

Position Description

Position title:	Pharmacy technician
Department:	Pharmacy
Classification:	Grade 3 (TH10)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reporting to:	Director of Pharmacy

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Pharmacy Department is a significant clinical team at the Women's providing expertise to women, newborns and their families. It is part of the Allied Health & Clinical Support Services (AH&CSS) directorate and provides a comprehensive pharmacy service to in- and out-patients of the hospital. It aims to contribute significantly to the empowerment and enrichment of exceptional care at the Women's.

Our major areas of focus are supporting the medication processes and overseeing medication management including safe and quality use of medicines, education to consumers and healthcare professionals, legislative compliance, contract management, management of medicine shortages and inventory management to ensure cost-effectiveness. We collaborate with interprofessional teams and researchers and participate in research and clinical trials.

Position purpose

The Grade 3 Pharmacy Technician is responsible for coordinating and organising work in the rostered areas in a safe and efficient manner, under the supervision of pharmacists and supported by the Grade 4 Pharmacy Technician.

Key responsibilities

The main responsibilities and the major activities of the position are listed below. These may change over time and should align with the Department's Annual Business Plan and the Women's Strategic Plan. This position description is largely generic for this grading. Fulfilment of the duties will be pro rata and expectations will be clarified with the incumbent.

Responsibilities & Major Activities

The main responsibilities and the major activities of the position are listed below. These may change over time and should align with the Department's Annual Business Plan and the Women's Strategic Plan. This position description is largely generic for this grading. Fulfilment of the duties will be pro rata and expectations will be clarified with the incumbent.

Operational Management

- Provide support for the provision of pharmacy services for the Royal Women's Hospital and Frances Perry House.
- Responsible for organising and co-ordinating of work in the rostered areas in a safe and efficient manner and within their scope of practice, under the supervision of a registered pharmacist
- The role consists of providing support to pharmacists which may include but not limited to:
 - Impresting – preparation and delivery of stock to ward areas; maintenance of medication rooms/shelves to comply with Infection Control and safety standards;
 - Dispensary – dispensing of inpatient, outpatient and discharge medications; PBS management; coordinate and maintain dispensary areas to ensure efficiency;
 - Preparation of extemporaneous products and pre-packing;
 - Procurement – purchasing; coordinate and responsible for optimal stock control; assist in stock management and stocktaking;

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- Assist in the day to day functioning of the pharmacy department. Ensure appropriate standard of presentation and maintenance of work area(s).
- Support other services within the department and weekend roster as required.
- Assist with various additional departmental duties as required, in times of staff shortage and leave.
- Perform other duties as directed by the Director or Deputy Director of Pharmacy.

Professional Responsibilities

- Adhere to the hospital and pharmacy department policies, guidelines and procedures.
- Work within identified credentialing and scope of practice frameworks, regularly documenting this as per procedure.

Practice Improvement and Service Development

- Participate in the review of relevant procedures on request.
- Model an action-based approach to improve service quality and resolve issues and ensure this consistently occurs in pharmacy service teams.
- Guide and support pharmacy technicians through change, including new technology, processes, or regulations, while maintaining productivity.

Safe Practice and Environment

- Address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves, involving the Director and Deputy Director of Pharmacy where necessary.
- Hold yourself and others accountable for providing a positive patient experience.
- Contribute and commit to a culture that promotes gender equality, respect and a safe working environment and have an understanding of violence against women and family violence issues.
- Understand emotional and personal needs of staff, fostering a safe to speak up culture.
- Work professionally, safely and efficiently in accordance with evidence-based guidelines and relevant professional standards.

Education and Training

- Facilitate orientation, training and provide staff with appropriate further education as directed by the Director and Deputy Director
- Support technician training and education.

Information and Data Management

- Ensure that accurate information and records are maintained in line with relevant hospital policies, procedures, frameworks and guidelines.
- Ensure that all documentation and data submission meets all statutory requirements and relevant hospital policies and guidelines.

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Learning and development

- Develop professional skills and knowledge through self-directed learning, critically reviewing and remaining abreast of professional literature/seminars/conferences
- Facilitate orientation, training and provide staff with appropriate further education as directed by the Director and Deputy Director
- Complete all mandatory competencies and training, and engage in the performance development review process annually
- Maintain knowledge of evidence-based technological and technical advances.

Information and Data Management

- Ensure that accurate information and records are maintained in line with relevant hospital policies, procedures, frameworks and guidelines.
- Ensure that all documentation and data submission meets all statutory requirements and relevant hospital policies and guidelines.

Stakeholder Relationships

- Development and maintenance of effective working relationships and partnerships with key internal and external stakeholders.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Completion of Certificate IV in Health (Hospital Pharmacy Technician) course or equivalent that has been awarded by a registered training organisation or approved by the Pharmacy Board of Victoria.

Desirable:

- Experience in working within a diverse cultural environment.
- Experience in EMR (electronic medical record) and other computer systems.

Attributes:

- Embodies the Women's values of courage, passion, discovery and respect.
- Positive, 'can do' and flexible approach
- Receptive to feedback and shows an interest in professional development.
- Well-developed interpersonal skills.
- Ability to balance competing and conflicting priorities.
- Good time management and prioritising.

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- Professional demeanor.

Organisational relationships

Internal

- Pharmacy department staff
- Corporate Services: Information and Communication Technology (ICT), Finance, People, Culture and Wellbeing, Payroll, Facility Management, Security, OH&S Team

External

- Community service providers
- Other healthcare networks and service providers

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Frequent
Trunk twisting – turning from the waist to complete tasks	Frequent
Kneeling – remaining in a kneeling position to complete tasks	Occasional
Squatting/crouching – adopting these postures to complete tasks	Occasional
Leg/foot movement to operate equipment	Occasional
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Occasional
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Occasional
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/constant
Hearing – use of hearing is an integral part of work performance	Prolonged/constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged/constant

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Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: June 2025

Developed by: Huda Ismail – Director of Pharmacy

Date of next review: June 2026

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