

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 3 Senior Pharmacist – Virtual Care & Innovation
Business Unit/Division:	Pharmacy
Award Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) 2021-2025
Classification:	Grade 3 Pharmacist (SX6-SX81)
Employment Type:	Fixed-Term, Part Time 0.8 FTE, 64 hours per fortnight
Reports to:	Lead Pharmacist – Digital Health & Innovation Deputy Director of Pharmacy - Quality & Informatics
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

To hold responsibility for implementation and management of virtual care capability across the Pharmacy Department and facilitate digital innovation through the implementation and optimisation of health information and medication management systems. To hold responsibility for the organisation and implementation of pharmacy services to the Division of Virtual Health to provide clinical assessments, medical advice, treatment and local referrals to patients across Victoria. To provide leadership to a clinical pharmacy team in ensuring excellence in patient care.

This position is responsible for:

The Senior Pharmacist – Virtual Care & Innovation and Pharmacist Team Leader has a responsibility for the organisation, implementation and supervision of pharmacy services to the Division of Virtual Health (including Virtual Emergency Department (VED) and Virtual Specialist Clinics (VSC)) and facilitate digital innovation through the implementation and optimisation of health information and medication management systems.

This role has governance responsibilities for the service including alignment with the forthcoming ASQHC Virtual Care Standards. They will have a leading role in ensuring excellence in client care, evidence-based practice, service improvement and risk management. They will also play a key role in the development of digital innovation initiatives that are strategically aligned with the Northern Health Strategy Plan.

As a Pharmacist Team Leader, they will work in close collaboration with the Senior Pharmacist – Virtual Care to provide oversight to the Virtual Health Pharmacy Team and ensure pharmacists conduct pharmaceutical activities in accordance with department requirements, AdPHA standards of practice, accreditation and legislative requirements. They will work under the direction of the Lead Pharmacist – Digital Health & Innovation and Deputy Director of Pharmacy – Quality & Informatics to monitor, evaluate and develop their service area and supervise the performance of their team. They will work collaboratively with the Pharmacy Department to achieve the strategic outcomes of the Department.

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 on-site.

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

Leadership:

- 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
- Manage the education needs of consumers to improve knowledge and medication adherence
- Provide medicine-related education to clinical staff to enhance knowledge, medication safety and quality use of medicines
- Establish and maintain links to special interest groups concerned with pharmacy services

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 and Deputy Directors of Pharmacy on the pharmacy team, including its 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

ROLE 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

Clinical Practice

- Demonstrate a consumer focus in the provision of care
- Involve consumers and carers in decision making regarding their care and negotiate agreed plans of action
- Liaise with other health professionals to support optimum drug therapy
- Provide drug information to medical, nursing and allied health staff
- Advise on 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 medication 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 AdPHA Guidelines relating to dispensary services
- Participate, as required, in reviews of protocols and procedures
- Maintain performance standards consistent with AdPHA guidelines
- Demonstrate effective discharge planning skills
- 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
- 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
- Utilise negotiation and conflict resolution skills
- To perform other duties as directed

Digital Innovation

- Support tactical and strategic improvements with health information systems
- Identify and support stakeholder engagement and strategy
- Identify and manage risks, issues, incidents and projects associations with health information systems
- Support the safe, effective and compliant use of digital health technologies in accordance with organisational digital health, cybersecurity and information security policies and standards

ORGANISATIONAL RESPONSIBILITIES:**Organisational/Business Skills**

- 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

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.
- Utilise 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 and oversee the professional conduct of students, Grade 1 and Grade 2 Pharmacists, 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

- 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**

- Bachelor of Pharmacy or equivalent qualification
- Registered with the Pharmacy Board of Australia (AHPRA)
- Current Victorian Drivers Licence
- Experienced pharmacist with highly developed interpersonal and leadership skills
- Motivated, proactive and committed to the provision of best practice
- Possesses skills and experience in service improvement and innovation and an appreciation of interdisciplinary practice
- Possesses highly developed self-management skills including the ability to meet timelines and prioritise competing demands
- Is able to interpret information, data and evidence to inform decision making and planning
- Has a strong commitment to ongoing professional development
- Has a knowledge and understanding of the cultural diversity of the NH community
- Is actively engaged in the pharmacy profession including AdPHA and any other relevant professional bodies
- Understands the opportunities and role of pharmacy both in the health service strategic direction and from the wider community health perspective
- Understands the governance and legislative responsibilities of a Pharmacy Leader and is able to work with the Director of Pharmacy and Deputy Directors of Pharmacy to achieve these requirements

- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process.

Desirable

- Post Graduate Qualification: Clinical (or in progress)
- Australian and New Zealand College of Advanced Pharmacy Recognition at Registrar or Consultant level in relevant specialty area(s)

EXPERIENCE**Essential**

- Comprehensive experience as a hospital pharmacist
- Work experience which includes leadership responsibility for teams or services
- Background which includes significant experience in service improvement and redesign
- Ensure service provision and clinical care is client focused and puts patient experience at the forefront
- High level leadership, negotiation and interpersonal skills
- Possesses experience and skills in service improvement and innovation with an appreciation of interdisciplinary practice
- Possesses highly developed self-management skills including the ability to meet timelines and prioritise competing demands
- Ability to interpret information, data and evidence to inform decision making and planning
- Experience in being a consultant and clinical expert to others
- Experience in resource planning and allocation, including workforce and physical resources
- Commitment to evidence based and client centered care
- Experience in interpreting data and information to inform service delivery
- Experience in service review, evaluation and improvement
- Experience in the supervision of staff and students
- Actively involved in professional networks

Desirable

- Involvement in clinical research
- Experience in project management
- Experience in the implementation and monitoring of Clinical Governance practices
- Presentation at conference level
- Project management experience
- Member of relevant pharmacy professional groups (e.g. Advanced Pharmacy Australia (AdPHA))

KNOWLEDGE, SKILLS AND BEHAVIOURS**Essential**

- Able to establish and manage effective workplace relationships
- Able to lead, facilitate and participate in work teams
- Able to lead and promote evidence-informed practice
- Able to create and promote a learning environment
- Able to manage and utilise workplace information to achieve outcomes
- Possess high level knowledge of the principles of quality management, including consumer centred approaches, process improvement and data management
- Able to model and lead active participation within the multi-disciplinary team
- Demonstrate practical negotiation and conflict resolution skills
- Lead practice, utilising relevant outcome measures to demonstrate the effectiveness of intervention
- Demonstrate a commitment to ongoing professional development for self and team

- Demonstrate a detailed knowledge of relevant community resources, information and referral processes, and utilises this knowledge in clinical practice.
- Work with the discipline leadership team to develop a positive culture in the department
- Demonstrate a commitment to supporting and driving clinical research
- Demonstrate an understanding of the broader organisational context and interprets this for others
- Experience in acting as a representative for the discipline and/or allied health on working parties, committees and for meetings.
- Possess well-developed leadership skills with an ability to meet organisational objectives
- Possess sound knowledge of relevant legislation, codes and standards
- Possess professional presentation skills
- Possess professional writing skills
- Possess a high level of negotiation and conflict resolution skills
- Demonstrate the ability to integrate knowledge of wider issues affecting pharmacy services across the continuum of care
- Demonstrate strong team-based skills
- Demonstrate knowledge and understanding of professional issues and their impact on service delivery within a public health service
- Demonstrate competency in computer skills particularly in Microsoft Office and the ability to learn dedicated software

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: