POSITION DESCRIPTION

Position Title:	Pharmacy Technician - Automated Medication Management
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 (TH14)
Reports To:	Lead Pharmacist - Automated Medication Management
Direct Reports:	N/A
Date Prepared/Updated:	17 December 2025

Position Purpose

The Pharmacy Technician - Automated Medication Management (AMM), supports the testing, implementation, operation, maintenance, troubleshooting, optimisation and expansion of automated medication management systems at Western Health (WH). This role ensures accurate medication storage, supply, and inventory control through automated technologies, contributing to safe and efficient medication management practices.

They will support the Lead Pharmacist - AMM in ensuring the successful management of day-to-day operations of automated medication management systems and utilise data analysis and reporting capabilities offered by these systems, to increase medication safety and efficiency.

The activities of a pharmacy technician are limited to functions that do not require the exercise of professional pharmaceutical judgement by the technician. Under the direction of a pharmacist, the Pharmacy Technician - AMM is responsible for stock management and control within AMM systems.

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:
- To ensure safe, rational and cost-effective use of medicines.

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- 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

- Support the planning and safe implementation of AMM solutions across WH, including the transition from project to business as usual (BAU) activities.
- Contribute to the review of build and workflow decisions made during the project phase to ensure their ongoing suitability following implementation.
- Act as an automated medication management subject matter expert (SME), in interactions with internal and external stakeholders.
- Provide project support during any WH AMM projects.
- Supervise, train and support pharmacy technicians in AMM solutions, as needed.
- Assist with developing and implementing an AMM solutions education program for pharmacy staff.
- Assist in developing and maintaining procedures and guidelines related to AMM systems use.
- Collaborate with the lead pharmacy technician to plan future pharmacy technician services related to AMM systems.
- Assist in developing key performance indicators relating to AMM solutions.
- Assist with data collection to measure performance and inform continuous quality improvement activities.
- Support the routine audit of ward medication rooms to ensure that imprest stock is accurately maintained and optimises the use of AMM solutions.
- Support the routine audit of expiry date checking records to ensure that the benefits of AMM solutions are being realised.
- Ensure maintenance of records for audit purposes.
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'.
- Comply with the expected standards of performance in the role as described by the relevant professional bodies, industry standards and leadership capability frameworks.
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience.
- Comply with confidentiality obligations with regard to patients, consumers and colleagues.
- Comply with all Western Health policies and procedures.
- Ensure completion of all mandatory training by the due date.
- Assist with various additional departmental duties, as required and requested by the Lead Pharmacist - AMM, Deputy Directors and/or Director of Pharmacy.
- Improve services and increase the profile of WH pharmacy technician services by participating in relevant conferences, seminars and related educational activities.
- Be proactive in research, publication and presentation activities relating to AMM solutions.
- Work at other Western Health campuses as required
- Work collaboratively to achieve desired outcomes for the organisation.
- Participate in weekend and public holiday rosters as required, performing tasks such as:
  - Routine pharmacy technician duties as per the Pharmacy Technician, Grade 2, position description.
  - Supporting pharmacists with sterile, non-sterile and cytotoxic dispensing, including but not limited to, the preparation of such products (after having completed an approved aseptic cytotoxic dispensing course).

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
- Digital Technology Services (DTS)

- Digital Health Team
- Nursing and Midwifery staff
- Relevant capital works teams
- Other Western Health staff

External:
- Pharmacy Information System vendor (e.g., Pharmhos)
- AMC vendor(s)
- Other vendors

Selection Criteria

Essential:
- Holder of a Certificate IV (Hospital Pharmacy Technician) or equivalent, approved by the Pharmacy Board of Australia
- A minimum of three years' full-time experience as a qualified hospital pharmacy technician
- Proven record of achievement as a pharmacy technician with highly developed practice improvement skills
- Completion of VCE or Equivalent
- Demonstrated excellent communication and interpersonal skills
- Demonstrated experience in supervising staff
- Demonstrated ability to work as a team member to improve services
- Commitment to continuous quality improvement processes and ongoing change
- Demonstrated capability to meet multiple time constraints and to determine workload priorities to complete targets by a set deadline
- General computer skills, including proficiency in word processing, spreadsheet and presentation applications
- Current Driver's License

Desirable:
- Membership of AdPhA
- Experience in cytotoxic and sterile manufacturing

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: _____