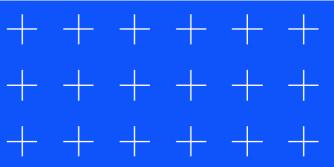


Advancing health for everyone, everyday.

Join The Royal Melbourne Hospital Team





Position Description

Pharmacy Technician Grade 1 / 2 / 3 / 3-Senior





# **About The Royal Melbourne Hospital**

As one of Victoria largest public health services, the Royal Melborne Hosiptal (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

#### **Our Vision**

Advancing health for everyone, everyday.

# The Melbourne Way

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

### People First



Lead with Kindness



Excellence Together



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit—embracing the things that make us all unique.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

### **Our Priorities**

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone**, **every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- 1. Be a great place to work and a great place to receive care
- 2. Grow our Home First approach
- 3. Realise the potential of the Melbourne Biomedical Precinct
- 4. Become a digital health service
- 5. Strive for sustainability

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# **Position Description**

Position Title: Pharmacy Technician Grade 1 / 2 / 3 / 3-Senior

Service: Pharmacy

Location: All Campuses

Reports To: Lead Pharmacy Technician – Grade 4 (or equivalent)

Enterprise Agreement: Allied Health Professionals (Victorian Public Sector) (Single

Interest Employers) Enterprise Agreement 2021-2026

Classification: TF1 – TH10 +Senior Allowance 10%

Immunisation Risk Category: Category A

Date of Review: June 2025

## **Position Purpose**

Pharmacy Technicians provide safe, timely, and cost-effective care for the patients of Royal Melbourne Hospital

# **Department Description**

Pharmacy Technicians at RMH rotate between our City and Royal Park campuses. Responsibilities include, but are not limited to; dispensing, supply and distribution of medications, and aseptic manufacturing.

# **Key Accountabilities - All Pharmacy Technicians**

#### General

- Promote technician and pharmacy teamwork by building effective workplace relationships
- Lead and promote a culture of positivity and speaking up
- Demonstrate the highest level of accuracy and attention to detail in work
- Engage in communication with other health professionals (internal & external) ensuring pharmacy services are meeting the needs of patients and staff

### **Inventory**

- Provide core inventory services for medication supply needs of the organisation
- Have a visible presence across the pharmacy department for medication supply needs
- Liaise with stakeholders to ensure requirements for the supply of medication are met
- Process orders and requisitions using pharmacy dispensing software
- Escalate any out-of-stock concerns to prevent supply issues
- Accurate checking of inward goods against supplier invoice and receiving report
- Accurate placement of goods received in pharmacy store including maintaining cold chain
- Monitor storage condition of pharmaceuticals and escalate if issues
- Operate and check the Melbourne Health pharmacy refrigeration monitoring system every day

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with issues reported to the pharmacy procurement officer

- Maintain accurate imprest lists, barcodes, shelf talkers, and CD registers
- Maintain supply of medications (Imprest) to wards, units, and sub-stores, and liaise with the relevant pharmacists regarding any stock matters (or concerns)
- Maintain requirements of automated dispensing cabinets (ADCs) e.g., Omnicell® such as stock, reports and user setup
- Rotate stock, monitor expiry dates and stock levels within pharmacy or wards/areas serviced by pharmacy
- Participate in the recycling process of returned stock
- Maintain adequate stock of consumables
- Receipt of pharmacy deliveries at the Loading Dock and transportation to the pharmacy store using special equipment for transportation
- Ad hoc supply of Fluids when contractor unavailable
- Prepare pre-packed medication
- Take part in the yearly pharmacy department stocktake
- Participate in stock counting and cycle counting

### Other

- Attend relevant departmental meetings
- Attendance at, or presentation at, in-service continuing education programs, seminars and conferences
- Participate in practice research, audits, or quality improvement projects with the aim to support publication or conference presentation
- Continue to learn through mandatory training and other learning activities
- Commit to regular training and upskilling as required
- Participate in relevant RMH organisational improvement initiatives as required
- Perform other duties as delegated by the Pharmacy executive team
- Participation in weekend and evening services
- Participation in aseptic on-call services
- Comply with legislative and privacy requirements
- Adhere to RMH policies and procedures and contribute to the review and development of these where requested

# Additional Key Accountabilities – Grade 2 / 3 Pharmacy Technician

All Grade 2 and Grade 3 Pharmacy Technician have the aforementioned Key Accountabilities in addition to the following:

- Assist with the orientation and basic training of other pharmacy staff
- Credentialling and participation in advanced scope roles such as Inpatient Accuracy Checking
- Participate in extended scope roles such as ESA, TB, IBD and compassionate medication supply
- Contribute to pharmacy technician CE
- Participate in recruitment activities as requested
- Train in purchasing and stock receipt as requested

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### **Dispensary**

- Field initial enquiries as required, referring clinical and professional matters to the pharmacist
- Provide patient services at the dispensary patient counter
- Support patient flow by liaising with pharmacists for provision of prescriptions
- Obtain relevant Medicare and entitlement information as required
- Dispense medications according to Pharmacy Board of Australia practice guidelines, and appropriate legislation
- Follow dispensing protocols for specific units as appropriate
- Assist with PBS claiming and troubleshooting
- Help maintain and process repeat prescriptions
- Complete postage requirements for medications and maintain adequate postage consumables
- Assist with the filing and expiry date checking of prescriptions on file
- Provide support or cover to other pharmacy areas if requested

## **Aseptics**

- Collect and set up items required for sterile manufacture
- Compound non-sterile, aseptic, and hazardous medications using aseptic techniques
- Maintain consumables, PPE, and scrub supplies, and contribute to ordering and record keeping
- Participate in scheduled cleaning and microbiological testing
- Dispense and prepare medications as per procedures
- Liaise with internal and external stakeholders to ensure timely service delivery and accuracy of orders
- Safely work with sharps, pumps and heat sealers in accordance with procedure

#### Other

Provide cover for key higher operational positions as required

# **Additional Key Accountabilities – Grade 3 Senior Pharmacy Technician (& Candidates)**

All Grade 3 Senior Pharmacy Technicians have the have the aforementioned Key Accountabilities and Grade 2 and Grade 3 Pharmacy Technician Additional Key Accountabilities in addition to the following:

- Lead the training and mentoring for technicians in your designated rotation
- Act for lead pharmacy technicians in their absence
- Co-ordinate daily workflows, including organising team member tea and lunch breaks
- Support the Lead pharmacy technician Workforce to provide ongoing training and upskilling to operational pharmacy technicians

Contribute to the ongoing development of services and extended scope activities

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# **Key Relationships**

#### Internal

- Patients
- Pharmacy Technicians
- Pharmacists
- Pharmacy admin staff
- Nurses
- Medical Staff
- Other hospital staff

#### **External**

Pharmacy departments at other hospitals

#### **Selection Criteria**

#### **Essential Qualifications:**

- Grade 1 Nil
- Grade 2 Certificate III in Hospital health Services Support OR Certificate IV in Community Pharmacy Dispensary or equivalent
- Grade 3 Certificate IV in Hospital health Services Support OR Certificate IV in Community Pharmacy Dispensary or equivalent

#### **Essential Experience for Performance in this Position**:

- Ability to work with autonomy and accountability, and to perform general pharmacy duties under direct supervision
- Disciplined, reliable, courteous, and responsible attitude
- Calm and organised approach to work at all times
- Demonstrated commitment to patient-focused service
- Demonstrate initiative, responsibility, efficiency, co-operation, and enthusiasm
- Effective and courteous written and oral communication skills
- Proficient with MS Word, Excel, Outlook and Windows

#### **Desirable but not essential for Performance in this Position:**

- Experience using Merlin® dispensing system
- Previous hospital pharmacy experience

# **Required Capabilities**

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals. Below is a list of capabilities and the attainment level required in this position.

**Capability Name** 

Organisational savvy

Communicating effectively

**Attainment Level** 

Foundation

Foundation

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Capability Name Attainment Level

Building relationships Consolidation
Patient and consumer care Consolidation

Working safely Foundation

Utilising resources effectively Foundation

Innovation, continuous improvement and patient safety Foundation

Adaptability and resilience Consolidation

Integrity and ethics Foundation

Delivering results Foundation

Analysis and judgement Foundation

Developing and managing skills and knowledge Foundation

# Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

# The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

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Ability to operate within allocated budget (if required).

### **Clinical Governance Framework**

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

#### AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

#### **OUR COMMITMENT:**

#### Equity, Inclusion, Belonging and Safety

 As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging— safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

### • First Nations Commitment

We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and selfdetermination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

#### Child Safe Standards

o RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

### • Equal Opportunity and Accessibility

We are proud to be an equal opportunity employer that champions diversity in all its forms. We
value the strengths and perspectives that come from people of all backgrounds, identities,
abilities, and lived experiences. We encourage applicants from all communities, and we will
provide reasonable adjustments to support equitable participation.

#### Thriving Together

 Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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ACCEPTANCE	Α	C	С	Е	P	ГΑ	N	С	Е	
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acknowledge and accept that this position description represents the duties, responsibilities and
accountabilities that are expected of me in my employment in the position. I understand that The RMH
eserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature
Employee Name (please print)
Date Control of the C