

Position Description

Lead Pharmacy Technician

Classification:	Pharmacy Technician, Grade 4, TH14
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 (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Deputy Director of Pharmacy - Operations
Direct reports:	As per departmental reporting structure
Financial management:	N/A
Date:	December 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 Lead Pharmacy Technician coordinates the provision and maintenance of high-quality, efficient and innovative pharmacy services within their portfolio. 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 technicians and support staff
- Coordinate the provision of safe, efficient and innovative services
- Ensure workforce capability, capacity and credentials
- Efficient rostering and allocation of staff across team
- Deliver high quality training, education and research activities
- Dispense medications according to Pharmacy Board of Australia Practice guidelines and appropriate legislation

Business and Finance

- Assist in developing and implementing financial strategies to meet budgetary targets and KPIs
- Support actions to improve financial performance and achieve savings
- Ensure availability of financial and medication use data
- Liaise with the Pharmacy Executive on budget matters

Management and Leadership

- Oversee day to day provision of pharmacy technician and support staff services
- Line management of pharmacy technician and support staff workforce
- Support the development of strategic goals 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
- Provide advice to the Pharmacy Executive based on operational, legal and performance needs
- Represent pharmacy through active participation in external activities and organisations
- Support other services within department as required
- Perform other duties as directed by the Director Executive

Quality, Safety and Research

- Implement and monitor medication management KPIs
- Ensure compliance with legislation, accreditation standards and other relevant guidelines
- Contribute to research and development activities
- Ensure consistent service delivery aligned with policies
- Identify and manage risk with reduction strategies
- Support staff development through conferences and feedback sharing

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
- Oversee professional development opportunities for portfolio
- Provide operational cover in workforce as required
- Participate in weekend, public holiday and on-call services



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Selection criteria

Essential skills and experience:

- A minimum of 6 years' experience as a Pharmacy Technician and demonstrated experience in a leadership capacity.
- Demonstrated managerial and leadership experience, including financial, human resource and workforce skills.
- Demonstrated effective interpersonal skills including communication, negotiation, team building and conflict resolution skills.
- Demonstrated commitment to patient safety and excellence
- Capacity to perform under pressure, to meet time constraints and determine work priorities.
- Highly developed written and oral communication skills.
- Sound knowledge and understanding of all relevant aspects of hospital pharmacy services.
- Demonstrated experience with drug and therapeutics committees, medication safety initiatives, quality use of medicines, continuous quality improvement processes and risk management.
- A commitment to continuing education and the ability to keep abreast of current knowledge and accepted practices

Desirable but not essential:

- Further management qualification
- Demonstrated commitment to the profession

Professional qualifications and registration requirements

- Certificate IV in Health (Hospital Pharmacy Technician) or equivalent

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.
- 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).



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- 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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future