

POSITION DESCRIPTION

Position Title:	Senior Pharmacist – Footscray Dispensary Manager
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 3 – Year 1 to Year 4 (SX6 to SX81)
Reports To:	Lead Pharmacist – Dispensary & Technician Services
Direct Reports:	Dispensary Pharmacists Clinical Pharmacists - Rotational Dispensary Technicians (operational supervision)
Date Prepared/Updated:	26 March 2026

Position Purpose

The Senior Pharmacist – Footscray Dispensary Manager is responsible for the management, coordination, supervision and training of staff providing dispensing services to inpatients and outpatients, while undertaking an operational role in the provision of these services.

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 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 Community 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.
- To provide up to date 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

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Key Responsibilities

Provision of Care:

- Ensure compliance with legislation and guidelines relating to the storage and transfer of drugs from the dispensary
- To ensure that legislative requirements, accreditation standards and AdPha Guidelines relating to dispensary services are met.
- To oversee the supply of requisitions to inpatient and outpatient related services
- To provide dispensing services including medication order review, communication with prescribers to initiate modifications as required, dispensing and patient counselling
- To manage the ordering of manufactured items from other Western Health campuses as required.
- To promote safe and rational prescribing
- To provide drug information to medical, nursing and allied health staff.
- To communicate effectively with clinical pharmacists and/or wards regarding issues delaying the processing of discharge prescriptions.
- To ensure that processes are in place to facilitate the communication of patient medication requirements.
- Ensure follow up if discharge medications are not collected in a timely manner.
- To liaise with other staff to ensure that the dispensing services meet the needs of Western Health.
- To assist in ensuring that the pharmacy service complies with the Drug & Alcohol Service's Methadone/Buprenorphine Program and the legislative requirements of the Victorian Drugs & Poisons Unit.
- Update Roster On each day with dispensary staff shift changes such as personal leave, annual leave, etc.
- Management of data collection for reporting of pharmacy KPIs and implementation of quality improvements.
- Special Access Scheme and compassionate stock management.
- To assist the Deputy Director of Pharmacy – Operations and Lead Pharmacist – Dispensary and Technician Services, in the development and maintenance of dispensing procedures and in ensuring that all dispensary staff understand and are adequately trained in the implementation and compliance with such procedures, including PBS dispensing procedures.
- To coordinate the quality assurance program for the dispensary and to actively participate in the quality activities of the department.
- To complete the roster for the dispensary staff for weekday and weekend services.
- To perform other duties as delegated by the Director of Pharmacy or Deputy Director of Pharmacy– Operations.
- To participate in clinical pharmacist activities where required, as per the Clinical Pharmacist Position Description.
- To ensure optimal inventory management of pharmaceuticals in the dispensary area in accordance with health service policies.
- To ensure that dispensed PBS prescriptions fulfil Medicare requirements and comply with Western Health dispensing policies.
- To ensure that PBS claims are submitted accurately and on time.
- To continually and regularly assess PBS claims for rejected prescriptions and to implement changes to mitigate future rejections.
- To oversee the supply of medicines for patients on discharge and be involved in the rationalisation of discharge medication supply.
- To ensure compliance with the Western Health Drug Formulary and decisions of the Drugs and Therapeutics Committee.
- To review, where required, monthly drug usage reports.
- To be proactive in recommendations for cost effective drug therapy.
- To identify income generating opportunities.
- To monitor and to ensure recording and collation of pharmacy KPIs and workload statistics on a monthly basis.
- To continually monitor the efficiency of the dispensary service and to participate in ongoing audit and utilisation activities.

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Professional, Ethical and Legal Approach:

- Management of pharmacy staff providing dispensary pharmacy services at Footscray Hospital – this includes, but is not limited to, participation in performance development initiatives and management of underperformance interventions, recruitment, leave management and mandatory training compliance
- 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 AdPha 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 both medical, surgical and nursing staff
- To be responsible for handling all customer complaints relating to dispensary services.
- 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.

Collaborative Practice:

- To identify areas requiring research and to co-ordinate quality assurance surveys and projects relating to the provision of dispensing services.
- Facilitate the provision of pharmacy services required for clinical research in the dispensary setting, in collaboration with the clinical trials pharmacist.
- To develop programmes and provide structured training in dispensary services to all pharmacy staff.
- To develop an education framework for staff and patients of Western Health and its clients as required.
- To participate in the development of a clinical pharmacist competency program
- To participate in relevant conferences, seminars and related educational activities
- To deliver necessary training material for application and maintenance of Electronic Medication Management initiatives to Western Health staff. These may include training for pharmacy robotic systems.
- To be proactive in research, publication and presentation activities relevant to dispensing practice and Electronic Medication Management
- To co-ordinate practice research relating to the provision of dispensing services, in collaboration with other Pharmacy streams.
- To provide leadership and support the Deputy Directors and Director of Pharmacy in monitoring trends and new developments in dispensing services
- To participate in the training of medical interns, residents, registrars and nursing staff.
- To maintain affiliation with professional bodies

Lifelong Learning:

- To supervise staff rostered in the dispensary and to ensure all dispensary staff are adequately trained and orientated
- To provide in-services to staff and patients and its clients as required
- To coordinate the quality assurance activities relating to the dispensary services.
- To be a member of and participate in multi-disciplinary Western Health Committees and workgroups where appropriate.
- To co-operate with clinical services in joint quality activities such as clinical audits and to support new initiatives where appropriate.
- Ensure that all dispensary staff involved in the provision of pharmacy services adhere to the Western Health key behaviours and participate in the management of any deviations from the documented staff and role behaviours.
- Co-ordinate the orientation and education of clinical pharmacists in the role of the Senior Pharmacist – Footscray Dispensary Manager, to ensure that services are fully maintained during periods of planned and unplanned leave.

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- To co-ordinate and supervise the provision of dispensary pharmacy services
- To review and, where appropriate, modify work practices pertaining to pharmacy services.
- To ensure documentation of tasks to be performed by pharmacists
- To ensure that clinical pharmacists have the skills they require to perform duties relating to the provision of dispensing services
- To present as a role model to other staff in regard to work practices and professional development
- To promote teamwork in the provision of all pharmacy services
- To provide staff with encouragement, support and feedback.
- To oversee and maintain the updating of drug administration protocols in the dispensary setting in collaboration with the in-house policies and procedures officer
- To actively participate as a member of the pharmacy senior management team
- To provide expert advice on dispensing services and to communicate this to relevant 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 assist in ensuring that all pharmacy staff adhere to Western Health and pharmacy specific policies and procedures
- To participate in the department's performance development program and conduct the performance development process where required
- To participate in the development of and provide supervision and oversight in staff competency and training programs e.g. internship, residency

Health Values:

- To ensure liaison processes between the Western Health Pharmacy Service and Primary Care providers meet the needs of patients
- 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 demonstrate the value of pharmacy services to our customers and to effectively market the service
- To liaise between organisational stakeholders and software / product vendors and provide guidance as the subject expert
- To oversee and assure the supply of required pharmaceuticals for patients and be involved in the rationalisation of medication supply.
- To assist the Deputy Directors and Director of Pharmacy by reviewing drug expenditure to identify and to lead the implementation of opportunities to reduce expenditure and maximise income. This includes participation in tenders, purchasing agreements and conversion to alternative drug therapies
- To oversee and maintain optimal inventory management of pharmaceuticals within the dispensary
- To monitor and review the usage and procurement of extemporaneous preparations
- To be proactive in recommendations for cost effective drug therapy
- To ensure that PBS claiming is optimised and that prescriptions fulfil Medicare requirements and comply with Western Health dispensing policies.
- To supervise and assist in performance management of dispensary staff and Pharmacy technician team
- To develop key performance indicators and work load statistics relating to dispensing services
- To monitor, record and collate dispensary KPIs and interventions
- To facilitate the collection, report and response to nursing and medical staff feedback regarding dispensary services.
- To oversee and assure the supply of required pharmaceuticals
- To assist the organisation implementing opportunities to reduce expenditure and maximise income. This includes participation in tenders, purchasing agreements and conversion to alternative applications.
- To ensure that all recommended, developed and implemented processes and procedures are cost effective and sustainable by the organisation.

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.

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Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Pharmacy Staff • Clinical Staff • Medical Staff • Nursing Staff • Hospital Departments, Units, Committees <p>External:</p> <ul style="list-style-type: none"> • Patients • Other Health Providers • Universities
Selection Criteria
<p>Essential:</p> <ul style="list-style-type: none"> • Completion of Bachelor of Pharmacy or equivalent. • Eligible for registration with the Pharmacy Board of Australia. • Proven compliance with pharmacy legislation and ability to ensure other staff are compliant with the same. • A demonstrated record of achievement in pharmacy practice, including the ability to practice in accordance with AdPha Standards of Practice. • Ability to operate at a high level in dispensary services • Commitment to continual professional development and the ability to keep abreast of current knowledge and accepted practices. • Commitment to patient focused service development. • Experience in the supervision and management of staff • Capacity to assign priority to responsibilities and to meet time constraints. <p>Desirable:</p> <ul style="list-style-type: none"> • Relevant post-graduate degree/diploma. • Membership of specialty practice group. • Have undertaken research activities in dispensary services. • Ability to employ information technology applications at a high level to improve service provision.
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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), 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, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.

- 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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