

POSITION DESCRIPTION

Position Title:	Pharmacy Technician
Business Unit/Department:	Pharmacy Department
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Victorian Public Health & Allied Services Managers & Administrative Workers Enterprise Agreement
Classification:	Grade 2 (TH6)
Reports To:	Relevant Lead or Senior Pharmacy Technician
Direct Reports:	None
Date Prepared/Updated:	3 August 2026

Position Purpose

The Pharmacy Technician provides high-quality technical and operational support to the Pharmacy Department to ensure the safe, timely and efficient supply of medicines across Western Health. Working under the supervision of registered pharmacists, the role undertakes a broad range of technical, dispensing, distribution and inventory management activities that support patient care and medication safety across inpatient, outpatient and community-based services.

This role contributes to efficient pharmacy operations by supporting medication distribution systems, digital health technologies, medication automation, inventory management and quality improvement initiatives. The role works collaboratively with pharmacists and multidisciplinary teams to ensure medicines are available when and where required while maintaining compliance with legislative, accreditation and organisational requirements.

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.

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 Hospital Pharmacy department also provides support services to the 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.
- To provide up to date information and advice on medication and medication therapy to patients and staff of Western Health.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- To offer effective and efficient procurement and distribution of medications.
- To provide support for education and research.

Key Responsibilities

Provision of Care:

- 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.
- Support medication distribution, dispensing and supply under pharmacist supervision.
- Dispense inpatient, outpatient and discharge medications by accurately preparing labels, assembling medicines and completing dispensing support activities.
- Prepare a patient medication list, medication summary list and invoice where required
- Support continuity of medication supply across Western Health sites, this includes the timely delivery of medications to designated wards/areas.
- Support purchasing and stores in the management of stock inventory control and distribution (imprest and requisition services), including medication shortages.
- Assist with manufacturing (including sterile, non-sterile and cytotoxic), pre-packing and clinical trials operations, after completing appropriate training and/or credentialling. This also includes supporting pharmacists with sterile and cytotoxic dispensing
- 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
- Support pharmacists in providing a comprehensive pharmacy service to the designated wards.
- Assist ward pharmacists with admission interviews (where appropriate), inpatient medication supply and discharge medication delivery.
- Perform monthly expiry date checks on the allocated wards, and rotate stock where appropriate
- Communicate with the relevant pharmacist or manager regarding ward imprest levels, stock usage, short-dated stock and stock turnover
- Assist with medication returns, recalls, quarantine processes and disposal of expired or unwanted medicines.
- Collect and document patient Medicare and entitlement details into MERLIN
- Participate in audits, KPIs, RiskMan reporting and quality improvement.
- Complete duties of the Sunbury Community Hospital pharmacy technician, as required
- Assist with the filling of dose administration containers as per Western Health procedure
- Answer the telephone as required, and assist the customer where possible, or direct the call to the appropriate member of staff
- Ensure the pharmacy department is stocked with appropriate consumables
- Develop skills in operating pharmacy automation technologies, supporting electronic medication management systems, and optimising digital pharmacy workflows.

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
- Participate in pharmacy work groups
- Complete other duties as requested by the Director/Deputy Directors of Pharmacy, Dispensary Managers, Grade 3 and 4 Pharmacy Technician or any other member of the Pharmacy Management Team

Professional and ethical and legal approach

- Comply with Western Health Pharmacy policies, procedures, guidelines and formulary are always adhered to by all pharmacy, medical and nursing staff.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Ensure relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected
- Ensure any risks and adverse events are reported appropriately, and prevention strategies are implemented to ensure the safety of all patients and consumers

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
- Support and contribute to the mentoring and supervision of others
- Seek out and participate in learning activities to improve knowledge and practice

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
- 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
- Be proactive about identifying and addressing issues that interfere with patients receiving 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:

- Senior Pharmacy Management
- Pharmacy Technicians
- Other pharmacy staff
- Medical and Nursing Staff

External:

- External Service Providers where applicable

Selection Criteria

Essential

- Holder of a Certificate III in Hospital Pharmacy or equivalent
- Well-developed communication and interpersonal skills
- Commitment to customer service by understanding who the customers of the pharmacy service are and respond willingly and pleasantly to customer enquiries
- Ability to work as a team member
- Commitment to continuous quality improvement processes and ongoing change
- Demonstrated initiative and motivation
- Capacity to assign priority to responsibilities and to meet time constraints
- General computer skills
- A willingness to work, if required, at any site of Western Health

Desirable

- Experience in a hospital environment
- Experience with Pharmaceutical Benefits Scheme

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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
- 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:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment