

## POSITION DESCRIPTION

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<b>Position Title:</b>	Grade 2 Pharmacy Technician - Operations
<b>Business Unit/Division:</b>	Pharmacy
<b>Award Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) 2021-2025
<b>Classification:</b>	Pharmacy Technician Grade 2
<b>Employment Type:</b>	Grade 2 Pharmacy Technician 1 EFT, 80 hours per fortnight Full time
<b>Reports to:</b>	Dispensary Manager Procurement & Inventory Manager Deputy Director of Pharmacy - Operations
<b>Date Prepared/Updated:</b>	May 2025

**General Role Statement:**

The position is responsible for assisting in the efficient dispensing and supply of medicines to all clients of Northern Health. The Pharmacy Technician will work under the supervision of a qualified pharmacist to deliver outstanding care for patients.

## ORGANISATIONAL OVERVIEW

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**Introduction**

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

**Our Vision:**

A healthier community, making a difference for every person every day.

**Our Values:**

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our community.
- Kind – We treat everyone with kindness, respect and empathy.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

**ROLE STATEMENT**

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The Grade 2 Pharmacy Technician has responsibility for participation in the pharmacy service. They assist pharmacists in those aspects of the dispensing process that do not require the exercise of professional judgement and take part in medication distribution activities. They will work collaboratively to achieve the strategic outcome of the Pharmacy Department and may be requested to be involved in the recording of Key Performance Indicators (KPIs) and other required statistics.

The role will require staff to be flexible with their working hours to meet the changing operations demands and can include working after hours, on weekends and public holidays. Staff are required to travel and work across all sites of Northern Health and partner organisations.

Compliance with mandatory training as per NH Policy is a requirement of this role. Failure to complete this training

**MAJOR DUTIES AND/OR RESPONSIBILITIES**

These may include but are not limited to:

- Assisting in the accurate and efficient supply of medicines to patients and other clients of the Northern Health service while adhering to the pharmacy standard operating procedures.

- Technical components of prescription processing and dispensing medicines to inpatient, outpatient and patient to be discharged from hospital.
- Service imprest cupboards across the Northern Health network
- Receipt and storage of products into pharmacy
- Stock control and replenishment
- Assist or stand in for other members of the Pharmacy Support staff as required
- Assist with the preparation and distribution of drugs
- Ward pharmacy support work
- Extemporaneous manufacturing on request
- Assist in PBS claim preparation
- Additional duties as directed that are within the limits, skills, competence, training & consistent with the position's classification
- Able to work within established procedures or in specialised areas, e.g. clinical trials
- Assists in the supervision, training/mentoring of other pharmacy technicians and if required will undertake a clinical tutor role
- To participate in ongoing audit and quality improvement activities

#### **All employees:**

#### **Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## **KEY RESULT AREAS AND MAJOR RESPONSIBILITIES**

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### **ROLE RESPONSIBILITIES**

#### **Pharmacy Specific**

Northern Health Pharmacy professionals make a significant contribution to the well-being and health outcomes of patients and their families, to the work of Northern Health and to the development of the wider health care knowledge base and system.

All Northern Health pharmacy clinicians are expected to:

1. Strive for excellence in practice
2. Support a culture of active contribution to the work of Northern Health
3. Demonstrate the skills needed to lead in practice
4. Demonstrate enquiry in practice
5. Be lifelong learners

### **Clinical Practice**

- Demonstrate a client focus in the provision of care
- Involve clients and carers in decision making regarding their care and negotiate agreed plans of action
- Understand culturally and linguistically diverse communities (CALD)
- Liaise with other health professionals to support optimum drug therapy
- Provide drug information to medical, nursing and allied health staff
- Advise in issues relating to rational prescribing with respect to efficacy, side effects and safety and where appropriate, to advise on alternative therapies
- Show ability to work as an effective member of the multidisciplinary team
- Provide a pharmaceutical review of prescribed inpatient medication that meets departmental and patient needs
- Review all medications orders for legibility, legality, therapeutic appropriateness, dosage and safety. Initiate any necessary modifications via direct communication with the prescriber where possible and to advise on alternative therapies
- To provide medication counselling and information to all patients/carers and assist other clinical pharmacists with discharge counselling
- Comply with Pharmacy Department Standard Operating Procedures
- Comply with the NH drug formulary and with policies of the Drug & Therapeutics Committee
- Practise in accordance with legislative requirements, accreditation standards and SHPA Guidelines relating to dispensary services
- Participate actively in the quality assurance program
- Participate, as required, in reviews of policies and procedures
- Maintain performance standards consistent with SHPA Guidelines
- Demonstrate effective discharge planning skills
- Maintain knowledge of relevant community resources, information and referral processes, and utilise the knowledge in clinical practice
- Provide written reports to relevant outside organisations as required
- Ensure PBS prescriptions comply with Medicare requirements and NH policy
- Ensure s100 (HSD) criteria are met prior to dispensing, where appropriate
- Record KPI statistics as required
- Participate in and initiate audit activities where requested and as appropriate
- Comply with established procedures and documentation requirements for recording pharmaceutical review activities
- Document elements of the multidisciplinary Medication Management Plan tool completed on behalf of patients in accordance with departmental Standard Operating Procedure
- Document interventions and clinical workload statistics in accordance with departmental Standard Operating Procedures
- To demonstrate proficiency in the following descriptors as a senior clinical pharmacist: Performance; Supervisor; Mentor; Proactivity; Ambassador; Leadership; Accountability; Management; Specialist; Communication
- To lead at least one of the Medicines Management Strategy portfolios
- To perform other duties as directed

**ORGANISATIONL RESPONSIBILITIES****Organisational/Business Skills**

- Contribute to a safe work environment for all staff
- Work in accordance with Northern Health Occupational Health policy and procedures
- Maintain awareness of Occupational Health & Safety Act 1985 and the Accident Compensation (Workcover) Act 1992
- Contribute to safety awareness by contributing ideas and suggestions
- Ensure that storage, preparation and dispensing of drugs are all in accordance with legislative and practice standard requirements
- Develop and maintain systems to guide clinical practice and ensure best practice care
- Liaise with medical, nursing staff and other allied health staff to provide integrated best practice care
- Strive to evaluate and improve services provided by the impatient and other relevant services
- Demonstrate an active participation in working in a multidisciplinary team
- Actively participate in and drive quality improvement and accreditation processes
- Understands the structural and financial constraints of the public health system, the importance of KPIs and the relationship between those factors and service delivery
- Effective verbal and written communication skills
- Understands clinical risk and has skills to manage and educate staff in this area

**PROFESSIONAL RESPONSIBILITIES****Professional Development**

- Work with other pharmacy staff to provide structured, contemporary and comprehensive training programs for pharmacy staff and students
- Participate in training programs and education sessions for pharmacy staff
- Participate in the teaching of pharmacy students undertaking placement at Northern Health
- Maintain consistent performance standards
- Participate in relevant, conferences, seminars and related external educational activities
- Participate in research, publication and presentation activities where possible
- Utilize opportunities to increase a professional knowledge and skill base and actively participate in supervision as per the departmental protocols
- Take responsibility for maintaining and improving skills in patient management and promote education in the team
- Apply the principles of evidence-based practice

**Supervision/Professional Leadership**

- Supervise students, Grade 1 and Grade 2 pharmacist, pharmacy technicians and others as required
- Drive and promote clinical/professional best practice
- Develop, coordinate and supervise a student and/or intern program as required
- Foster and demonstrate active participation in supervision, both formal and informal
- Represent discipline/allied health on working parties, committees and meetings
- Act as a role model/mentor for others in the department
- Actively promote quality and risk management principles

**Teaching/Research/Training**

- Willing to participate in research projects
- Actively participate in in-service training
- Promote commitment to research and evidence-based practice

- Able to coordinate a student and/or intern program if required

**Maintenance of Equipment and Resources**

- Ensure equipment and resources are utilised and maintained according to departmental protocols
- Identify and manage risk as part of use of equipment and resources
- Ensure hygiene and infection control protocols are followed

**Health Discipline Specific**

- Provide a pharmaceutical review service in accordance with SHPA standards of practice, pharmacy service, accreditation and legislative requirements
- Comply with practice standards and guidelines contained within the current version of the Victorian Pharmacy Authority Guidelines. This set of guidelines has regard to the standards, codes and guidelines issued by the Pharmaceutical Society of Australia and The Society of Hospital Pharmacists of Australia

## **SELECTION CRITERIA**

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**QUALIFICATIONS****Essential**

- Completed or currently completing Certificate III in Health (Hospital Pharmacy Technician) or equivalent qualification. Must be completed within 18 months of commencing in the role.
- Current Driver's license
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

**Desirable**

- Have undertaken research activities in either dispensary or pharmacy technician services
- Ability to employ information technology applications to improve service provision

**EXPERIENCE****Essential:**

- Knowledge of pharmacy and related legislation
- Knowledge and understanding of relevant aspects of pharmacy services and a demonstrated ability to work in accordance with policies and procedures
- Sound knowledge and understanding of the PBS
- Ensure service provision and clinical care is client focused and puts patient experience at the forefront
- Demonstrate negotiation and interpersonal skills
- Possess well developed self-management skills including the ability to meet timelines and prioritise competing demands

**Desirable:**

- Experience in hospital pharmacy
- Relevant second language

**KNOWLEDGE, SKILLS AND BEHAVIOURS****Essential:**

- Commitment to continual workplace development
- Able to establish and manage effective workplace relationships
- Able to work with teams
- Able to work within a learning environment
- Able to utilise workplace information to achieve outcomes to meet organisational objectives
- Possess knowledge of relevant legislation, codes and standards
- Possess professional writing, verbal and presentation skills
- Demonstrate knowledge and understanding of professional issues and their impact on service delivery within a Health Service
- Demonstrate competency in computer skills particularly in Microsoft Office and Internet use, with the ability to learn dedicated software
- Work collaboratively towards achieving organisational key performance indicators that support the organisational objectives as noted in the Northern Health strategic plan
- Organise and flexible work ethic, with an attention to detail and ability to prioritise competing demands
- Good organisational skills
- Demonstrate highly developed interpersonal skills
- Demonstrate practical negotiation and conflict resolution skills
- Work with the discipline leadership team to develop a positive culture in the department
- Demonstrate an understanding of the broader organisational context

**Employee Declaration**

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: