

POSITION DESCRIPTION

Position Title:	Senior Pharmacy Technician
Business Unit/Department:	Pharmacy - Footscray Hospital
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Victorian Public Health & Allied Services Managers & Administrative Workers (Victoria Public Sector) Enterprise Agreement 2021 - 2025
Classification:	Grade 3 (TH10)
Reports To:	Lead Pharmacy Technician
Direct Reports:	Nil
Date Prepared/Updated:	7 May 2025

Position Purpose
The Senior Pharmacy Technician Footscray Hospital will assist the Grade 4 Lead Pharmacy Technician in the resource allocation, supervision, orientation, and training of pharmacy technicians. This includes assisting in the development and implementation of the pharmacy technician education program. In addition, the Senior Pharmacy Technician Footscray Hospital, may be required to participate in the production of cytotoxic and biohazardous preparations within a functioning clean room, as well as co-ordinate the Pharmaceutical Benefits Scheme claim, support provision of pharmacy services to Dame Phyllis Frost Centre (DPFC), and perform routine pharmacy technician duties.
Business Unit Overview
<p>The Western Health Pharmacy Service provides a comprehensive, professional pharmacy service to the wards and departments of Sunshine, Sunbury, Footscray and Williamstown Hospitals as well as Melton and Bacchus Marsh campuses and Dame Phyllis Frost Centre.</p> <p>The objectives of the service are:</p> <ul style="list-style-type: none"> • 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
<p>Safe and Effective Patient Care</p> <p>At Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time.</p> <p>To enable 'Best Care' all employees are required to:</p> <ul style="list-style-type: none"> • Scan for and act on opportunities to create Best Care

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- 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

All managers and senior clinicians will:

- Be responsible for Best Care in their service
- Model and reward the behaviours and actions outlined in the Western Health vision for Best Care
- Clarify specific employee roles and behaviours for creating Best Care and support employees to fulfil their roles
- Implement and maintain systems, materials, education and training that ensure employees deliver best care
- Support the establishment of partnerships with patients and carers when designing, implementing and maintaining systems
- Understand and address key local quality, safety and patient experience issues and the broader organisational goals and prioritised actions for Best Care

Other role accountabilities include:

- 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
- To supervise and train the pharmacy technicians.
- To support pharmacists in providing a comprehensive clinical pharmacy service to the designated wards.
- To support pharmacists in the dispensing and supply process according to pharmacy technician guidelines.
- To routinely check that the ward imprest stock is accurately maintained at the correct levels and is stored in a neat and tidy fashion.
- To audit the provision of ward imprest services to at least 1 imprest area per month.
- To ensure that all ward drug expiry checks are performed completely and on time.
- To train pharmacy technicians when they commence employment and as needed.
- To complete electronic ordering of restricted and non-restricted imprest for the allocated wards.
- To deliver, unpack and put away the order in the wards.
- To be responsible for the maintenance of stock levels for all imprest stock.
- To assist the Grade 4 Lead Pharmacy Technician or Deputy Director of Pharmacy - Operations in the regular review of ward imprest lists.
- To ensure that all stock is "in-date" by completing monthly expiry date checks on the allocated wards, and to rotate stock where appropriate.
- To maintain adequate communication with the relevant pharmacist regarding ward imprest levels, stock usage, short-dated stock and stock turnover.
- To assist pharmacists in dispensing duties including in-patient, outpatient and discharge supply of medications.
- To assist in the delivery of medications to wards and to pharmacists.
- To collect discharge prescriptions from designated wards as required.
- To deliver discharge medications, inpatient supplies and requisitions to the wards as required.
- To assist with the processing of ward requisitions.
- To assist with picking stock in the store.
- To receive and unpack goods delivered as per procedure.
- To put away goods received as per procedure.
- To be responsible for the maintenance of levels of stock and IV fluids
- To assist with return of stock from wards including entering into MERLIN.
- To complete electronic ordering of dispensary stock, deliver and put away the order.
- To ensure an adequate supply of dispensing bottles and cartons are available, and that these are reordered as necessary.
- To assist with the storage of patient's own medications as required.
- To assist with weekly balance check of Schedule 8 and Schedule 11 Drugs according to procedure.

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- To assist with the filling of dose administration containers as required per procedure.
- To pre-pack items as required per procedure.

People and Culture

All managers and senior clinicians have a significant role in leading and influencing local cultures which support Best Care and a competent, highly performing and motivated workforce:

- Display the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues
- Act in accordance with the Code of Conduct
- Ensure employees are clear about what they need to achieve at work and are supported to deliver and to develop, via active participation in day to day conversations about performance and via the annual performance development process
- 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
- To develop and maintain an orientation checklist, in line with Western Health Policy to ensure that pharmacy technicians receive appropriate orientation.
- To be a role model and mentor for the development of good work practices and ethical behaviour.
- To participate in the department's performance development program.
- To co-ordinate and assist with technician performance development discussions and performance management.
- To ensure that all technicians complete all mandatory training in a timely manner in line with Western Health requirements.

Community and Partnership

Lead, build and promote the development of relationships that respect our culturally diverse community and colleagues and enhance the patient experience:

- Work collaboratively to achieve desired outcomes for the organisation
- Ensure relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected
- 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
- To work as part of a team and assist each other in the delivery of pharmacy services.
- To answer the telephone as required, and assist the customer where possible, or direct the call to a pharmacist.
- To ensure active participation in pharmacy work groups.
- To assist other pharmacy technicians, store-people, pharmacists or interns in other duties as directed by the Grade 4 Pharmacy Technician / Pharmacist Team Lead (or Senior Pharmacist) / Director / Deputy Director of Pharmacy - Operations.
- To be able to fill in for the Grade 4 Pharmacy Technician when required.
- To complete other duties as requested by the Grade 4 Pharmacy Technician / Director / Deputy Director of Pharmacy - Operations.

Research and Learning

Participate and support participation in research and professional development to promote a culture of learning:

- Support and contribute to quality and continuous improvement activities
- Participate in relevant professional and leadership development and continuing education activities
- Assist in the development of employees by providing supervision, coaching and mentorship
- Ensure self and employees complete all mandatory training by the due date
- To assist in the development and implementation of an education program for pharmacy technicians.
- To assist in the collection of data for key performance indicators (KPIs).
- To participate in continuous quality improvement activities.
- To prepare pharmacy workload statistics as required.

Self-sufficiency and Sustainability

Contribute to the delivery of the Operational Plan requirements of your Department/Division through efficient and effective utilisation of time, resources and equipment:

- Ensure the responsible use and management of resources and equipment

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- Identify and communicate potential sources of waste minimisation within department/unit
- Maintain an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, personal leave and other leave as appropriate
- To support pharmacists with processing of Pharmaceutical Benefits Scheme prescriptions.
- To assist with dispensing of prescriptions when required.
- To provide PBS assistance to pharmacy staff.
- To ensure distribution of PBS books.
- To ensure availability of PBS prescription pads.
- To assist with the preparation of the HIC claim on a fortnightly basis.
- To record and report on prescriptions rejection for payment by the HIC and to resubmit these where possible.
- To monitor PBS claiming processes and report these regularly to the Medication Governance pharmacist and/or Deputy Director of Pharmacy - Operations.
- To attend to all relevant HIC paperwork.
- To assist with the collection of patient contribution payments for prescriptions.
- To assist with any enquiries regarding patient invoices issued.
- To ensure maintenance of records for audit purposes.
- To assume financial responsibility within the role expectations of the Pharmacy Technician position.
- To ensure proper records are maintained for charging drug issues.
- To ensure optimal ward and department drug costs by avoiding the overstocking of imprest areas.
- To minimise wastage by checking of expiry dates and rotating stock where possible.
- Where appropriate to credit ward stock returned to pharmacy.
- To assist with purchasing as required.
- To protect and care for equipment and materials.
- To demonstrate respect for equipment and report faulty equipment promptly.
- To contribute to the preparation of weekly, rotational, annual leave and ADO and monitor as directed
- To assist in the management planned and unplanned leave of pharmacy technicians.
- To participate in the day-to-day operations of the department to ensure efficient and effective provision of services.
- To assist the Lead Pharmacy Technician / Deputy Directors of Pharmacy - Operations in co-ordinating the interview and selection of Grade 2 pharmacy technicians.

Occupational Health and Safety Obligations

Model proactive leadership, drive and commitment to ensure:

- Western Health's obligations for Occupational Health & Safety (OHS) and WorkCover rehabilitation are met
- Compliance with OHS and WorkCover legislation
- OHS policies and procedures are followed by all employees and contractors
- A safe and healthy environment for employees, contractors, patients and visitors
- Risks are identified, assessed and controlled as far as is practicable with injury prevention being a high priority
- Safe work systems and controls are in place, which are regularly monitored for effectiveness
- The Western Health prescribed OHS training and education sessions are attended
- Suitable training is provided to employees to be able to perform tasks safely with adequate records kept
- Interpretation of Health and Safety systems are provided for non-English speaking employees, where required, to ensure understanding and competencies
- Unsafe work practices, hazards, near miss incidents and accidents are reported
- Consultation with employees is undertaken prior to changes made to work practices or work environment that may affect their wellbeing
- A safety and wellbeing culture is imbedded into normal business activities
- Contractors that are engaged to perform work have undergone the contractor induction process
- Knowledge and application of infection control and hygiene precautions are in accordance with infection control policies and procedures
- To ensure all direct reports are up to date with mandatory training.
- To assist with maintaining all areas of the pharmacy in a clean and tidy state and free of hazards.
- To tidy and dust shelves.

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- To dispose of pharmaceuticals according to Western Health policy.
- To dispose of pharmacy rubbish as required.
- To demonstrate an understanding of and perform any physical requirements of the role
- To comply with organisational recommendations to reduce the risk of developing injury to the back, arms, shoulders, neck, hands and fingers that may result from use of these areas in the day to day setting.

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
- Lead Pharmacy Technician
- Pharmacy Staff
- Nursing Staff
- Medical Staff
- Ward staff
- Environmental Services staff
- Engineering Services Staff

External:

- Pharmaceutical Suppliers
- Universities and TAFEs
- Medicare
- Hospital departments/units/committees
- 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.
- 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 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

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- 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), 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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