

POSITION DESCRIPTION

Position Title:	Dispensary Pharmacist
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Pharmacist: Grade 1 – Year 1 to Year 6 (SW5 to SW10)
Reports To:	Senior Pharmacist – Dispensary Manager
Direct Reports:	N/A
Date Prepared/Updated:	3 August 2026

Position Purpose

The Dispensary Pharmacist is responsible for the safe, accurate and timely dispensing of inpatient, outpatient and discharge medicines, ensuring compliance with relevant legislation and Western Health policies and procedures. The role contributes to high-quality pharmacy operations by promoting medication safety, medicines optimisation and continuity of care through effective collaboration with patients, prescribers and the multidisciplinary healthcare team.

Key responsibilities include:

- Deliver safe, accurate and efficient dispensing services in accordance with legislative, professional and accreditation requirements.
- Review medication orders and collaborate with prescribers and the multidisciplinary team to optimise medication therapy and patient outcomes.
- Ensure compliance with the Western Health Formulary, PBS requirements and organisational policies, procedures and medication governance frameworks.
- Monitor, record and report pharmacy key performance indicators (KPIs) to support operational performance, service planning and continuous quality improvement.
- Maintain contemporary knowledge of medicines, emerging therapies, digital health technologies and evidence-based pharmacy practice through ongoing professional development.
- Contribute to the education, supervision and mentoring of pharmacy interns, undergraduate students and other members of the pharmacy workforce.

The role will require staff to be flexible with their working hours to meet the changing operational demands and can include being on call, 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. The Pharmacy

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Department also provides services to 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.
- Provide up to date information and advice on medicines and medication therapy to patients and staff of Western Health.
- Offer effective and efficient procurement and distribution of medicines.
- Provide support for education and research.

Key Responsibilities

Provision of Care:

- Deliver safe, accurate and timely dispensing services for inpatient, outpatient, ambulatory and Western Health@Home patients in accordance with relevant legislation, PBS requirements, Western Health policies and AdPha Standards of Practice.
- Under the guidance of the Senior Pharmacist - Dispensary Manager and Lead Pharmacist – Dispensary and Technician Services, co-ordinate the day-to-day operations of the dispensary service.
- To provide dispensing services as per Pharmacy Standard Operating Procedures and Western Health Organisational Policies, Procedures and Guidelines.
- Review medication orders for legality, clinical appropriateness, safety and accuracy, resolving discrepancies directly with prescribers where required.
- Support safe medication supply of ward imprest stock and non-imprest medications
- Monitor patient response to therapy through clinical assessment and interpretation of biochemical, haematological, microbiological and therapeutic drug monitoring results, escalating concerns as appropriate.
- Provide high-quality medication counselling and education to patients, carers and healthcare professionals to promote the safe and effective use of medicines
- Optimise medication therapy by providing evidence-based recommendations regarding medicine selection, dosing, safety, cost-effectiveness and alternative therapies.
- Promote the Quality Use of Medicines through evidence-based prescribing advice, cost-effective medication management and compliance with formulary and Special Access Scheme requirements (including ensuring appropriate documentation and approval is obtained).
- Identify, document, report and assist in the management of adverse drug reactions and medication-related incidents.
- Maintain accurate documentation of pharmacist interventions and ensure compliance with incident reporting requirements, including RiskMan, following discussion with the relevant Team Lead / Senior Pharmacist
- Support the Senior Pharmacist – Dispensary Manager in coordinating dispensary operations, workflow management, manufacturing and sterile production services to ensure safe and efficient medication supply.
- To participate in clinical pharmacist activities where required, as per the Clinical Pharmacist Position Description.
- Provide clinical services in accordance with the Clinical Pharmacist position description.
- Perform other duties as delegated by the Dispensary Manager(s), Team Leads, Pharmacy Senior Leadership Team, Deputy Director(s) and/or Director of Pharmacy.

Professional, Ethical and Legal Approach:

- Represent the Pharmacy Department in all aspects of patient care.
- Ensure compliance with pharmacy legislation, medication policies, formulary requirements and organisational governance frameworks.
- Maintain performance standards consistent with AdPha Guidelines for Clinical Practice and Western Health procedures.
- Comply with confidentiality obligations regarding patients, consumers and colleagues.
- Proactively seek information regarding customer needs and identify opportunities for quality improvement in dispensary services.
- Demonstrate the value of pharmacy services to our customers and effectively promote the service.

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- Maintain consistent performance standards.
- Ensure that OH&S requirements for the dispensary are adhered.

Collaborative Practice:

- Work collaboratively within multidisciplinary teams to optimise medication management and patient outcomes.
- Support continuity of care through effective communication with primary care providers, community pharmacies and partner organisations.
- Identify opportunities to improve medication-use processes, patient safety and operational efficiency.
- Support implementation of electronic medication management, digital pharmacy systems and medication safety initiatives.
- Contribute to the maintenance of dispensary Standard Operating Procedures.
- Practice collaboratively as part of a multidisciplinary health care team and contribute to projects and initiatives.
- Participate in the review or updating of medication-related protocols for specialty wards as required.
- Provide support to other hospital pharmacists and health care providers as required.

Lifelong Learning:

- To have up to date medication knowledge and work with other pharmacy staff to provide structured, contemporary and comprehensive training for pharmacy staff
- Provide education sessions to staff and patients of the hospital and its clients as required.
- To participate in relevant conferences, seminars and related educational activities.
- Contribute to education and training of pharmacists, pharmacy interns, students, technicians and other healthcare professionals
- Participate in research, medication evaluations, audits, quality assurance and service improvement activities that support evidence-based practice and innovation. This includes publication and presentation activities relevant to pharmacy services.
- To participate in relevant conferences, seminars and related educational activities.
- Participate in ongoing professional development, competency assessment and advanced scope credentialing programs.
- Foster a positive learning environment through mentoring, knowledge sharing and professional leadership.

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.
- Collaborate with other employees and patients/consumers to achieve the goals of Best Care.
- 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 Western Health strategic aims.

Key Working Relationships

Internal:

- Pharmacy staff
- Medical staff
- Nursing staff
- Allied Health staff
- Ward staff

External:

- Community pharmacists
- Community and aged care service providers

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- General practitioners and specialists
- Public and private hospital staff
- External contractors

Selection Criteria

Essential:

- Bachelor of Pharmacy or equivalent.
- Eligible for general registration with the AHPRA.
- Well-developed written, oral and interpersonal communication skills, with the ability to co-operate with all hospital staff and patients.
- Sound knowledge and understanding of pharmacy practice, with the ability to practice in accordance with AdPha guidelines.
- Demonstrated problem-solving skills and the ability to apply appropriate solutions.
- Proven ability to meet time constraints and manage workload priorities.
- Able to work with minimal supervision.
- Well-developed computer skills.
- Demonstrated professional conduct, including punctuality and attendance.
- Ability to adapt to a changing work environment.
- Ability to understand and adhere to Western Health policies and procedures.

Desirable:

- Experience in hospital pharmacy.
- Proficiency in word processing, spreadsheet and Merlin dispensing software applications.
- Experience with Electronic Medication Records systems.

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 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 safe working environment 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 of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector employees and other Western Health employment guidelines.

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General Information

- Redeployment to other services or sites within Western Health may be required.
- Employment terms and conditions are provided in accordance with the relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing a work environment 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 employees experiencing family or domestic violence.
- This position description is intended to outline the general nature and level of work expected of this role. It is not intended to be an exhaustive list of responsibilities, duties or skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smokefree 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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