

ORGANISATIONAL OVERVIEW

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 Community Hospital
- 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
- Mernda Community Hospital

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:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- 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.

Essential:

- 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.



POSITION DESCRIPTION

Position Title:	Grade 4 Pharmacy Technician Team Leader – Compounding Services
Business Unit/Division:	Pharmacy
Award Agreement:	Health and Allied Services, Managers and Administrative Workers Agreement 2021-2025
Classification:	TH14 - Pharmacy Technician Grade 4 + 10% Seniors Allowance
Employment Type:	1 FTE, 80 hours per FN, full-time permanent ongoing
Reports to:	Deputy Director of Pharmacy – Operations
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

The Grade 4 Senior Pharmacy Technician - Team Leader Compounding Services will be responsible for the management and day-to-day operations of technicians within the compounding suite. They will be responsible for the management of pharmacy technicians involved in the provision of efficient and effective supply, storage and distribution of all authorised pharmaceuticals and supplies for use in line with the hospital's current Poisons Control Plan. They will ensure strict adherence to strict aseptic techniques and procedures for all staff.

The Grade 4 Senior Pharmacy Technician - Team Leader Compounding Services will work closely with the Senior Pharmacist – Compounding Services to provide oversight and training for the area in accordance with department requirements, AdPha standards of practice, accreditation, legislative requirements and other standards related to their field.

They will be responsible for the development and maintenance of local guidelines and processes that ensure the safe and efficient production of compounded products in line with regulatory standards. Responsibilities will also encompass environmental monitoring of viable and non-viable particles within the suite, along with the development of procedures regarding monitoring frequencies, locations, action limits, and personal protective equipment (PPE) requirements in accordance with national standards, such as the PIC/S Guide to Good Manufacturing Practice (GMP) and USP Guide to Compounding.

The Grade 4 Senior Pharmacy Technician - Team Leader Compounding Services will work closely with the Grade 4 Education Pharmacy Technician for the provision of education and development of Pharmacy staff within the compounding suite and associated activities.

The Grade 4 Senior Pharmacy Technician - Team Leader Compounding Services will have excellent leadership and communication skills and an ability to work effectively and efficiently in a fast-paced environment.

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-call, on weekends and public holidays. Staff will be required to travel and work across the various Northern Health campuses, programs, and partner organisations.

Compliance with mandatory training as per NH 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.

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

Pharmacy Specific

Northern Health Pharmacy professionals make a significant contribution to the well-being and health outcomes of our consumers and their families, as well as the broader Northern Health community.

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

Professional Practice

- Demonstrate a consumer focus in the provision of care
- Liaise with other health professionals to support optimum drug therapy
- Show ability to work as an effective member of the multidisciplinary team
- Comply with Pharmacy Department Standard Operating Procedures
- Comply with the NH Medication Formulary and with policies of the Medication & Therapeutics Committee (MTC)
- Practise in accordance with legislative requirements, accreditation standards and AdPHA Guidelines relating to dispensary services
- Participate, as required, in reviews of protocols and procedures
- Maintain performance standards consistent with AdPHA guidelines
- Maintain knowledge of relevant community resources, information and referral processes, and utilise this 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 when 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 Procedure
- Utilise negotiation and conflict resolution skills
- To perform other duties as directed

Leadership:

- Supervise and oversee the professional conduct of pharmacy technicians and others as required
- Drive and promote clinical/professional best practice
- Develop, coordinate, and supervise a student and/or technician 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

Organisation-Wide Contribution:

- Pharmacy representative on Committees relevant to the role, including meetings relating to Health and Safety
- Promote quality service delivery in regard to drug therapy
- Ensure pharmacy staff are compliant with NH mandatory training requirements relevant to their roles
- Establish and maintain links to special interest groups concerned with pharmacy services
- Contribute to a safe work environment for all staff
- Work in accordance with Northern Health Occupational Health policy and procedure
- 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
- Liaise with medical, nursing staff and other allied health staff to provide integrated best practice
- Strive to evaluate and improve services provided by the inpatient and other relevant services
- Demonstrate an active participation in working in a multidisciplinary team
- Actively participate in and drive quality improvement and accreditation processes
- Understand the structural and financial constraints of the public health system, the importance of KPIs and the relationship between these factors and service delivery
- Effective verbal and written communication skills
- Understand clinical risk and possess skills to manage and educate staff in this area

Diversity and Inclusion:

- Demonstrate values in line with Northern Health's Inclusive Practice Procedure
- Display an ongoing commitment to meeting the needs of our diverse community and staff, including those who identify as Aboriginal and Torres Strait Islander, are from spiritually, culturally and linguistically diverse backgrounds, refugees and asylum seekers, LGBTQIA+, and those who have a disability

Innovation and Culture Change:

- Provide advice to the Director of Pharmacy, Deputy Directors of Pharmacy and Senior Pharmacist – Compounding Services on the role of Pharmacy Technicians, including future development and opportunities for new services or advanced scope of practice
- Develop, participate in and lead pharmacy research projects and present at professional conferences, where appropriate

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

- To maintain current practice registration with AHPRA
- Provide a pharmaceutical review service in accordance with AdPha 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.

Risk management

- Identify report and manage risks in area of responsibility

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential**

- Certificate IV in Health (Hospital Pharmacy Technician) awarded by a registered training organisation or equivalent qualification (as approved by the Pharmacy Board of Victoria or equivalent body), or looking to attain this certificate within 18 months of commencing employment

Desirable

- Completion of Peter Mac training program for cytotoxic medication preparation (or equivalent)

Experience:**Essential**

- A minimum of 5 years full time experience as a qualified Pharmacy Technician
- A minimum of 3 years' experience in aseptic production.
- Ensure service provision and clinical care is client focused and puts patient experience at the forefront
- Demonstrate good interpersonal and communication skills
- Experience in supervision and development of staff including Pharmacy Technicians
- Possess well developed self-management skills including the ability to meet timelines and prioritise competing demands

Desirable

- Experience in developing Education programs
- Involvement in teaching and training
- Understanding of clean room environmental testing procedures.
- Firm understanding of relevant standards related to compounding sterile pharmaceuticals and development of procedures and policies to ensure compliance with these standards.

Knowledge, Skills and Behaviours:**Essential**

- Demonstrated ability to adhere to hospital policy and procedures
- Demonstrated interpersonal and problem-solving skills
- Able to work within a multi-disciplinary team
- Demonstrate ability to plan, organise and prioritise workload
- Demonstrated effective communication skills
- Demonstrate competency in computer skills, particularly in Microsoft Office and Internet use, with the ability to learn dedicated software
- Continued demonstrated awareness in changes and trends to practice
- Possess skills of timely and effective communication within healthcare personnel and colleagues to guide and achieve best practice
- Able to assist in the supervision, training/mentoring of other Pharmacy Technicians
- Possess knowledge of relevant pharmacy legislation, including PBS and a demonstrated ability to practice in accordance with AdPHA guidelines
- 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 and achieve outcomes to meet organisational objectives
- Possess professional writing, verbal and presentation skills
- Demonstrated knowledge and understanding of professional issues and their impact on service delivery within a Health Service
- Work collaboratively towards achieving organisational key performance indicators that support the organisational objectives as noted in the Northern Health strategic plan
- Possess good operational knowledge and engagement skills to communicate effectively and work with Northern Programs across all sites
- Organised and flexible work ethic, with an attention to detail and ability to prioritise competing demands
- Demonstrate initiative and developing and promoting clinical care
- Demonstrate an ability to promote evidence-based practice
- Apply a client centred approach to practice that involves the patient, their family and carers in decision making and care planning
- Demonstrate a commitment to ongoing professional development
- Demonstrate a detailed knowledge of relevant community resources, information and referral processes and utilise this knowledge in clinical practice
- Work with the discipline leadership team to promote a positive culture in the department
- Demonstrate an understanding of the broader organisational context
- Demonstrate a commitment to supporting and driving clinical research
- Demonstrate an understanding of the broader organisational context
- Willing to be a representative for the discipline and/or allied health on working parties, committees and for meetings.

Desirable

- Understand the critical aspects of project management and apply these to manage and implement change and service improvement activities
- Possess knowledge and experience in change management

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: