Position Description

Pharmacy Technician—Operations

Classification:	Pharmacy Technician Grade 3 (TH10)
Business unit/department:	Pharmacy Department
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (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:	Full-Time
Hours per week:	38 Hours
Reports to:	Deputy Director of Pharmacy, Operations
Direct reports:	N/A
Financial management:	N/A
Date:	November 2026

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 Austin pharmacy department is focused on growing the pharmacy technician workforce to support the expanded scope of technicians in to support pharmaceutical care in our facilities.

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 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

Outpatient pharmacy

- Receive and process prescriptions, referring to the pharmacist as required.
- Dispense medicines accurately using the Merlin Dispensing System and systematic checking procedures.
- Maintain stock levels, complete expiry checks, and manage returns from wards in line with guidelines.
- Handle telephone enquiries and perform cash reconciliation as required.
- Collate and review PBS prescriptions to ensure compliance.
- Assist with training and orientation of new pharmacy staff and perform other assigned duties.
- Perform other tasks as assigned.

Inpatient pharmacy

- Assist pharmacists with inpatient, leave, and discharge dispensing in line with hospital guidelines.
- Support PBS administration and hospital formulary requirements.
- Communicate effectively with pharmacists and the wider healthcare team regarding ward imprest, dispensing, and stock control.
- Pack medication administration aids as requested.
- Perform stock control and imprest duties, including processing returned inpatient medicines and managing unwanted stock according to guidelines.
- Complete expiry checks in allocated areas.
- Participate in staff training, orientation, and quality assurance activities as required.
- Perform other tasks as assigned.

Pharmaceutical manufacturing and prepacking

- Performs aseptic compounding of parenteral admixtures and manufacture non-sterile products and pre-packaging of selected pharmaceutical items.
- Participate in cytotoxic compounding (after completion of an approved aseptic cytotoxic preparation course).
- Interact effectively with other members of the health care team.
- Perform inventory management including stock rotation, expiry date checking, ordering, and receiving for the area.
- Participate in quality assurance activities.
- Perform other tasks as assigned.

Clinical Trials

- Support the delivery of pharmacy services for clinical trials in accordance with study protocols, pharmacy procedures and Good Clinical Practice (GCP) requirements.
- Assist with the receipt, storage, dispensing, distribution, compounding, and accountability of investigational and clinical trial medicines.

- Assist with the set-up and maintenance of clinical trial pharmacy files, documentation and study records.
- Maintain accurate investigational product inventory, accountability and stock records.
- Assist with the preparation and supply of clinical trial medicines, including sterile and non-sterile preparations where appropriately trained and authorised.
- Support the archiving and appropriate retention of completed clinical trial documentation.
- Work collaboratively with Clinical Trials Pharmacists, research teams and trial coordinators to facilitate the safe, accurate and timely delivery of clinical trial pharmacy services.
- Undertake other administrative and operational activities required to support the efficient functioning of the Clinical Trials Pharmacy service.

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
- Prior hospital pharmacy experience

Desirable but not essential:

- Experience utilizing Merlin, Cerner, and HS8

Professional qualifications and registration requirements

Grade 3 – Certificate IV in Hospital health Services Support OR Certificate IV in Community Pharmacy Dispensary or equivalent

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.