

POSITION DESCRIPTION

Position Title:	Lead Pharmacist - Dispensary & Technician Services
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Year 1 to Year 5 (TA20 to TA22)
Reports To:	Deputy Director of Pharmacy – Operations
Direct Reports:	Senior Pharmacist – Sunshine Dispensary Senior Pharmacist – Footscray Dispensary Lead Pharmacy Technician
Date Prepared/Updated:	24 December 2025

Position Purpose

The Lead Pharmacist – Dispensary and Technician Services will be responsible for the oversight, coordination and management of dispensary services at Footscray and Sunshine Hospitals, in addition to oversight of dispensary processes at all Western Health sites, and hold the responsibilities of being the lead pharmacist for technician services. The incumbent will work collaboratively with multidisciplinary staff on the development of operational and procedural aspects of dispensary and technician services and to identify and implement service improvement projects. The incumbent will also need to provide guidance and oversight of education and skills development portfolios for all staff working within Sunshine and Footscray dispensaries and pharmacy technician services, during pharmacy hours and after-hours.

This team lead 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.

The role will require staff to be flexible with their working hours to meet the changing operations demands and can include being on call, working after hours, on weekends and public holidays. Staff may be required to travel and work across the various Western Health campuses, programs, and partner organisations. Compliance with mandatory training as per Western Health Policy is a requirement of this role. Failure to complete this training within required timeframes may result in a suspension of duties until training is completed.

Business Unit Overview

The Western Health Pharmacy Department 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.

Our Vision

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The objectives of the service are:

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

Key Responsibilities

Provision of Care:

- To lead and direct the provision of pharmacy dispensary services for Footscray and Sunshine Hospitals, and ensure dispensary processes across all sites are appropriately aligned and documented.
- To provide leadership and direction for Pharmacy Technician services across Western Health
- To oversee the co-ordinated and timely supply of medications from the dispensaries at Footscray and Sunshine Hospitals.
- To co-ordinate and participate in the supply and dispensing of medications as per Western Health standard operating procedures.
- Oversee the creation and management of dispensary staff and technician schedules and rosters by direct reports at Footscray and Sunshine sites, considering workload demands and employee preferences.
- Develop and ensure compliance with the Business Continuity Plans (BCPs) related to dispensary services in collaboration with other Senior Pharmacists, this includes regular auditing of Downtime Kits and coordinating simulations to reinforce practice.
- Oversee the maintenance of records of staff training to ensure that all pharmacy staff performing dispensary duties are adequately trained and assessed to safely do so
- Ensure adequate coverage for all shifts or operational periods within the Footscray and Sunshine Dispensary, and Technician teams
- Gather, analyse and interpret workforce data to provide insights and make informed decisions regarding staffing levels, performance and operational efficiency
- Generate regular reports to support data driven decision making and monitor service performance
- Assist with various additional departmental duties as required in times of staff shortage or as otherwise directed by the Deputy Director(s) or Director of Pharmacy.
- To ensure the regular scheduled maintenance of dispensing equipment.
- To ensure that all relevant procedures and documentation are maintained
- To be able to work flexible hours including early starts and participate in weekend and on-call rosters

Professional, Ethical and Legal Approach:

- Assure quality and service standards by overseeing pharmacy dispensary and technician quality assurance programs.
- To actively participate as a member of the pharmacy senior management team.
- Line manage direct reports – this includes, but is not limited to, participation in performance development initiatives and management of underperformance interventions, recruitment and selection, leave management and mandatory training compliance.
- To provide expert advice on dispensary services and to communicate this to staff.
- To collaborate with the Lead Technician to provide expert advice on technician services and to communicate this to staff.
- To be a role model and mentor for the development of good work practices and ethical behaviour.
- To foster a learning environment and to promote teamwork for delivering pharmacy services.
- To present as a role model to other staff in regard to work practices and professional development
- To oversee the development and maintenance of dispensary procedures and relevant technician procedures, and ensure that staff understand and are adequately trained in the implementation and compliance with such procedures, including procedures for dispensing of PBS medications.
- To ensure optimal inventory management of relevant pharmaceuticals.
- To ensure compliance with the Western Health Drug Formulary, decisions of the Drug and Therapeutics Committee and Western Health and pharmacy specific policies and procedures.

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- To assist the Deputy Directors of Pharmacy and/or Director of Pharmacy with drug formulary applications to the Drug and Therapeutics Committee where required.
- To analyse and present drug usage reports on a monthly basis where required.
- To ensure the recording and collation of pharmacy KPIs and workload statistics relating to dispensary and technician pharmacy services and assess and report on these as required.
- Maintain up to date policies, procedures and education portfolio in relation to provision of dispensary pharmacy services.
- Contribute to significant drug expenditure reductions.
- To provide any other information and reports to the Deputy Director(s) of Pharmacy and/or Director of Pharmacy as requested.

Collaborative Practice:

- To participate in multidisciplinary work groups and/or committees where appropriate.
- To support clinical trials at Western Health
- To attend site clinical trials set-up meetings where appropriate.
- To ensure that processes are in place to facilitate the communication of patient medication requirements with carers and/or relevant health care providers in the community.
- To proactively seek information regarding customer needs and the potential for further quality improvement opportunities relating to manufacturing services.
- To ensure liaison processes between the Western Health Pharmacy Service and Primary Care providers meet the needs of the customers.

Lifelong Learning:

- To regularly review, benchmark and, where appropriate, modify work practices pertaining to dispensary and technician pharmacy services
- Work with other staff to develop and provide structured, contemporary and comprehensive training programs for pharmacy staff, students and technicians.
- Assist with coordination and oversee the training of pharmacy staff in dispensary services as required to provide on call and after-hours pharmacy services to Western Health
- To participate in the development of research initiatives and protocols, particularly relating to pharmacy dispensing and technician services.
- To contribute to conference proceedings and/or publication in relevant journals.
- To maintain active affiliation with professional bodies.
- To encourage pharmacy staff to participate in teaching and learning activities and to present at conferences.
- To monitor trends and new developments particularly in dispensary pharmacy practice and technician scope of practice.
- To participate in education programs for pharmacy staff.
- To investigate and assess reported clinical incidents and identify trends of errors relating to relevant pharmacy services.
- To ensure that all quality improvement activities are presented in the format required.
- To ensure that technicians have appropriate oversight.
- To supervise pharmacy interns and students.
- To oversee the application of relevant orientation checklists and to participate and ensure compliance with orientation procedures for all staff rostered to relevant areas
- To participate in ongoing audit and utilisation activities.

Health Values:

- To demonstrate the value of pharmacy services to our customers and to effectively market the service.
- To maintain Western Health pharmacy service profile in order to be able to respond to changes in activity.
- To provide leadership by ensuring that staff rostered to relevant areas are aware of and complete their responsibilities.
- To ensure efficient and appropriate resource utilisation.
- To be proactive in recommendations for cost effective drug therapy.
- To identify and implement strategies to improve efficiencies wherever possible.

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- To ensure PBS income reimbursement is optimal and to identify and implement income generating opportunities where appropriate.
- To ensure that all legislative, Pharmacy Board of Australia and along with OH&S, NSQHS Accreditation and AdPha Standards are met for all relevant pharmacy services.
- To locally coordinate the recruitment and activities of health and safety representatives for Footscray and Sunshine departments.
- To escalate any occupational health and safety risks identified to the relevant manager.
- To ensure the Occupational Health and Safety of staff working within the Sunshine and Footscray Departments.
- Provide oversight and assurance of Health and Safety Representative (HSR) duties across all WH Pharmacy departments, these duties may include; attending OHS Committee meetings or HSR Forums, completion workplace inspection checklists, coordinate HSR training course sessions.
- To ensure risk assessments are completed for hazardous drugs.
- Ensure that the storage, preparation and dispensing of drugs are in accordance with all relevant legislative or practice standard requirements

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:

- Patients
- Medical and Nursing staff
- Pharmacy staff
- Head of Units
- Environmental Services staff
- Engineering Services Staff
- Hospital departments/units/committees

External:

- Professional societies and committees
- Other Health providers
- Clinical Research Associates
- External maintenance contractors
- Wholesalers and manufacturers

Selection Criteria

Essential:

- Completion of Bachelor of Pharmacy or equivalent.
- Eligible for registration with AHPRA.
- Significant experience in dispensary pharmacy practice.
- Significant experience in leading a team and managing staff
- Knowledge of pharmacy and related legislation.
- Knowledge and understanding of all relevant aspects of pharmacy services, and a demonstrated ability to practice in accordance with AdPha Guidelines.
- Commitment to continual professional development and the ability to keep abreast of current knowledge and accepted practices.
- Excellent communication, negotiation and conflict resolution skills
- Ability to critically evaluate literature.
- Commitment to patient focused service development.
- Works with a minimum of supervision.
- Ability to work as part of a team.
- 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.
- Practices collaboratively as part of a multidisciplinary health care team.

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- Demonstrates an ability to lead a pharmacy service.
- Demonstrates an ability to identify and solve problems.
- Demonstrates an ability to successfully manage the implementation of change.
- Demonstrated ability to meet time constraints and to determine workload priorities.
- Must be able to work across different Western Health Campuses.
- Current Driver's License.

Desirable:

- Relevant post-graduate degree/diploma.
- Membership of a specialty practice group.
- Committee experience.
- Well developed understanding of Technician scope of practice and ability to apply the relevant current enterprise bargaining agreement.

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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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

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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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