Eastern Health

POSITION DESCRIPTION

Position Title:	Pharmacy Technician
Award Classification:	Grade 3 (TH10)
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Senior Pharmacy Technician or Senior Pharmacist in the area of rotation -> Associate Program Director- Pharmacy (of relevant site)

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

1. POSITION PURPOSE

This position is a member of the Eastern Health pharmacy team and has the responsibility of providing comprehensive pharmacy services to the areas rostered. Although usually located at one EH site, rotation to other EH sites may be required.

The Pharmacy Technician will assist with the dispensing of prescriptions, preparation of compounded pharmaceuticals and participate in pharmacy inventory management, distribution, imprest and clinical support services. Participating as an active member of the Pharmacy Team, this position is responsible for the provision of efficient and effective supply, storage and distribution of all authorised pharmaceuticals and supplies for use in line with the hospital's current Poisons Control Plan.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The Grade 3 technician is responsible to work within established procedures or in specialised areas (such as drug information, PBS management, research, assisting in the manufacture of pharmaceuticals) with a high degree of autonomy and accountability in accordance with Pharmacy Board of Victoria Guidelines. In addition, the Grade 3 Pharmacy Technician may undertake work in specialised areas such as sterile cytotoxic manufacturing and drug utilization and evaluation.

Additional local credentialing is required prior to:

- Compounding pharmaceutical preparations
- Dispensing medications

All dispensing is undertaken under the direct supervision of a pharmacist. The following tasks are not to be undertaken by a pharmacy technician, and must only be undertaken by a pharmacist;

- assessing the appropriateness of medications for an individual patient or patient population
- confirming the required formulation for medicines that have been compounded
- checking compounded and/or dispensed medicine
- counselling patients or patients' agent
- performing the final check of dispensed medications
- answering medication related queries

This position is responsible for (but not restricted to) the following tasks:

Purchasing

- Purchase pharmaceutical supplies to maintain ongoing supply of medication in accordance purchasing procedures

Packaging and repackaging of pharmaceuticals

- Pre-package and repackage pharmaceuticals according to Pharmacy department procedures and legislated requirements.

Inventory Management and distribution of pharmaceuticals

- Assist with the unpacking and the receipt of orders
- Complete expiry date checking and assist in stock rotation and monitoring of storage conditions
- Maintain imprest medication supply in patient care areas and supply imprest cupboards with stock against defined lists and stock levels

- Pack and assemble medications for requisitions
- Ensure all requisitions are entered into the pharmacy inventory management software (Merlin) prior to supply
- Ensure all requestions are confirmed as soon as possible; and before end of month
- Credit returned stock from patient care areas according to the Pharmacy Department procedure for returning stock
- Facilitate supply of non imprest medications as directed by the clinical pharmacist or dispensary staff
- Undertake regular balance checks of high cost/use medications to ensure accurate stock levels

Dispensing pharmaceuticals

- Ensure familiarity with legislative requirements for dispensing medications
- Interpret and apply medical terminology appropriately
- Ensure familiarity with the Pharmaceutical Benefits Scheme (PBS) Highly Specialised Drugs funding and prescription requirements
- Dispense medication orders from inpatient charts, outpatient prescriptions and discharge prescriptions including:
    - Assist with the management of the electronic dispensing requests
    - Enter prescription data into Merlin
    - Assemble medications
    - Label medications
    - Prescription scanning
- Assist with PBS claim preparation

Compounding

- Undertake simple compounding and aseptic compounding in accordance with the Pharmacy Board of Australia guidelines on compounding medications
- Ensure appropriate Personal Protective Equipment is worn during compounding

- Undertake compounding of hazardous medications in accordance with the Pharmacy Board of Australia guidelines on compounding medications

Communication with colleagues and patients in the health care setting

- Contribute to team effectiveness
- Answer the telephone and appropriately triage phone calls and requests, appropriately refer enquiries to the most suitable person when required
- Serve customers (patients, health care professionals) and appropriately triage their requests.
- Respond effectively to behaviours of concern

Continuing Professional Development

- Ensure all mandatory training requirements are up to date
- Maintain a portfolio of validations and training requirements
- Participate in continuing education activities

Undertaking other duties as directed, within the approved scope of practice, including:

- Entering of pharmacy data
- Ward pharmacy support work
- Optimise patient safety by utilising technology, such as barcode scanning, to ensure medication safety
- Contributing to Pharmacy performance boards and performance indicators

- Participation in weekend and public holiday roster
- Work within established procedures or in specialised areas eg clinical trials, sterile manufacturing and clinical support with a high degree of autonomy and accountability in accordance with Pharmacy Board of Australia guidelines
- Assist or stand in for other members of the Pharmacy Support staff as required
- Assist in the supervision, training/mentoring of other pharmacy technicians and students and if required undertake a clinical tutor role
- Additional duties as directed that are within the limits, skills, competence/training & consistency with the position's classification

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development appraisal process on an annual basis or as required by the Manager.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must

ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____ Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____(Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: ____/____/____

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this positon or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Minimum of three years' full time experience as a qualified Pharmacy Technician
- Demonstrated interpersonal and problem solving skills
- Demonstrated meticulous attention to details
- Demonstrated ability to plan, organise and prioritise workload
- Demonstrated general clerical skills including proficiency with computer programs (e.g. Microsoft Word and Excel)
- Demonstrated ability to perform simple mathematical calculations
- Demonstrated ability to accept and carry out instructions
- Reliable, courteous and responsible attitude
- Ability to escalate appropriately
- hold a Certificate IV in Health (Hospital Pharmacy Technician) course or equivalent that has been awarded by a registered training organization or as approved by the Pharmacy Board of Victoria (e.g. Peter McCallum chemotherapy preparation course)

Desirable

- Experience with MERLIN computer system
- Working knowledge of electronic medical record systems and/or automated dispensing cabinets
- Current drivers licence
- Aseptic and/or hazardous medication compounding experience or ability to train to work in compounding
- Experience in; clinical trials, ward pharmacy support roles and/or inventory management

Knowledge and Skills:

- High level communication, both written and verbal, demonstrated high level of inter personal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Computer literacy and embracing of health technologies and informatics.

Personal Attributes:

- Exhibits behaviour which reflects the Eastern Health values.
- Promotes and contributes to a supportive and engaged team environment.
- Commits to providing a safe environment for all.
- Respectful, collaborative and kind.