

## POSITION DESCRIPTION

<b>Position Title:</b>	Pharmacy Technician
<b>Business Unit/Department:</b>	Pharmacy Department
<b>Division:</b>	Clinical Support & Specialist Clinics
<b>Award/Agreement:</b>	Victorian Public Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021 - 2025
<b>Classification:</b>	Grade 1 (TF1)
<b>Reports To:</b>	Lead Senior Pharmacy Technician
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	14 November 2024

### Position Purpose

Under the direction of a registered pharmacist, the pharmacy technicians are responsible for stock control in the dispensaries and wards. The activities of a pharmacy technician are limited to functions that do not require the exercise of professional pharmaceutical judgment by the technician. They assist clinical pharmacists with the provision of ward services; provide courier services; assist with clinical trials; store duties; purchasing; manufacturing (including sterile, non-sterile and cytotoxic) and pre-packing operations. The pharmacy technicians also provide imprest and requisition services (restricted and non-restricted) to designated wards and departments and assist with the dispensing of prescriptions for inpatient and outpatient clients.

**NB.** The Grade 1 Pharmacy Technician works under direct supervision of a grade 3 or 4 pharmacy technician or a pharmacist.

#### Activities that a Pharmacy Technician may not perform:

- Receive verbal orders for prescriptions either over the telephone or in person.
- Discuss or counsel a patient or the patient's agent concerning any aspect of the content of a prescription.
- Hand out a dispensed prescription unless checked, authorized and approved by the pharmacist in a particular case.
- Enter a new item or alter medication instructions on the computer record before a pharmacist has checked the medication history.
- Offer advice to medical or nursing staff regarding the selection of medication. All enquiries regarding selection of medication (including imprest stock) must be referred to a pharmacist.
- Prepare any medicine prescribed for a patient requiring extemporaneous production or reconstitution unless they have completed a Pharmacy Board recognised course and have current validation to do so.
- Select or alter the storage conditions of medicines.
- Hand out restricted substances unless a pharmacist has checked them.
- Decide on the brand of medication or dosage form to be used.
- Alter imprest stock levels without referring to a senior pharmacist.
- Add or delete a stock item from imprest without referring to a senior pharmacist.

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## 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 Hospital Pharmacy department also provides support services to the Sunbury Day Hospital, Melton Day 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.
- Provide up to date information and advice on medication and medication 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

### Provision of Care:

- Support pharmacists in providing a comprehensive clinical pharmacy service to the designated wards.
- Assist ward pharmacists with non-imprest supply
- Order restricted and non-restricted imprest for the allocated wards.
- Deliver, unpack and put away ward medication orders
- Maintain stock levels for all ward imprests
- Perform monthly expiry date checks on the allocated wards, and rotate stock where appropriate
- Communicate with the relevant pharmacist or manager regarding ward imprest levels, stock usage, short-dated stock and stock turnover
- Assist pharmacists in dispensing duties including in-patient, outpatient and discharge supply of medications
- Deliver medications to specified wards and pharmacists
- Collect and document patient Medicare and entitlement details into MERLIN
- Assist in the collection of allocated key performance indicators (KPIs).
- Participate in relevant quality activities
- Support pharmacists in the dispensing and supply process according to the pharmacy technician guidelines
- Record relevant prescription details on the daily record sheet
- Ensure that a pharmacist checks the prescription for correctness prior to data entry
- Prepare dispensing labels under direction of a pharmacist
- Prepare a patient medication list, medication summary list and invoice where required
- Collect, count and assemble medications in readiness for dispensing and checking for inpatients, discharges and outpatients
- Scan prescriptions according to dispensing standard operating procedures
- Collect discharge prescriptions from designated wards as required
- Deliver discharge medications, inpatient supplies and requisitions to the wards as required
- Assist with the processing of ward requisitions
- Assist with return of stock from wards to dispensary including entering into MERLIN where appropriate
- Receive and unpack goods delivered per Western Health procedures
- Match goods received against invoices and forward to the purchasing technician/officer once reconciled, highlighting any discrepancies to the purchasing technician/officer
- Put away goods received as per procedure
- Pick stock in the store
- Complete electronic ordering of sub-store stock, deliver and to put away the order
- Assist with the restocking of cardiac resuscitation kits
- Assist with the filling of dose administration containers as per Western Health procedure
- Assemble pre-packed items as per Western Health procedure
- Assist with the manufacture of extemporaneous pharmaceutical products under the supervision of a registered pharmacist where appropriate.

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- Support pharmacists with sterile and cytotoxic dispensing
- Under the supervision of a pharmacist, assist with the preparation of sterile and cytotoxic products (after first completing an approved aseptic cytotoxic dispensing course for technicians)
- Under the supervision of a pharmacist, prepare labels for sterile and cytotoxic products
- Maintain adequate stock levels of ampoules, IV fluids, consumables, linen and bowl sets in the manufacturing, sterile room and cytotoxic room areas
- Maintain and clean storage boxes as required
- Prepare pharmacy workload statistics as required
- Answer the telephone as required, and assist the customer where possible, or direct the call to the appropriate member of staff
- Sort and allocate ward requests received in person, by fax or other means
- Ensure the pharmacy department is stocked with appropriate consumables

#### **Collaborative Practice:**

- Act with accountability for own actions and seek guidance and support from appropriate employees when limited by skills and/or experience
- Work collaboratively to achieve desired outcomes for the organisation
- Ensure an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of health care provision, planning and evaluation
- Assist other pharmacy technicians, pharmacists or intern pharmacists in duties as directed by the Director/Deputy Director of Pharmacy, Dispensary Manager, Grade 3 / 4 Pharmacy Technician or any other member of the Pharmacy Management Team
- Complete duties of the Sunbury Day Hospital pharmacy technician, as required
- Complete other duties as requested by the Director/Deputy Director of Pharmacy, Dispensary Manager, Grade 3 / 4 Pharmacy Technician or any other member of the Pharmacy Management Team
- To be the allocated pharmacy courier to the wards as directed by the Deputy Director, Dispensary Manager, Grade 3/4 Pharmacy Technician or any other member of the Pharmacy Senior Management Team
- Participate in pharmacy work groups

#### **Health Values:**

- Ensure an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of health care provision, planning and evaluation
- Model positive and proactive attitudes and behaviours that support the dimensions of Best Care
- Form partnerships with patients, carers and clients
- Work with other employees, departments, services and consumers to develop, implement and evaluate local initiatives to contribute to the organisational best care objectives
- Be trained in the roles and services for which they are accountable
- Understand their broad responsibility for safety and quality in health care
- Participate in the review of care procedures individually or as part of a team
- Be proactive about identifying and addressing issues that interfere with patients receiving Best Care
- Support and enable peers to create Best Care
- Ensure any risks and adverse events are reported appropriately and promptly and prevention strategies are implemented to ensure the safety of all patients and consumers

#### **Professional, Ethical & Legal Approach:**

- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards

#### **Lifelong Learning:**

- Act with accountability for own actions and seek guidance and support from appropriate employees when limited by skills and/or experience
- Support and contribute to quality and continuous improvement activities
- Participate in relevant professional development and continuing education activities
- Support and contribute to the mentoring and supervision of others
- Attend in-house CE activities

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- Seek out and participate in learning activities to improve knowledge and practice

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:

- Senior Pharmacy Management
- Grade 3/4 Pharmacy Technician
- Other pharmacy staff
- Medical and Nursing Staff

#### External:

- External Service Providers where applicable

### Selection Criteria

#### Essential:

- Commitment to work towards a Certificate III in Hospital Pharmacy
- Well-developed communication and interpersonal skills
- Commitment to customer service by understanding who the customers of the pharmacy service are and respond willingly and pleasantly to customer enquiries
- Ability to work as a team member
- Commitment to continuous quality improvement processes and ongoing change
- Demonstrated initiative and motivation
- Capacity to assign priority to responsibilities and to meet time constraints
- General computer skills
- A willingness to work, if required, at any site of Western Health

#### Desirable:

- Experience in a hospital environment
- Experience with Pharmaceutical Benefits Scheme

### 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),

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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: \_\_\_\_\_

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