

# Position Description

## Pharmacy Administration Assistant

<b>Classification:</b>	Administrative Officer Grade 3
<b>Business unit/department:</b>	Pharmacy Department
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	40 (38 hours+ADO) per week
<b>Reports to:</b>	Director of Pharmacy
<b>Direct reports:</b>	N/A
<b>Financial management:</b>	N/A
<b>Date:</b>	December 2025

Austin Health acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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 main purpose of this position is to provide timely and effective administrative and secretarial support to the Pharmacy Executive Team. This includes providing organisational and administrative support, coordinating executive communications (e.g. preparation of agendas and minutes) and contributing to a team environment.

### 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 over 140 full time equivalent staff over 3 campuses of Austin Health, including pharmacists and technical and support personnel who work together to ensure patients receive excellent care.

## Position responsibilities

### Administration:

- Provide comprehensive administrative and secretarial support to the Director of Pharmacy and the Pharmacy Executive Team including managing calendars, appointments, meetings and correspondence.
- Coordinate activities for Pharmacy related committees including preparing and distributing agendas, taking minutes and ensuring timely follow up of action items.
- Serve as the department's first point of contact, delivering high-quality service to all internal and external stakeholders, including visitors, and managing phone calls and emails.
- Perform general secretarial activities including drafting letters, correspondence, and reports, managing department mail and maintaining core reference files and manuals
- Complete end of month journal transfers and invoices.
- Coordinate payments and invoice management with Finance Department.
- Manage office resources, including stationery and other consumable supplies.
- Liaise with other departments to arrange maintenance and repair of equipment, fittings and furnishings.
- Provide general administration support to other members of the pharmacy department as directed.
- Undertake other duties as directed, consistent with the level of skill, and classification.

### People Management:

- Support the Pharmacy Leadership Team to ensure compliance with on-boarding, renewal of annual professional registrations, mandatory training and other Austin Health requirements.
- Assist with leave application process and related administrative tasks.
- Support timesheet preparation and pay runs, ensuring accuracy and timely submission
- Liaise with Pay Office staff to resolve any payroll issues.
- Manage mandatory department roles and associated training, e.g., OH&S and fire wardens.
- Facilitate staff orientation and support new employees during the induction process.
- Coordinate the offboarding process for departing staff, including collecting departmental property, finalising system access changes, and ensuring completion of required exit documentation.

## Selection criteria

### Essential skills and experience:

- Experience in clerical/administrative within a busy office environment where priorities might rapidly change.
- Excellent interpersonal and communication skills, including experience of letter writing, reports, and using standard documentation templates.
- Record keeping experience.



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- Excellent organisational skills.
- Proven ability to work under pressure, to meet timelines and deadlines.
- Proven ability to work autonomously as well as in a team environment and to use initiative.
- Willingness and flexibility to work outside of usual working hours, on occasions.
- Proficient in applications – Microsoft Office, etc.
- Prepared to work with the pharmacy and hospital clinical systems to extract required data.
- Proven ability to liaise and work harmoniously with internal and external associates of the Department.
- Ability to be able to deal with sensitive information in a confidential manner.
- Mature approach to day-to-day functions of the department.

#### **Desirable but not essential:**

- Previous hospital experience.
- Previous pharmacy experience

### **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).
- 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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