

Austin Health Position Description



Position Title: Pharmacy Administration Assistant

Classification:	Grade 1 (HS1)
Business Unit/ Department:	Pharmacy
Work location:	Austin Health <input checked="" type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/> Royal Talbot <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:	Fixed-Term Part-Time
Hours per week:	Up to 19 hours/week
Reports to:	Deputy Director of Pharmacy (Clinical)
Direct Reports:	
Financial management:	Budget: NA
Date:	March 2025

About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

This position is to perform administrative duties which include data entry, appointment bookings and management, providing data and reports for the Pharmacy department.

The position may be located at either the Austin Hospital and Royal Talbot Rehabilitation Centre.

About the Pharmacy Department

The Pharmacy Department Mission Statement is: “Working together to provide optimum pharmaceutical care”.

Comprehensive pharmacy services are provided at the two main sites of Austin and Repatriation hospitals and also to Royal Talbot Rehabilitation Centre. Pharmacy staff participate in a coordinated work team via a roster system, and they work at different sites (as needed) in order to provide an integrated, high quality service to all pharmacy department customers.

Our philosophy is to foster a learning environment and to promote teamwork as the best method to deliver day to day services, for both our consumers and staff members. A priority for all pharmacy staff members must be to use every available opportunity to demonstrate the value of the pharmacy services to our consumers.

Purpose and Accountabilities

Role Specific:

- Provide administrative support to the pharmacy department
- Manage and enter outpatient appointment bookings into Trakcare
- Assist with data entry and administrative duties as required

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & 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 & Quality Health Service Standards and other relevant regulatory requirements.

- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- Commitment to Austin Health Values
- Experience in administrative tasks
- Ability to work effectively as part of a team as well as independently
- Excellent written and verbal skills
- Highly proficient in MS Office software

Desirable but not essential:

- Understanding/experience in using Trakcare

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	