

Position Description

Position title:	Medication Safety Pharmacist – Grade 3
Department:	Pharmacy
Classification:	SW6 – SW81
Agreement:	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) 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.

Find the exceptional in your everyday.

The Women's, where you belong.

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 Medication Safety Pharmacist is responsible for oversight and coordination of all medicines-related events in the organisation, ensuring the provision of best practice medication management services to patients, families, carers and healthcare professionals. The Medication Safety Pharmacist works collaboratively with Quality and Safety and Precinct Partners and represents the pharmacy department within the healthcare service.

Responsibilities & Major Activities

Leadership

- Provide clinical leadership, innovation and direction, focusing on the promotion of quality use of medicines and safe use of medicines.
- Foster a supportive and effective team environment which values learning, safe practices and innovation.
- Co-lead, develop and contribute to medication safety initiatives, accreditation activities, quality improvement projects, policy and procedure review and service review.
- Be an active member of relevant Committees and working groups as a senior Pharmacy Department leader.

Operational Management

- Coordinate and manage quality use of medicines activities within the organisation.
- Coordinate and collate data relevant to the medication safety standards and preparation for the accreditation process.
- Facilitate the risk management program relating to medicines, including maintaining the hospital's Medication Safety Risk Register.
- Communicate and liaise with the Quality and Safety Partners in Quality & Safety in addressing reported clinical incidents relating to medicines.
- Assess and identify reported clinical incidents and recognising trends of errors relating to medicines.
- Participate in Serious Adverse Patient Safety Event reviews and root cause analyses of specific incidents, recommending systems changes and evaluating the feedback and outcome.

Find the exceptional in your everyday.

The Women's, where you belong.

- Coordinate medication safety-related audits and surveys to monitor adherence with standards and hospital guidelines and procedures, and identify areas for improvement and areas of high risk.
- Organise and co-ordinate multidisciplinary group to conduct the medication safety self-assessments for the hospital as required.
- Collect relevant indicators for quality use of medicines.
- Advise the Director of matters relating to the area, with the view to revising and improving work procedures.
- Assist with various additional departmental duties as required, in times of staff shortage.
- Perform other duties as directed by the Director of Pharmacy.

Professional Responsibilities

- Adhere to the Society of Hospital Pharmacists of Australia (SHPA) Clinical Pharmacy Practice Standards.
- Adhere to The Pharmacy Board of Australia codes, guidelines and policies.
- Work within identified credentialing and scope of practice frameworks, regularly documenting this as per procedure.
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions.

Practice Improvement and Service Development

- Liaise with Medication Safety pharmacists at The Royal Melbourne Hospital, Peter MacCallum Cancer Centre and Royal Children's Hospital to:
 - Ensure medication-related policies, guidelines, procedures and forms are aligned across Precinct Partners where possible
 - Ensure consistent design and implementation of improvement projects affecting medication management across the precinct
 - Proactively identify and address medicine-related risks across the precinct
 - Coordinate Precinct Medication Safety Committee meetings
- Work closely with medical and nursing/midwifery staff, and the Drug and Therapeutics Committee to develop a structured Quality Use of Medicines Program and associated project and activities plan.
- Maintain a quality improvement focus within the department and ensure that all areas perform in accordance with the National Standards requirement for accreditation

Safe Practice and Environment

- Address the concerns and complaints of women, their families, team members and other hospital departments relating to medication safety to ensure that the quality of the service improves, involving the 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.

Find the exceptional in your everyday.

The Women's, where you belong.

- Understand and address emotional and personal needs of staff, fostering a safe to speak up culture.
- Provide a high quality handover for periods of planned leave.
- Support staff to work professionally, safely and efficiently in accordance with evidence-based guidelines and relevant professional standards.

Research, Education and Training

- Ensure staff are adequately orientated, trained and provided with appropriate further education and professional development opportunities relating to quality use of medicines and medication safety.
- Contribute to the learning/training program for all staff in the quality use of medicines area (including pharmacy undergraduates).
- Identify areas requiring research and participate in continuous quality improvement projects related to quality use of medicines and medication safety.
- Present educational sessions to various audiences as required.
- Actively participate in clinical staff development through continuing education, attendance and presentations at conferences.

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.
- Oversee an audit schedule for the department and provide the Director with regular reports, escalating concerns as appropriate.

Stakeholder Relationships

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

Planning

- Ensure that the pharmacy department has a comprehensive quality improvement program reflecting and enhancing the service provided by the department.
- Contribute to the strategic planning of the department.

Advocacy

- Advocate for patient safety by ensuring the correct and safe use of medicines, reduce medication errors and promoting best practices.
- Actively promote the Pharmacy Department and represent the profession as required.
- Attend and actively participate in Medication Safety Committee meetings, Adverse Drug Reaction Committee meetings, pharmacists' clinical meetings, and other relevant meetings and working groups.

Communication

Find the exceptional in your everyday.

The Women's, where you belong.

- Demonstrating empathy and understanding when communicating with patients, families, and staff.
- Handover any relevant information relating to planned work, work in progress and significant events to colleagues.

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.

- All incidents responded to and reported appropriately.
- Ensure documentation and follow through with quality improvement project plan and timeframe.
- Ensure that the team provide regular assessments and audits to identify gaps in practices and services, escalating/informing relevant roles as necessary.
- Respond to all organisational, clinical and safety incidents and patient feedback in a timely manner, involving the Director of Pharmacy as necessary.
- Complete annual mandatory competencies and performance development reviews.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Registered to practice as a pharmacist with the Australian Health Practitioners Regulatory Agency (AHPRA) without restrictions.
- Has been qualified for at least 8 years and extensive experience in hospital pharmacy practice with at least 5 years of postgraduate experience.
- Demonstrated experience establishing and maintaining effective, quality relationships with internal and external stakeholders.
- Demonstrated ability to work with staff from all levels and to help guide a team of professional pharmacists.
- Demonstrated effective written, verbal, and non-verbal communication skills at a leadership level.
- Demonstrated commitment to continuous quality improvement at a system level.
- Demonstrated commitment to a person-centered approach to service provision.
- Demonstrated analytical and problem-solving skills.
- Experience in risk assessment, management and mitigation processes and practices.
- Supervision experience at a senior level (clinical, professional and operational).
- High level computer skills including but not limited to experience using platforms such as Microsoft Office 365 suite, Merlin, Meditex, EMR and Riskman.

Desirable:

- Experience and/or training in project management.
- Confidence in presenting to small or large groups.

Find the exceptional in your everyday.

The Women's, where you belong.

Organisational relationships

Internal relationships

- Director of Pharmacy, Deputy Director of Pharmacy
- Clinical and non-clinical staff in pharmacy department
- Quality and Safety Advisors
- Medical and nursing/midwifery staff
- Informatics team, EMR leads, Business Intelligence team
- Infection Prevention and Control team
- Biomedical Engineering
- Corporate Services: People, Culture and Wellbeing, Payroll, Procurement, Facility Management, Information and Communication Technology (ICT), Security, OH&S Team

External relationships

- Women and their families accessing services provide by The Women's
- Victorian Department of Health
- Victorian Therapeutic Advisory Group (including VicTAG Quality Use of Medicines Group)
- Precinct partners and Pharmacy leads, including Precinct Partner Medication Safety Pharmacists
- Professional Association and committees
- Other healthcare networks and service providers
- Universities and training institutions
- Parkville EMR Team
- 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	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Prolonged/Constant
Walking – floor type even, vinyl, carpet,	Prolonged/Constant
Lean forward/forward flexion from waist to complete tasks	Occasional
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	Rare
Leg/foot movement to operate equipment	Not Applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– 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	Rare
– 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

Find the exceptional in your everyday.

The Women's, where you belong.

Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
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
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Occasional
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.

Find the exceptional in your everyday.

The Women's, where you belong.

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: 28/10/2025

Developed by: Huda Ismail

Date of next review: (12 months from now)

Find the *exceptional* in your everyday.

The Women's, where you belong.