

Position Description

Deputy Director of Pharmacy - Operations

Classification:	Deputy Director Pharmacy (Group 1), SZ5
Business unit/department:	Pharmacy
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director of Pharmacy
Direct reports:	As per departmental reporting structure
Financial management:	Budget: As per delegation
Date:	November 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Deputy Director of Pharmacy Operations leads and oversees the provision and maintenance of high-quality, efficient and innovative pharmacy and medicines management services within their portfolio. This role is a key leadership position within the Pharmacy Department. The role also supports Austin Health in delivering strategies and goals to meet organisational needs.

About the Directorate/Division/Department

The Pharmacy Department sits within the Division of the Chief Medical Officer and provides comprehensive high-quality care to Austin Health patients and supports other members of the healthcare team in all aspects of medicines management. The department consists of a skilled team of pharmacists, technicians and support staff working across all three campuses of Austin Health to ensure patients receive excellent care.

Position responsibilities

Role Specific:

- Leadership and oversight of pharmacy and medicines management services within portfolio
- Manage the provision of safe, efficient and innovative operational pharmacy services
- Ensure workforce capability, capacity and credentials
- Efficient rostering and allocation of staff across clinical teams
- Deliver high quality training, education and research activities

Business and Finance

- Develop and implement financial strategies to meet budgetary targets and KPIs
- Initiate actions to improve financial performance and achieve savings
- Ensure availability of financial and medication use data
- Liaise with the Director of Pharmacy on budget matters and monitor performance
- Comply with requirements of the delegations manual
- Finalise pay runs to process salary payments to staff

Management and Leadership

- Set the strategic direction for operational pharmacy services ensuring the delivery of safe, timely, evidence-based care
- Promote and embed a culture of continuous improvement and innovation
- Collaborate with leadership teams across Austin health and represent Pharmacy at relevant committees and meetings
- Drive initiatives for medication safety, clinical excellence and digital health
- Advise the Director of Pharmacy and Austin Health Leadership on operational, legal and performance needs
- Represent pharmacy through active participation in external activities and organisations
- Support other services within department as required
- Act for the Director and other Deputy Directors of Pharmacy in their absence
- Perform other duties as directed by the Director of Pharmacy

Quality, Safety and Research

- Implement and monitor medication management KPIs
- Ensure compliance with legislation, accreditation standards and other relevant guidelines
- Lead and promote research and development activities
- Collaborate with universities for education and research
- Ensure consistent service delivery aligned with policies
- Identify and manage risk with reduction strategies
- Support staff development through conferences and feedback sharing
- Dispense medications according to Pharmacy Board of Australia Practice guidelines and appropriate legislation

Workforce

- Lead and foster a culture aligned with Austin Health values
- Recruit and retain a skilled workforce
- Manage staff leave effectively
- Oversee annual performance reviews and development opportunities
- Ensure all pharmacists maintain AHPRA registration
- Oversee professional development opportunities for portfolio
- Participate in weekend, public holiday and on-call services



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Selection criteria

Essential skills and experience:

- Minimum of 8 years' experience as a Hospital Pharmacist, including proven success in a management capacity.
- Strong leadership and managerial capabilities, encompassing financial management, human resources, and workforce planning.
- Highly developed interpersonal skills, with demonstrated ability in communication, negotiation, team building, and conflict resolution.
- Clear commitment to patient safety, quality of care, and professional excellence.
- Proven ability to perform effectively under pressure, meet strict deadlines, and manage competing priorities.
- Advanced written and verbal communication skills, with the capacity to engage diverse stakeholders.
- Comprehensive knowledge of hospital pharmacy services, including clinical, operational, and regulatory aspects.
- Demonstrated involvement with Drug and Therapeutics Committees, medication safety initiatives, quality use of medicines programs, continuous quality improvement, and risk management processes.
- Ongoing commitment to continuing professional development and maintaining current knowledge of best practices and emerging trends

Desirable but not essential:

- Recognition as a leader within the pharmacy profession, evidenced by qualifications, awards, publications, conference presentations, committee participation, professional memberships, grant submissions, and contributions to teaching and education.
- Demonstrated commitment to research and practice development, supported by research qualifications, peer-reviewed publications, and/or successful grant applications.
- Knowledge of and experience in the conduct and management of clinical trials.

Professional qualifications and registration requirements

- Current registration with the Australian Health Practitioner Regulatory Agency (APHRA) / Pharmacy Board of Australia
- Relevant postgraduate qualifications (minimum Master level)

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.



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- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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