

POSITION DESCRIPTION

Position Title:	Senior Pharmacy Technician - Education
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 3 (TH10)
Reports To:	Lead Pharmacy Technician
Direct Reports:	N/A
Date Prepared/Updated:	28 April 2026

Position Purpose

The Senior Pharmacy Technician – Education will lead the supervision, orientation, education and training of pharmacy technicians in collaboration and with the assistance of the Lead Pharmacy Technician and Senior Pharmacist - Education. This includes collaborating with the pharmacy education team and other key stakeholders to lead the development and implementation of the pharmacy technician education program and packages for Western Health sites.

Under the direction of a pharmacist, the pharmacy technicians are responsible for stock control in the pharmacy store, dispensaries and wards; the provision of imprest and requisitions services, both restricted and non-restricted, to designated wards and departments; dispensing of prescriptions for inpatients and outpatients; IV sterile production, assisting clinical pharmacists in provision of ward services; provision of courier services; assisting with clinical trials; store duties; purchasing and prepacking operations.

The role will require staff to be flexible with their working hours to meet the changing operational demands and can include working after hours, on weekends and on 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 as well as Melton and Bacchus Marsh campuses 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 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 act as a representative of the pharmacy department in all matters relating to patient care.
- Coordinate and perform the orientation, supervision and training of pharmacy technicians including the development of relevant training packages.
- To oversee, and as required, to supply all required pharmaceuticals for the site and to be actively involved in the rationalisation of ward inventory and ensuring appropriate medication storage conditions are met (including refrigerated medications).
- To maintain the site imprest at the correct levels and conduct stock expiry checks, rotate stock to minimise wastage and store imprest medicines according to medication safety standards
- To answer the telephone as required, and assist consumers where possible, within a pharmacy technician scope of practice
- Work within the scope of practice for a pharmacy technician and being able to identify when escalation to a pharmacist is required
- Support pharmacists in providing a comprehensive pharmacy service.
- To assist in the collection of data for key performance indicators (KPIs)
- To assist with quality assurance and improvement activities as required.
- To perform duties and tasks per the position description of a Pharmacy Technician, Grade 3 as required.
- To work effectively as a team member within the pharmacy department
- Participate in weekend and public holiday rosters as required
- 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).
- To assist other pharmacy technicians, store staff, pharmacists or interns in other duties as directed by the Lead Pharmacy Technician
- To perform other duties as delegated by a member of the Pharmacy Senior Management Team.
- Be flexible with their working hours to meet the changing operational demands and can include 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.

Professional, Ethical and Legal Approach:

- To act in accordance with all Victorian and national pharmacy legislative requirements.
- Display the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues
- Ensure relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected
- To ensure that the requirements of the Western Health Pharmacy policies, procedures, guidelines and formulary are adhered to at all times by all pharmacy, medical and nursing staff.
- 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

Collaborative Practice:

- Communicate effectively with consumers, stakeholders, pharmacists and pharmacy technicians
- Represent the Western Health Pharmacy Service on internal and external committees and with other networks on matters relating to pharmacy technician education
- Establish and maintain partnerships with external institutions providing pharmacy technician education.

Lifelong Learning:

- Participation in relevant conferences, seminars and related educational activities.
- Participate in annual performance development planning and reviews to identify learning and development needs and progress towards achievement

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- To assist in the collection of data for key performance indicators (KPIs) and pharmacy workload statistics as required.
- To participate in pharmacy technician meetings and co-ordinate a continuing education program for pharmacy technicians.
- Engage with the Pharmacy Leadership Group to support and facilitate training and education programs.
- To monitor technician training requirements and ensure annual training is up to date.
- Support and contribute to quality and continuous improvement activities
- Contribute to the presentation and/or publication of service improvement projects.

Health Values:

- A culture of safety and wellbeing is promoted by contributing ideas/suggestions and supporting other employees in safe work practice
- 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
- Display the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues
- Scan for and act on opportunities to create Best Care
- Model positive and proactive attitudes and behaviours that support the dimensions of Best Care
- Collaborate on achieving the goals for Best Care with other employees and patients/consumers
- Model the behaviours and actions outlined in the Western Health vision for Best Care

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
- Nursing Staff
- Medical Staff
- Ward and Allied Health staff
- Environmental Services staff
- Engineering Services Staff
- Hospital departments/units/committees

External:

- Pharmaceutical Suppliers
- Universities and TAFEs
- Medicare
- Professional societies and committees
- Other Health providers
- External maintenance contractors
- Wholesalers and manufacturers

Selection Criteria

Essential:

- Holder of a Certificate IV in Health (Hospital Pharmacy Technician) or equivalent (or working towards).
- A minimum of four years full time experience as a qualified hospital pharmacy technician.
- Completion of VCE or equivalent.
- Well-developed communication and interpersonal skills.
- Experience in supervising staff and coordinating staff.
- Commitment to customer service, and to respond willingly and pleasantly to customer enquiries.
- Ability to work as a team member.
- Experience in implementation of continuous quality improvement processes.
- Demonstrated initiative and motivation.

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- Capacity to assign priority to responsibilities and to meet time constraints.
- General computer skills including proficiency in word processing, spreadsheet and presentation applications.

Desirable:

- Technician Member of Advance Pharmacy Australia (AdPha)

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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