

POSITION DESCRIPTION

Position Title:	Clinical Pharmacist – Transitions of Care
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Year 1 to Year 4 (SX2 to SX5)
Reports To:	Senior Pharmacist – Transitions of Care
Direct Reports:	N/A
Date Prepared/Updated:	18 August 2026

Position Purpose

The Clinical Pharmacist – Transitions of Care, delivers high-quality, patient-centred pharmacy services to patients transitioning between points of care. The position supports the safe and effective transfer of medication related information to optimise medication use and improve patient outcomes across Western Health. Working collaboratively within multidisciplinary teams, the role provides comprehensive clinical pharmacy services including medication reconciliation, medicines review, therapeutic recommendations, patient education, discharge planning and continuity of care in accordance with evidence-based practice, legislative requirements and professional standards. Of particular focus is the identification and resolution of medication discrepancies, medication management continuity and reducing the risk of medication related harm at transitions of care.

Working under the professional guidance of the Senior Pharmacist - Transitions of Care, this role contributes to the delivery, monitoring and continuous improvement of Western Health's transitions of care practices and support the implementation of evidence-based medication safety initiatives.

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 early start or after hours shifts, 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 pharmacy services to Sunbury Community Hospital, Melton Day 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: • Provide patient-centred clinical pharmacy services to patients identified as being at increased risk of medication-related harm during transitions of care within the hospital and/or at the patient's home. • Deliver clinical pharmacy services across a range of clinical rotations within the Transitions of Care team, including but not limited to ward-based clinical pharmacy services, transit lounge, telehealth and Western Health at Home. • Demonstrate professional accountability by delivering pharmacy practice that complies with the AdPha Standards of Practice, relevant legislation, accreditation requirements and Western Health policies and procedures. • 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). • Promote medication safety by ensuring medication storage areas, treatment rooms and medication cupboards are maintained in accordance with medication safety principles and organisational standards. • Deliver safe, accurate and timely dispensing services for inpatient, outpatient and ambulatory patients in accordance with Western Health policies, relevant legislation and PBS requirements. • Provide dispensing services in accordance with the Dispensary Pharmacist position description when required. • Support safe medication supply of ward imprest stock and non-imprest medications • Ensure that non-imprest medicines are promptly returned to the pharmacy when they are no longer required • Optimise ward medication imprest ranges and stock levels to support safe, efficient and timely medication supply • Maintain medication governance requirements relating to Schedule 8 and Schedule 4D medicines, including stock control, documentation and regulatory compliance as by the DPCS specifications. • Work at any Western Health site when requested to ensure the effective and efficient use of resources to meet the needs of Western Health and its patients Service Provision: • Conduct comprehensive medication reconciliation and admission interviews to develop an accurate Best Possible Medication History (BPMH) where clinically indicated. • Develop and maintain accurate Medication Management Plans (MMPs) and pharmacy documentation in accordance with Western Health procedures. • Undertake home visits across Western Health at Home services to support medication management, continuity of care and safe transition from hospital to the community for patients managed by Western Health at Home. • Review, verify and optimise medication therapy by assessing medication orders for appropriateness, safety, legality, dosing, interactions, allergies and therapeutic effectiveness. • Monitor patient response to therapy through clinical assessment and interpretation of biochemical, haematological, microbiological and therapeutic drug monitoring results, escalating concerns as appropriate. • Identify and address barriers to medication adherence, access, understanding or administration • Review discharge medication regimens for appropriateness, safety, clarity and continuity with the patient's pre-admission medication regimen and ongoing clinical requirements. • Support timely resolution of medication-related issues that may delay or compromise safe discharge.

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- Prepare accurate discharge medication lists in accordance with Western Health procedures to facilitate safe transitions of care and continuity of medication management.
- Provide comprehensive and individualised medication counselling and education to patient to promote informed decision-making.
- Utilise appropriate communication strategies to support patients and consumers with differing health literacy, language, cognitive or functional needs
- Support patient and carers to understand when and how to seek further assistance with medication related concerns
- To cover as the Senior Pharmacist –Transitions of Care when required and to perform the responsibilities of this role in accordance with the relevant position description.
- Perform other duties as delegated by the Team Leads, Pharmacy Senior Leadership Team, Deputy Director(s) and/or Director of Pharmacy

Quality, Safety and Continuous Improvement:

- Identify and report medication incidents, near misses and medication safety risks in accordance with Western Health processes.
- Maintain accurate documentation of pharmacist interventions and ensure compliance with incident reporting requirements, including RiskMan, following discussion with the relevant Team Lead and/or Senior Pharmacist
- Use available data, audit findings, feedback and incidents to identify opportunities and contribute to service improvement initiatives that enhance quality, safety and outcomes.
- Participate in relevant audits, data collection and evaluation activities to monitor the quality and effectiveness of agreed service activity and outcome measures
- Participate in at least one quality improvement initiative annually, contributing to continuous improvement in pharmacy practice and patient care.
- Contribute to the development and review of medication-related procedures, patient education information and other resources.
- Contribute to the identification and management of risks associated with medication transitions and escalation of identified risks through appropriate governance processes

Communication and Collaboration:

- Provide safe and patient-centred medication management by partnering with patients, carers, prescribers and multidisciplinary teams to optimise therapeutic outcomes and minimise medication-related harm.
- Ensure clinically significant medication-related information is appropriately documented in the medical record and communicated to relevant healthcare providers.
- Attend relevant ward rounds and multidisciplinary meetings to contribute to patient care, medication management and clinical decision-making.
- Escalate unresolved or high-risk medication-related issues to the appropriate senior pharmacist or treating team.
- Provide clinical handover support to other hospital pharmacists and healthcare providers to ensure continuity of care as required
- Liaise with community pharmacists, general practitioners, residential aged care facilities, community nursing services and other healthcare providers when required to support continuity of medication management.
- Provide timely medication information and expert advice to medical, nursing, allied health staff, patients and carers.

Education, Learning and Professional Development:

- Maintain contemporary clinical knowledge through continuing professional development, research, innovation and the implementation of best practice to support high-quality patient care.
- Participate in ongoing professional development, competency assessment and advanced scope credentialling programs.
- Meet and maintain the requirements of the advanced scope of practice, including all relevant competencies, knowledge and skill
- Contribute to education and training of pharmacists, pharmacy interns, students, technicians and other healthcare professionals

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- 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.

Professionalism and Governance:

- Represent the Pharmacy Department in all aspects of patient care.
- Practise and promote the adherence to all Western Health policies, procedures, AdPha Clinical Pharmacy Standards 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 Western Health's strategic aims.

Key Working Relationships

Internal:

- Pharmacy staff
- Medical staff
- Nursing and midwifery staff
- Allied Health staff
- Ward staff
- Committees/Working Groups

External:

- Community pharmacists
- Community and aged care service providers
- General practitioners and specialists
- Public and private hospital staff
- External contractors

Selection Criteria

Essential:

- Bachelor of Pharmacy or equivalent, with eligibility for general registration with AHPRA.
- Minimum of 2 years' experience as a clinical pharmacist across a range of clinical areas
- Current driver's license and confident to drive, with the ability to undertake home visits to patients as required
- Demonstrated ability to provide high-quality, patient-centred clinical pharmacy services in accordance with AdPha guidelines, relevant legislation, standards, policies and procedures.
- Demonstrated ability to work autonomously with minimal supervision, applying sound clinical judgement, problem-solving and decision-making skills, and appropriately escalating issues.
- Demonstrated ability to prioritise and manage competing workloads while meeting service requirements and timeframes.
- Demonstrated commitment to quality and practice improvement, including participation in audits, service improvement or quality improvement initiatives.
- Demonstrated contribution to pharmacy education, including education of students, interns, technicians or other staff.
- Highly developed communication and interpersonal skills, with the ability to build effective working relationships with patients, carers, colleagues and multidisciplinary teams.
- Well-developed digital literacy, professionalism and adaptability, including the ability to work effectively within Western Health policies, procedures, values and a changing healthcare environment.

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Desirable: • Clinical pharmacy experience in transitions of care services • Post graduate degree/diploma in clinical pharmacy, or equivalent • Experience in coordinating practice research • Demonstrated commitment to development of the profession by involvement in pharmacy organisations at a committee level, or active membership of a health-service wide committee • Previous research project authorship with publication or presentation at conference • Experience with Electronic Medical Record systems e.g. Oracle Health EMR
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 regarding 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 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

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I confirm that 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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