

POSITION DESCRIPTION

Position Title:	Senior Pharmacy Technician - Ward Based Services
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:	Pharmacy Technician - Grade 4
Direct Reports:	Pharmacy Technicians (rotational)
Date Prepared/Updated:	18 May 2026

Position Purpose

The Grade 3 Senior Pharmacy Technician, Ward Based Services will assist the Pharmacy Technician Grade 4 in coordinating, orientating, and training pharmacy technicians. The Grade 3 Senior Pharmacy Technician, Ward Based Services will coordinate staff and resources to ensure a safe, rational, and cost-effective ward medication supply service. This includes, but is not limited to, performing ward technician tasks as needed, implementing changes to imprest medication holdings (including medications held within automated medication cabinets (AMC)), maintaining records, and overseeing and coordinating expiry checks and related stock movement and rotation across ward imprest and AMC locations.

The Grade 3 Senior Pharmacy Technician, Ward Based Services, will complete professional development plans, and manage the performance (including performance management plans) for direct reports. 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 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.

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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. The Pharmacy Department also provides support services to the Sunbury Community Hospital, Melton 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 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:

- Support pharmacists in providing a comprehensive pharmacy service to the designated wards.
- Assist ward pharmacists with admission interviews (where appropriate), and non-impresst supply
- Order restricted and non-restricted impresst medications for the allocated wards.
- Deliver, unpack and put away ward medication orders
- To routinely ensure that the ward impresst stock is accurately maintained at the correct levels and stored according to medication safety standards.
- Perform monthly expiry date checks on the allocated wards, and rotate stock where appropriate
- Communicate with the relevant pharmacist or manager regarding ward impresst 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 and iPM
- 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
- To liaise with the Pharmacy Technician Grade 4, Lead Pharmacy Technician, Pharmacy Management and Procurement Teams regarding stock control matters to optimise stock availability and distribution, including involvement with medication recall procedures.
- In collaboration, to ensure reporting and appropriate investigation of near miss errors and dispensing incidents within own team. To ensure action is taken to prevent or minimise recurrence of similar errors.
- To coordinate the setup, commission and decommission of medication supplies and storage for impresst areas within the hospital in collaboration with other stakeholders
- To work with the Medication Safety team on ward and department-based Medication Safety initiatives including assisting with Medication Safety Audits
- To liaise with ward pharmacists to review and rationalise impresst holdings
- To contribute to plans for the development of pharmacy services. To review, develop and ensure compliance with pharmacy policies and procedures relevant to Pharmacy technician functions
- 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

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- 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 officers once reconciled, highlighting any discrepancies to the purchasing technician
- Put away goods received as per procedure
- Stock selection in the pharmacy store areas
- To assist with pharmacy stores and purchasing processes as required.
- To complete electronic ordering of restricted and non-restricted imprest for the allocated wards.
- To maintain adequate communication with the relevant pharmacist regarding ward imprest levels, stock usage, short-dated stock and stock turnover.
- 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.
- 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.
- 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 training 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
- To assist with weekly balance check of Schedule 8 and Schedule 4D Drugs according to procedure.
- 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
- Complete duties of the Sunbury Community Hospital pharmacy technician, as required
- Complete other duties as requested by the Director/Deputy Director of Pharmacy, Dispensary Manager, Grade 3 and 4 Pharmacy Technician or any other member of the Pharmacy 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

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Professional, Ethical & Legal Approach:

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

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
- To assist with technician performance development discussions and performance management.
- Support and contribute to the mentoring and supervision of others
- Attend relevant continuing education activities
- 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:**

- Pharmacy Staff
- Nursing Staff
- Medical Staff
- Allied Health Staff
- Environmental Services staff
- Engineering Services Staff

External:

- Pharmaceutical Suppliers
- Universities and TAFEs
- Medicare

Selection Criteria**Essential:**

- Holder of a Certificate IV in Hospital-Health Services Pharmacy Support or equivalent, approved by the Pharmacy Board of Australia.
- 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 and coordinating staff.
- Works with a minimum of supervision.
- Commitment to customer service, and to respond willingly and pleasantly to customer enquiries.
- Ability to work as a team member.
- Fosters and maintains working relationships.
- Strives for maximum attendance/punctuality.
- Experience in implementation of continuous quality improvement processes.
- Demonstrated initiative and motivation.
- Demonstrated ability to adapt to a changing environment and demonstrate initiative within it as well as successfully managing the implementation of change.
- Capacity to assign priority to responsibilities and to meet time constraints.
- Demonstrates an ability to identify and solve problems.
- Demonstrates well-developed skills regarding personal and workplace organization.

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- Demonstrated well-developed team management skills, conflict management skills and an ability to work collaboratively as part of a multidisciplinary team.
- 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 Lead Pharmacy Technician, Dispensary Manager(s) and 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.

Desirable:

- Experience in undertaking research and presenting at relevant conferences.
- Membership of AdPha
- Published research in hospital pharmacy practice.

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

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- 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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