

POSITION DESCRIPTION

Position Title:	Pharmacy Technician
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Victorian Public Health & Allied Services Managers & Administrative Workers (Victoria Public Sector) Enterprise Agreement
Classification:	Grade 3 (TH10)
Reports To:	Lead Pharmacy Technician
Direct Reports:	Pharmacy Technicians
Date Prepared/Updated:	1 July 2025

Position Purpose

The Pharmacy Technician, Grade 3 will assist the Grade 4 Pharmacy Technician and Grade 3 Senior Pharmacy Technicians in the supervision, orientation, and training of pharmacy technicians. This includes assisting in the development and implementation of the pharmacy technician education program. In addition, the Pharmacy Technician, Grade 3 may be required to participate in the production of cytotoxic and biohazardous preparations within a functioning clean room, co-ordinate the Pharmaceutical Benefits Scheme claim and perform routine pharmacy technician duties as described below.

The activities of a pharmacy technician are limited to functions that do not require the exercise of professional pharmaceutical judgement by the technician. 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 repacking operations.

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 the prescription.
- Hand out a dispensed prescription unless checked, authorised 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.

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- 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 registered pharmacist in charge.
- Add or delete a stock item from imprest without referring to a registered pharmacist in charge.

Business Unit Overview

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.

The objectives of the service are to:

- Ensure safe, rational and cost-effective use of medicines.
- Provide up to date expert information and advice on drugs and drug 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

Safe & Effective Patient Care

At Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time.

To enable 'Best Care' all employees are required to:

- 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

To enable 'Best Care' all Front Line Employees (i.e. all those who care directly for and/or interact with patients on a day to day basis) are required to:

- Model the behaviours and actions outlined in the Western Health vision for Best Care
- Form partnerships with patients and carers
- Work with other employees, departments, services and consumers to develop, implement and evaluate local initiatives to contribute to the organisational best care objectives
- Make the achievement of Best Care a priority and pursue it by actively participating in organisational processes, safety systems and improvement initiatives
- Be trained in the roles and services for which they are accountable
- Understand their broad responsibility for safety and quality in health care
- Follow safety and quality procedures
- 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

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 other pharmacy technicians.
- To support pharmacists in providing a comprehensive pharmacy service to the designated wards.
- To support pharmacists in the dispensing and supply process according to pharmacy technician guidelines.

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- 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 ensure that all ward drug expiry checks are performed completely and on time.
- 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 imprest stock.
- To assist the Grade 4 Pharmacy Technician, Grade 3 Senior Pharmacy Technicians 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 undertake ward technician duties by assisting the ward pharmacist with admission interviews, non-imprest supply and updating pathology results.
- To assist the ward pharmacists with the collection of non-clinical patient data permitted within the ward technician scope of practice.
- To assist in the delivery of medications to wards and to pharmacists.
- To enter relevant prescription details on the daily record sheet.
- To ensure that a pharmacist checks the prescription for correctness prior to data entry.
- To enter the appropriate details into the computer to generate dispensing labels.
- To generate a patient medication list, medication summary list and invoice where required.
- To assist in the processing of PBS prescriptions.
- To collect, count and assemble medications in readiness for dispensing and checking for inpatients, discharges and outpatients.
- 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.
- Match goods received against invoices and forward to the purchasing officer once reconciled, highlighting any discrepancies to the purchasing officer.
- To put away goods received as per procedure.
- To be responsible for the maintenance of levels of stock and IV fluids
- To complete electronic ordering of dispensary stock, deliver and put away the order.
- To be responsible for completing regular expiry date checks, and to rotate stock where appropriate.
- 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 the scanning of prescriptions according to procedure.
- To assist with restocking of cardiac resuscitation kits.
- To assist in the processing of prescriptions.
- To assist with pharmacy stores processes as required.
- To assist with return of stock from wards including MERLIN entries.
- To assist with weekly balance check of Schedule 8 and Schedule 11 Drugs according to procedure.
- To assist with the filling of dose administration containers as required per procedure.
- To pre-pack items as required per procedure.

People & 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

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- 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 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 & 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 / Grade 3 Senior Pharmacy Technicians / Director / Deputy Director of Pharmacy- Operations.
- To be able to fill in for the Grade 4 Pharmacy Technician or Grade 3 Senior Pharmacy Technician when required.
- To complete other duties as requested by the Grade 4 Pharmacy Technician / Grade 3 Senior Pharmacy Technicians / Director / Deputy Director of Pharmacy - Operations.

Research & 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 & 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
- 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 store, separate and check PBS prescriptions on a daily basis.
- To ensure that a correctly written PBS prescription is submitted to the HIC for all claimable items.
- To assist with the preparation of the HIC claim on a fortnightly basis.

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- 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 PBS senior pharmacist and/or Deputy Director of Pharmacy - Operations.
- To attend to all relevant HIC paperwork.
- To support pharmacists with processing of prescriptions.
- 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 adhere to the Pharmacy Service Pricing policy with regard to pharmaceuticals.
- 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 Grade 4 Pharmacy Technician / Deputy Directors of Pharmacy - Operations in co-ordinating the interview and selection of Grade 2 pharmacy technicians.

Occupational Health & Safety Obligations

Model proactive leadership, drive and commitment to ensure:

- Your obligations for Occupational Health & Safety (OHS) and WorkCover rehabilitation are met
- Western Health's Occupational Health and Safety policies and procedures are adhered to in your day to day duties and tasks
- Work practices and conduct are performed in a manner that will not endanger anyone
- Unsafe work practices, hazards, near miss incidents and accidents are reported to management
- A culture of safety and wellbeing is promoted by contributing ideas/suggestions and supporting other employees in safe work practice
- Your knowledge and application of infection control and hygiene precautions are in accordance with infection control policies and procedures
- To ensure all mandatory training are up to date.
- To assist with maintaining all areas of the pharmacy in a clean and tidy state and free of hazards.
- To tidy and dust shelves
- 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, including but not limited to:
 - Transporting stock with the use of manual trolleys
 - Placing and removing items on shelves with the assistance of step ladders
 - Walking short distances and using stairs
 - Standing and walking for the duration of the shift
 - Using fine motor skills to manipulate syringes and other equipment in the sterile manufacturing setting
- 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.

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Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Senior Pharmacy Management • Lead Pharmacy Technician • Pharmacy Staff • Nursing Staff • Medical Staff • Environmental Services staff • Engineering Services Staff <p>External:</p> <ul style="list-style-type: none"> • Pharmaceutical Suppliers • Universities and TAFEs
Selection Criteria
<p>Essential:</p> <ul style="list-style-type: none"> • 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. • Works with a minimum of supervision. • Demonstrated ability to adapt to a changing environment and demonstrate initiative within it as well as successfully managing the implementation of change. • Demonstrates an ability to identify and solve problems. • Demonstrates well-developed skills regarding personal and workplace organization. • Demonstrated well-developed team management skills, conflict management skills and an ability to work collaboratively as part of a multidisciplinary team. • 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. • A willingness to work, if required, at any pharmacy site of Western Health and undertake site specific functions and conduct training to meet the pharmacy service needs. • Ability to work closely with the Deputy Director of Pharmacy- Operations to ensure pharmacy services meet Western Health needs. • Ability to understand and adhere to Western Health Policies and Procedures. • Experience in processing and optimising Pharmaceutical Benefits Scheme claims. • A current drivers' licence. <p>Desirable:</p> <ul style="list-style-type: none"> • Technician Member of Advanced Pharmacy Australia (Formerly known as SHPA)
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.

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- 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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