

Position Description

Pharmacy Store Manager

Classification:	HS3 - Admin Officer Grade 3
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 (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item. Choose an item.
Employment type:	Fixed-Term Full-Time
Hours per week:	38 hours (with ADO)
Reports to:	Deputy Director of Pharmacy (Operations)
Direct reports:	Pharmacy store persons
Financial management:	
Date:	March 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

This position is responsible for the effective and efficient management of the pharmacy store at Austin Health. This includes inventory control and distribution of pharmaceuticals and pharmacy supplies within the organisation.

The Store Manager also assists the pharmacy purchasing officer with procurement and related activities.

Key customers are: All staff within the pharmacy department, hospital staff members, hospital departments and external customers.

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

1. Pharmacy Store Management

- Oversee the daily operation of the pharmacy store across all campuses.
- Provide effective leadership, supervision and support to store staff.
- Monitor staff performance, conduct timely reviews and deliver constructive feedback.
- Maintain and update store procedures, workflows and safety standards.
- Promote continuous improvement and implement initiatives to enhance efficiency and service delivery.
- Deliver staff orientation, training and ongoing development.
- Ensure the store environment meets organisational and safety requirements.
- Develop and monitor KPIs for store staff in collaboration with the Director/Deputy Director.
- Manage the rostering and leave for store staff.

2. Pharmacy Purchasing

- Assist with procurement of pharmaceuticals for all Austin Health campuses.
- Follow up back orders and communicate supply issues promptly.
- Maintain stock levels and initiate alternative sourcing strategies during shortages.
- Report price increases over 10% to the Director.

3. Inventory and Stock Control

- Ensure all stock received and issued is accurate and accounted for.
- Record stock movements in the inventory system by close of business each day.
- Maintain inventory balances that accurately reflect physical stock.

4. Medicines Distribution

- Coordinate timely supply of medicines to wards via requisition and imprest systems.
- Oversee safe recycling of returned medications in accordance with policy.
- Minimise wastage and prevent out of stock occurrences through proactive action.
- Implement approved imprest changes within required timeframes.

5. Expiry Date Management

- Manage the expiry date checking process for all store stock.
- Ensure expired items are promptly removed.

6. Medicine Recalls

- Assist with medicine recall activities and required documentation.

7. Annual Stocktake

- Participate in annual stocktake, investigating variances and supporting improvement initiatives.

Selection criteria



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Essential skills and experience:

- Proven ability to build, manage and foster a team oriented environment
- Demonstrated knowledge and experience in the supervision of a large warehouse or store facility
- Ability to proactively anticipate difficulties and resolve potential problems before they arise
- Excellent leadership and management skills
- Highly developed verbal, written and interpersonal skills
- Proven ability to produce quality outcomes
- Previous supply/store experience
- Previous experience in a supervisory role
- Be reliable and show due care and attention to accuracy and detail
- Willingness to work effectively as a pharmacy department team member
- Moderate computer skills

Desirable but not essential:

- A tertiary qualification in a business discipline, supply and or logistics
- Experience in pharmaceutical warehousing
- Previous hospital pharmacy experience
- Forklift license

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.



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- 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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