmacy - Quality and Informatics, or the Director of Pharmacy.
- Establish and maintain a network of key external relationships with other health services to ensure WH remains informed of and implements best practice AMM solutions.
- Lead Western Health committees and working groups relevant to medication informatics and automation.
- Work collaboratively to achieve desired outcomes for the organisation.

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<p>Quality Improvement:</p> <ul style="list-style-type: none"> • Drive a culture of quality improvement and ensure all AMM use meets ACHS requirements for accreditation. • Proactively identify, lead the development, implementation and evaluation of quality improvement solutions to enhance patient safety and outcomes using AMM data. • Lead the identification and implementation of new AMM solution strategies, such as system integration, with internal and external parties. • Benchmark WH's AMM solutions and pharmacy systems and workflows against other major Australian hospitals to ensure best practice service delivery. • Provide specialist, high-level input to contribute to the successful deployment of informatics strategies and new AMM solutions. • Support system testing as required. <p>Professional Development: Education, Training and Research</p> <ul style="list-style-type: none"> • In collaboration with discipline education leads (pharmacy, nursing/midwifery, etc.), develop and oversee the education portfolio relating to AMM solutions. • Approve and maintain all procedures relating to AMM systems use, ensuring staff compliance and adequate training. • Oversee the ongoing BAU training plan and ensure all pharmacy staff possess the necessary skills for AMM workflows. • Lead and actively engage in research, publications, and presentations relevant to WH's AMM solutions in state, national, and internal forums. • Co-ordinate the orientation and training of team members to ensure continuity of service. <p>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.</p>
<p>Key Working Relationships</p> <p>Internal:</p> <ul style="list-style-type: none"> • Pharmacy staff • Digital Technology Services (DTS) • Digital Health Team • Nursing and Midwifery staff • Relevant capital works teams • Other Western Health staff <p>External:</p> <ul style="list-style-type: none"> • Pharmacy Information System vendor (e.g., Pharmhos) • AMC vendor(s) • Pharmacy staff in similar roles within other networks • Other healthcare networks • Other vendors
<p>Selection Criteria</p> <p>Essential:</p> <ul style="list-style-type: none"> • Completion of a Bachelor of Pharmacy or equivalent. • Registered pharmacist with the Australian Health Practitioner Regulation Agency (AHPRA). • At least 8 years' experience in hospital pharmacy. • Comprehensive knowledge of pharmacy services and demonstrated adherence to AdPha's Standards of Practice for Clinical Pharmacy. • Extensive, demonstrated experience in electronic medicines management (eMM) within a complex, ambiguous, and rapidly changing environment. • Proven expertise and skills in managing and solving large-scale and/or complex service issues whilst contributing to the development of relevant professional standards and work practices that reflect best practice.

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- Knowledge and experience of information systems and technology including testing and resolution of identified anomalies.
- Highly developed leadership, staff supervision, and management skills, including the ability to coach and develop a professional team.
- Exceptional communication, negotiation, and stakeholder management skills, with the ability to influence senior executive decisions and affect change.
- Demonstrated skills in creating and maintaining partnerships and collaborative relationships within the organisation and with external agencies to support best patient care, optimisation of systems or practices, and to influence and shape future service planning.
- Proven ability to effectively manage multiple time constraints, prioritise complex workloads, and meet deadlines consistently.
- Strong commitment to continual professional development, maintaining current knowledge and adhering to best practices.
- Demonstrated commitment to continuous quality improvement processes and strong data analysis skills for driving change.
- Ability to identify improvement opportunities and lead projects through multidisciplinary working groups and committees.
- Exceptional computer literacy, technical proficiency, and expert-level knowledge of hospital medication management workflows.
- Demonstrated commitment to customer-focused service management and development.
- Relevant Post Graduate qualifications (e.g., in informatics, management and/or project management).
- Ability to adhere to Western Health's key behaviours.
- Demonstrated commitment to high quality data collection and analysis

Desirable:

- Management experience of complex pharmacy services.
- Active participation in relevant forums, networks, committees, or professional bodies at a local, state-wide or national level to apply/drive high level strategy pertaining to pharmacy systems and contribute to the development of professional standards.

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 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 safe working environment, without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except as 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 regarding 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

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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 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: _____

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