

POSITION DESCRIPTION

Position Title:	Senior Pharmacist – Quality & Informatics
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 3 – Year 1 to Year 4 (SX6 to SX81)
Reports To:	Deputy Director of Pharmacy – Quality & Informatics
Direct Reports:	N/A
Date Prepared/Updated:	29 July 2026

Position Purpose

The Senior Pharmacist - Quality and Informatics, plays a key role in advancing medication safety, electronic medication management systems and quality improvement initiatives across Western Health. The role provides expert advice, project leadership and specialist leave coverage across key quality and informatics portfolios.

Portfolios of focus include automated medication management (AMM), electronic medication management and digital solutions, and pharmacy systems, as well as a combination of antimicrobial stewardship (AMS), adverse drug reactions (ADR), clinical trials, custodial health, medication safety and medicines information positions.

The role will require staff to be flexible with their working hours to meet the changing operations demands and can include being on call, 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. 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 Service 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 information and advice on medicines and medication therapy to patients and staff of Western Health.
- To offer effective and efficient procurement and distribution of medicines.
- To provide support for education and research.

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Key Responsibilities

Provision of Care:

- Support the planning and safe implementation of AMM solutions and pharmacy systems across WH.
- Maintain and optimise AMM solutions and pharmacy systems by regularly assessing performance, proactively identifying and resolving issues, and implementing updates or upgrades as needed.
- Troubleshoot and resolve technical software or hardware issues promptly, to minimise downtime and disruptions to WH operations.
- Ensure any risks, clinical incidents and adverse events relating to AMM solutions and pharmacy systems are reported and investigated appropriately, and prevention strategies are implemented to ensure the safety of all patients and consumers.
- Support clinical management of electronic medication delivery systems that is responsive to the needs of the health service, ensuring safe clinical practice.
- Provide services as described in the relevant pharmacy quality and informatics team position descriptions. These key roles are pivotal in:
 - Supporting the health service's stewardship, medication safety, trials and research objectives.
 - The provision of up-to-date medicines information to staff and consumers to support best practice.
 - Improving the quality of care provided to persons in custody.
 - Building capability and empowering pharmacy staff to work efficiently with technology.
- Provide clinical or operational pharmacy services as required.
- Assist with various additional departmental duties as required, as directed by a Deputy Director or Director of Pharmacy.

Collaborative Practice:

- Act as a liaison between clinicians and information technology teams to facilitate effective communication and collaboration.
- Communicate with staff across WH regarding automated medication management solutions.
- Engage with DH, DTS, Oracle Health, Pharmhos, AMC vendor(s), pharmacy, and nursing and midwifery stakeholders, to contribute to the design and implementation of fit for purpose AMM solutions.
- Actively contribute as a member of the pharmacy senior leadership team.
- Participate in the training and education of medical, nursing and other clinical staff, where relevant.
- Represent the Western Health Pharmacy Service on internal and external committees and with other networks for the relevant pharmacy portfolio as required.
- Work effectively with the relevant internal and external stakeholders as described in the relevant pharmacy quality and informatics team position descriptions.

Quality Improvement:

- Maintain a quality improvement focus and ensure that use of AMM solutions and pharmacy systems comply with ACHS requirements for accreditation, through identification, development, implementation and evaluation of quality improvement solutions.
- Provide specialist input to contribute to the successful implementation of informatics strategies such as integration and new AMM solutions and pharmacy systems deployment.
- Support system testing as required.

Professional, Ethical and Legal Approach:

- Present as a role model to other staff regarding professional development, education, good practice and ethical behaviour.
- Assist in ensuring that pharmacy staff adhere to Western Health and pharmacy specific policies and procedures.

Lifelong Learning:

- Foster a learning culture and promote teamwork for delivering pharmacy services
- Work towards developing specialist knowledge in automated medication management, pharmacy systems, electronic medication management and digital solutions, and at least one other pharmacy quality and informatics portfolio

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Health Values: • Assure that 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. • Demonstrate the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues. • Search 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 • Medical, Nursing and Midwifery staff • Digital Technology Services (DTS) • Digital Health Teams • Relevant capital works teams • Hospital departments/units/committees • Other stakeholders as described in respective pharmacy quality and informatics position descriptions External: • Pharmacy Information System vendor (e.g. Pharmhos) • AMC vendor(s) • Other stakeholders as described in respective pharmacy quality and informatics position descriptions
Selection Criteria
Essential: • Completion of a Bachelor of Pharmacy or equivalent. • Registered pharmacist with the Australian Health Practitioner Regulation Agency (AHPRA). • A current drivers' licence. • At least 5 years' experience in hospital pharmacy. • Comprehensive knowledge of pharmacy services and demonstrated adherence to AdPhA's Standards of Practice. • Work ethic demonstrates punctuality, initiative and professional autonomy. • Ability to engage effectively with diverse stakeholders to achieve desired outcomes. • Demonstrates an ability to adapt, problem solve, implement and manage change. • Highly developed written and oral communication, negotiation and interpersonal skills. • Well-developed knowledge of information systems and technology. • Ability to work as part of a team and contribute to projects and initiatives. • Demonstrated well-developed team management skills, conflict management skills and multidisciplinary team collaboration. • Fosters and maintains working relationships. • Ability to understand and adhere to Western Health Policies and Procedures. • Demonstrated ability to determine workload priorities to complete multiple set tasks by the required deadline Desirable: • Participation in a relevant Speciality Practice or Interest Group • Knowledge and experience of information systems and technology including testing and resolution of identified anomalies

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- Relevant post-graduate qualification in clinical pharmacy

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, without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except as 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.

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 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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