

Position Description

Pharmacist Dispensary Manager - Repatriation Hospital

Classification:	Pharmacist, Grade 3, SX6-SX81
Business unit/department:	Pharmacy Department
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:	Fixed-Term Full-Time
Hours per week:	38 hours
Reports to:	Director of Pharmacy, Deputy Director of Pharmacy Operations
Direct reports:	As per departmental reporting structure
Financial management:	N/A
Date:	May 2026

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 Dispensary Manager is responsible for the efficient and effective management and co-ordination of services provided from the Repatriation Hospital dispensary. The role oversees service planning and performance, drives continuous improvement, and supports Austin Health's strategic priorities by contributing to organisational goals, implementing evidence-based practice, and promoting excellence in operational pharmacy.

Key customers are: Patients, nursing, medical, pharmacy and other hospital staff.

About the Pharmacy 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:

Manage Pharmacy Dispensary Services

- Manage dispensary services effectively and efficiently to meet the needs of patients, staff, and other dispensary consumers.
- Lead the Repatriation team supporting dispensing to inpatient and outpatient areas.
- Manage and support the day-to-day running of the dispensary, including site supply of medications and fluids, inventory management, and maintenance of equipment.
- Provide financial oversight for day-to-day operations and applicable reporting.
- Formulate and implement a service delivery plan for the smooth operation of the dispensary.
- Ensure the dispensary operations and record keeping fulfill all applicable legislative requirements.
- Coordinate with applicable stakeholders regarding provision of pharmacy services to the site.
- Review and update the dispensary policy and procedure manual in accordance with hospital policies, legal requirements, Pharmaceutical Benefits Scheme and relevant professional guidelines

Orientation, Staff training and Performance Management

- Review and update Dispensary orientation program.
- Assist and co-ordinate staff orientation and training in conjunction with the Department's Senior Training Pharmacist.
- Ensure dispensary staff complete mandatory learning modules.
- Conduct dispensary staff performance reviews every twelve months.
- Conduct AdPhA ClinCAT with dispensary pharmacists.
- Encourage continuous learning and development of all staff.
- Manage disputes and conflict as required.

Resource Management

- Undertake value analysis of dispensary activities and procedures; rationalise to improve efficiency of service delivery.
- Staffing requirements and work prioritisation are planned and organised.
- Review dispensary inventory on a regular basis.
- Ensure expiry date checking is carried out regularly.
- Manage the taking of planned leave by the dispensary teams .
- Provide approval of the staff electronic pay sheets with Austin Health payroll system as required.
- Capacity management - all pharmacy staff may be required to assist in other areas of pharmacy, to meet the needs of all consumers of the pharmacy service.

Establish Service Standards & Benchmark Service

- Establish and implement key dispensary service standards.
- Review and benchmark service with other major Victorian hospitals on an ongoing basis to ensure best practice is used and service delivery is more effective.
- Ensure compliance with National Safety and Quality Standards in Health Care.



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Management and Leadership

- Provide strategic leadership and operational management of the clinical pharmacy team to ensure effective service delivery.
- Manage rostering, leave allocation, and workforce rotation in collaboration with the Associate Deputy Director of Pharmacy.
- Provide Occupation Health, Safety, and Wellbeing leadership to the pharmacy team.
- Provide specialist medication advice to medical, nursing and allied health staff.
- Support strategic goals for safe, timely, evidence-based care.
- Promote a culture of continuous improvement, innovation, and professional development.
- Represent Pharmacy on committees and collaborate with leadership teams across Austin Health.
- Provide operational and performance advice to the Pharmacy Executive.
- Represent the department in external activities and professional organisations.
- Provide operational cover as required.
- Support other departmental services and perform duties as directed.

Quality, Safety and Research

- Implement and monitor medication management KPIs.
- Contribute to policy development, quality improvement, and research initiatives.
- Ensure compliance with legislation, accreditation standards, and guidelines.
- Identify and manage risks, promote cost-effective medicine use, and reduce waste.
- Support staff development through conferences and feedback sharing.

Workforce

- Foster a culture aligned with Austin Health values.
- Recruit and retain a skilled workforce.
- Foster a culture aligned with Austin Health values.
- Oversee annual performance reviews and professional development opportunities.
- Participate in weekend, public holiday and on-call services.

Selection criteria

Essential skills and experience:

- Registered as a pharmacist with AHPRA and with no restrictions.
- Extensive Hospital Pharmacy experience.
- Well-developed clinical pharmacy knowledge.
- Highly developed interpersonal and leadership skills.
- Must demonstrate excellent oral and written communication skills with a proven track record in policy development.
- A strong commitment to high quality care.
- The ability to work as part of a diverse team.
- Ability to allocate priorities and work in a team environment and to achieve results in the workplace.



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- Experience in training pharmacy staff including pharmacy technical staff, students and interns.
- Relevant post graduate qualification.
- Proven ability in a senior management role.
- Proficient in computer applications.
- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us

Desirable but not essential:

- Advanced presentation and professional writing skills.
- Experience in leading or contributing to quality improvement or safety projects within pharmacy services.
- Proficiency in computer applications and digital tools relevant to pharmacy practice.

Professional qualifications and registration requirements

- Registered as a pharmacist with Australian Health Practitioners Registration Authority (AHPRA).
- Master of Clinical Pharmacy Practice or equivalent post-registration qualifications (extensive clinical experience, certification with the Board of Pharmacy Specialties and/or accreditation as an Advanced Practice Pharmacist may also be considered).

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-centred 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).
- 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.



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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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