

POSITION DESCRIPTION

Position Title:	Senior Pharmacy Technician
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 (TH14)
Reports To:	Lead Pharmacy Technician
Direct Reports:	Footscray Hospital Pharmacy Technicians
Date Prepared/Updated:	2 December 2025

Position Purpose

The Pharmacy Technician, Grade 4, will be responsible for the management of pharmacy technician services at Footscray Hospital. This includes providing supervision and mentoring to technicians and assistance in the development and implementation of the pharmacy technician education program, assessment and continual improvement of the service provided by pharmacy technicians.

The Pharmacy Technician, Grade 4, will complete professional development plans, and manage the performance (including performance management plans) for direct reports.

The activities of a pharmacy technician are limited to functions that do not require the exercise of professional pharmaceutical judgement by the technician. Under the direction of a pharmacist, the pharmacy technicians are responsible for stock control in the pharmacy store, dispensaries and wards; the provision of imprest and requisition services, both restricted and non-restricted, to designated wards and departments; dispensing of prescriptions for inpatients and outpatients; IV sterile and cytotoxic production, assisting clinical pharmacists in provision of ward services; provision of courier services; assisting with clinical trials; store duties; purchasing and prepacking operations.

Business Unit Overview

The Western Health Pharmacy Service provides a comprehensive, professional pharmacy service to the wards and departments of Sunshine, Sunbury, Footscray and Williamstown Hospitals as well as Melton and Bacchus Marsh campuses and Dame Phyllis Frost Centre.

- To ensure safe, rational and cost effective use of medicines.
- To provide up to date information and advice on drugs and drug therapy to patients and staff of Western Health.
- To offer effective and efficient procurement and distribution of medications.

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- To provide support for education and research

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards and leadership capability frameworks
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- To assist the lead pharmacy technician to co-ordinate and assess pharmacy technician services.
- To line manage Footscray pharmacy technicians - this includes, but is not limited to, recruitment and selection, performance development and performance management activities.
- To supervise and train the pharmacy technicians at the commencement of employment as needed.
- To routinely audit ward medication rooms to ensure that imprest stock is accurately maintained by the pharmacy technicians at the correct levels and is stored in a neat and tidy fashion.
- To routinely audit expiry date checking records to ensure that these activities are performed regularly.
- To assist with the development and implementation of an education program for pharmacy technicians.
- To chair pharmacy technician meetings as required
- To co-ordinate daily and weekly rosters as monthly allocations for Footscray pharmacy technicians
- To assist in maintaining guidelines and procedures related to the pharmacy technician service.
- To assist with various additional departmental duties, as required, especially in times of staff shortage
- To perform routine pharmacy technician duties as per the Pharmacy Technician, Grade 2, position description.
- To help co-ordinate and participate in the weekend and public holiday rosters
- To support pharmacists in providing a comprehensive clinical pharmacy service to the designated wards.
- To support pharmacists in the dispensing and supply process according to pharmacy technician guidelines.
- To support pharmacists with the dispensing of pharmaceutical benefits scheme subsidised prescriptions.
- To support pharmacists with sterile, non sterile and cytotoxic dispensing, including but not limited to, the preparation of such products (after having completed an approved aseptic cytotoxic dispensing course).
- To develop relevant key performance indicators and work load statistics relating to the provision of non-clinical services and to routinely analyse results and implement improvement strategies.
- To assume financial responsibility within the role expectations of the Pharmacy Technician position.
- To ensure proper records are maintained for charging drug issues.
- To ensure optimal ward and department drug costs by avoiding the overstocking of imprest areas.
- To minimise wastage by checking expiry dates and rotating stock where possible.
- Where appropriate, to credit ward stock returned to pharmacy.
- To assist with purchasing as required
- To adhere to the Pharmacy Service Pricing policy with regard to pharmaceuticals
- To assist with collection patient contribution payments for prescriptions
- To assist in the collection of data for key performance indicators and for continuous quality improvement activities as required.
- To provide PBS assistance to pharmacy staff.
- To ensure availability of PBS prescription pads.
- To store, separate and check PBS prescriptions on a daily basis.
- To ensure that a correctly written PBS prescription is submitted to the HIC for all claimable items.
- To assist with the preparation of the HIC claim on a regular basis.
- To record and report on prescriptions rejected for payment by the HIC and to resubmit these where possible.

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- To monitor PBS claiming processes and report these regularly to the Deputy Director of Pharmacy.
- To attend to all relevant HIC paperwork
- To assist with the collection of patient contribution payments for prescriptions.
- To assist with any enquiries regarding patient invoices issued.
- To ensure maintenance of records for audit purposes.
- To assist with maintaining all areas of the pharmacy department in a clean and tidy state and free from hazards.
- *Ensure self and employees complete all mandatory training by the due date*
- To improve services and increase the profile of WH pharmacy technician services by participating in relevant conferences, seminars and related educational activities
- To be proactive in research, publication and presentation activities
- To work at other Western Health campuses as required
- To complete other duties as requested by the Director / Deputy Director of Pharmacy
- To work as part of team and assist each other in the delivery of pharmacy services.
- To assist other pharmacy technicians, store-people, pharmacists and pre-registrant pharmacists in other duties as directed by the Director / Deputy Director of Pharmacy.

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
- Deputy Director / Director of Pharmacy
- Nursing Staff

External:

- External Training Providers

Selection Criteria

Essential

- Holder of a Certificate IV (Hospital Pharmacy Technician) or equivalent, approved by the Pharmacy Board of Australia
- A minimum of three years full time experience as a qualified hospital pharmacy technician
- Proven record of achievement as a pharmacy technician with highly developed practice improvement skills
- Completion of VCE or Equivalent
- Demonstrated excellent communication and interpersonal skills
- Demonstrated experience in supervising staff
- Demonstrated ability to work as a team member to improve services
- Commitment to continuous quality improvement processes and ongoing change
- Demonstrated capability to meet multiple time constraints and to determine workload priorities in order to complete targets by a set deadline
- General computer skills, including proficiency in word processing, spreadsheet and presentation applications
- Experience in processing Pharmaceutical Benefits Scheme Claims
- Experience in cytotoxic and sterile manufacturing
- Current Driver's License

Desirable

- Membership of AdPhA

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Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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), 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
<ul style="list-style-type: none"> • 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>I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.</i>			
Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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