

# Position Description

## Pharmacy Technician

|                                  |                                                                                                                                                                                                                                                    |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | Grade 3 (TH10)                                                                                                                                                                                                                                     |
| <b>Business unit/department:</b> | Pharmacy Department                                                                                                                                                                                                                                |
| <b>Work location:</b>            | Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input checked="" 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 or Part-Time                                                                                                                                                                                                                             |
| <b>Hours per week:</b>           | Up to 38 hours (with ADOs)                                                                                                                                                                                                                         |
| <b>Reports to:</b>               | Deputy Director of Pharmacy                                                                                                                                                                                                                        |
| <b>Direct reports:</b>           | N/A                                                                                                                                                                                                                                                |
| <b>Financial management:</b>     |                                                                                                                                                                                                                                                    |
| <b>Date:</b>                     | September 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

Pharmacy technicians, under the supervision of a pharmacist, assist in the various activities of the pharmacy department. The daily job responsibilities are determined by the area of service that the technician is working in.

The main objectives of this position may include:

- Assist in the provision of inpatient and outpatient pharmacy services.
- Assist in aseptic, non-sterile production and cytotoxic preparation.
- Repackage pharmaceutical products.
- Support inventory management and medication distribution activities.

### About the Directorate/Division/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 campuses 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 customers and the individual 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 customers. This is a conscious effort to develop and effectively market the pharmacy services, and to target the services offered by achieving a better understanding of the needs of each customer group.

## Position responsibilities

### • Outpatient pharmacy

- Receive prescriptions in the dispensary and refer to pharmacist as appropriate.
- Effectively process prescriptions in the Merlin Dispensing System.
- Dispense medicines and apply a systematic dispensing procedure that includes sequential checks for accuracy.
- Maintain adequate stock levels for the area including consumables.
- Complete expiry date checks.
- Assist with return of stock from wards or other areas to the dispensary in accordance with guidelines.
- Answer telephones, responding to questions or requests.
- Perform cash reconciliation as required.
- Collate Pharmaceutical Benefits Scheme (PBS) prescriptions and to ensure the prescription complies with PBS rules.
- Participate in the training and/or orientation of new pharmacy staff.
- Perform other tasks as assigned.

### • Inpatient pharmacy

- Assist pharmacists in dispensing medicines including inpatient, leave and discharge supply according to hospital guidelines.
- Assist pharmacists in preparation of medication lists, interim medication charts and other patient education materials as required.
- Assist in administration of PBS and hospital formulary requirements.
- Interact effectively with other members of the health care team as appropriate.
- Communicate appropriately with the relevant pharmacist regarding ward imprest levels, inpatient dispensing and stock control where appropriate.
- Pack medication administration aids on request.
- Perform stock control and imprest duties as required.
- Process inpatient return medicines and return unwanted stock to pharmacy or store in accordance with relevant guidelines.
- Complete expiry date checks on the allocated areas.
- Participate in the training and/or orientation of new pharmacy staff.
- Participate in relevant quality assurance activities as required.
- Perform other tasks as assigned.



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- **Pharmaceutical manufacturing and prepacking**
- Performs aseptic compounding of parenteral admixtures and manufacture non-sterile products.
- Participate in cytotoxic compounding (after completion of an approved aseptic cytotoxic preparation course).
- Perform pre-packaging of selected pharmaceutical items.
- Interact effectively with other members of the health care team as appropriate.
- Perform expiry date checking.
- Maintain adequate stock levels for the area including consumables.
- Participate in quality control activities.
- Ensure the area is clean and tidy.
- Perform other tasks as assigned.

#### Outcome Measures:

- Competent in performing dispensing tasks effectively, this includes processing and dispensing PBS and non-PBS prescriptions, processing and collecting payment using Point of Sale system.
- Competent in dispensing inpatient medicines, discharge prescriptions and preparing medication lists and interim medication charts.
- Competent in preparing medication administration aids.
- Competent in the inventory control process.
- Successful completion of validation program for manufacture of sterile and non-sterile products.
- Competent in cytotoxic preparation.

### Selection criteria

#### Essential Knowledge and skills:

- Accuracy and efficiency in medication supply processes
- Effective communication skills
- Strong attention to detail
- Ability to work independently
- Ability to work as part of a team
- A commitment to Austin Health values. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future.
- Prior hospital pharmacy experience

### Professional qualifications and registration requirements

- Minimum 3 years of full time experience as a qualified Pharmacy Technician.
- Completion of a Certificate IV Health (Hospital Pharmacy Technician) course awarded by a registered training organisation or equivalent qualification.



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## 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.

## 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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