

POSITION DESCRIPTION

Position Title:	Senior Pharmacy Technician – Education
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:	Lead Pharmacy Technician
Direct Reports:	N/A
Date Prepared/Updated:	11 August 2026

Position Purpose

The Senior Pharmacy Technician – Education provides leadership in the supervision, orientation, education and training of pharmacy technicians across Western Health. Working collaboratively with the Lead Pharmacy Technician, Lead Pharmacist – Education and Research and other key stakeholders, the role leads the development, implementation, coordination and evaluation of pharmacy technician education programs, continuing professional development activities, training resources and competency-based packages across Western Health sites.

The role will drive pharmacy technician training and education requirements, ensuring mandatory, role-specific and annual training and competency requirements are maintained. The position will participate in pharmacy technician meetings and support ongoing professional development, capability and competency through structured education, workplace-based training, orientation and competency assessment, aligned with organisational priorities, professional standards, legislation and contemporary pharmacy practice. To maintain contemporary technical expertise and professional credibility, the Senior Pharmacy Technician – Education will undertake routine pharmacy technician duties as required, ensuring education and training remains grounded in current practice, operational requirements and the evolving needs of the pharmacy technician workforce.

The role will require staff to be flexible with their working hours to meet the changing operations demands and can include 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 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.

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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
Key Responsibilities
Pharmacy Practice: • Maintain contemporary knowledge of pharmacy technician practice, education and training requirements and incorporate evidence-based practice into education programs, training packages and resources. • Identify opportunities to strengthen pharmacy technician capability, practice standards and service delivery through education and competency development • Undertake routine pharmacy technician duties as required to maintain technical expertise, understand operational requirements and inform relevant education and training. • Performs duties within the scope of practice of a Pharmacy Technician and under the supervision of a registered pharmacist. Activities requiring professional pharmaceutical judgement remain the responsibility of the supervising pharmacist. • Work within the scope of practice for a pharmacy technician and escalate complex issues appropriately to a pharmacist when required. • Develop skills in operating pharmacy automation technologies, supporting electronic medication management systems, and optimising digital pharmacy workflows. Service Provision: • In collaboration, develop, implement and evaluate structured education programs, training resources and competency assessment processes aligned with service requirements across Western Health. • In collaboration, develop and maintain education and training resources that respond to service, workforce and operational requirements, including relevant training packages. • Coordinate pharmacy technician orientation and onboarding programs to support safe and effective transition into practice. • In collaboration, develop, facilitate and assess pharmacy technician competency programs and workplace-based learning activities to support safe and consistent pharmacy practice. • Provide education and support for the introduction of new or expanded pharmacy technician roles, responsibilities, processes and models of care. • Undertake routine pharmacy technician duties as required to maintain technical expertise as per the position description of a Pharmacy Technician, Grade 3. • Respond to telephone enquiries as required, providing appropriate assistance to patients, consumers and stakeholders within the scope of pharmacy technician practice. Quality, Safety and Improvement: • Monitor pharmacy technician education and competency requirements and identify gaps, emerging needs and opportunities for improvement. • Support and contribute to quality improvement, service development and continuous improvement activities within Pharmacy Services. • Evaluate the effectiveness of education, training and competency programs and implement improvements based on outcomes and feedback. • Contribute to the development, review and implementation of pharmacy policies, procedures, guidelines and competency frameworks. • Use relevant data, feedback and service information to identify education and workforce development priorities. • Assist with the collection of data for key performance indicators (KPIs), workload statistics and other relevant pharmacy service data. Communication and Collaboration:

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- To work effectively as a team member within the Pharmacy Department and provide support to pharmacy technicians, store staff, pharmacists and interns as directed by the Lead Pharmacy Technician
- Communicate effectively with consumers, stakeholders, pharmacists and pharmacy technicians
- Represent the Western Health Pharmacy Service on internal and external committees and with other networks on matters relating to pharmacy technician education
- Establish and maintain partnerships with external institutions providing pharmacy technician education
- To cover as the Lead Pharmacy Technician when required and perform other duties as delegated by the Team Leads, Pharmacy Senior Leadership Team, Deputy Director(s) and/or Director of Pharmacy

Education, Learning and Development:

- Participation in relevant conferences, seminars and related educational activities.
- Participate in annual performance development planning and reviews to identify learning and development needs and progress towards achievement
- To participate in pharmacy technician meetings and co-ordinate a continuing education program for pharmacy technicians.
- Engage with the Pharmacy Leadership Group to support and facilitate training and education programs.
- Monitor pharmacy technician education, training and competency requirements and support compliance with mandatory, annual and role-specific education and training requirements.
- Coordinate and facilitate a continuing education and professional development program for pharmacy technicians
- Support pharmacy technicians to identify and undertake relevant professional development and competency activities.
- Contribute to the development, presentation and/or publication of pharmacy service improvement projects, education initiatives and relevant professional activities.
- Promote a culture of ongoing professional development, knowledge sharing, reflective practice and continuous learning.

Professionalism, Governance and Leadership:

- To represent the Pharmacy Department and provide professional leadership in matters relating to patient care and pharmacy technician education, training, competency and professional development.
- Practise and promote the adherence to all Western Health policies, procedures and legislative requirements
- Partner with patients, consumers, carers, colleagues and the community to support high-quality, equitable and sustainable healthcare through service delivery, planning and evaluation.
- Demonstrate professionalism, integrity, respect, collaboration and continuous improvement in all interactions when dealing with patients, consumers and colleagues.
- Model positive and proactive attitudes and behaviours that support the dimensions of 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
- Nursing, Medical and Allied Health Staff
- Ward staff
- Environmental Services staff
- Engineering Services Staff
- Hospital departments/units/committees

External:

- Pharmaceutical Suppliers

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- Universities and TAFEs
- Medicare
- Professional societies and committees
- Other Health providers
- External maintenance contractors
- Wholesalers and manufacturers

Selection Criteria

Essential:

- Completed Certificate IV in Health (Hospital Pharmacy Technician) or equivalent (or working towards).
- 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 Advance Pharmacy Australia (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
- 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 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 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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