

# Position Description

<b>Title</b>	Clinical Pharmacist – eMedication Management	<b>Position Reports to</b>	Senior Clinical Pharmacist
<b>Classification</b>	SX2 - SX5	<b>Employment Status</b>	Full Time Ongoing
<b>Enterprise Agreement</b>	Victorian Public Health Sector Medical Scientists, Pharmacists & Psychologists Enterprise Agreement 2021-2025		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 100 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

## Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

[https://www.eyearandear.org.au/page/About\\_Us/Our\\_Publications\\_and\\_DVDs/](https://www.eyearandear.org.au/page/About_Us/Our_Publications_and_DVDs/)

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

### Position Summary:

Responsible for ensuring effective, efficient and personalised pharmacy service to the highest ethical, legal and professional standards within hospital policies and legal requirements.

As a Grade 2 Pharmacist role, this position will also have the responsibility for being the Subject Matter Expert for medication related digital health applications and providing medication content support to the Clinical Informatics Team.

### Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care. This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team.
2. Work within an ethically and legally sound framework. Ensure that the delivery of clinical services within the Department is in line with best evidence based practice, the Eye and Ear policies and procedures, applicable legislation, and the National Safety and Quality Health Service Standards (NSQHSS).
3. Information Technology (IT) skills that are commensurate with the requirements of the role.
4. Dispensary Support
  - Supply medications to patients/customers/clients of the Eye and Ear according to Eye and Ear policies and procedures. This includes but is not limited to dispensing, compounding (simple and complex) and private sales.
  - Provide information on medications to patients and staff of the Eye and Ear.
  - Provide support to pharmacy staff in dispensary and manufacturing areas.
5. Clinical support
  - Provide clinical pharmacy services of the highest standard aligning with the professional standards.
  - Provide clinical interpretation of medication related matters.
  - Assist in developing, reviewing, updating and implementing policies and procedures.
  - Assist in quality improvement projects
  - Provide medicines information to patients and health professionals
6. Education and training
  - Participate in orientation and training of all new staff members.
  - Participate in the pharmacy department professional development program.
  - Participate in education and training to other clinical groups (within the hospital) as required.
7. Research and development
  - Participate and/or contribute to research as required.

- Participate and/or contribute to conference/external presentations and publications.
- Undertake drug usage evaluation and clinical audits

### 8. Application Functional Support

- Undertake testing of changes in test and live domains at the direction of Clinical Informatics
- Review of order sentences in Cerner prescribing system
- Participate or contribute to medication related training materials for digital health applications
- Participate or contribute to medication related reports from digital health applications and carry out necessary action e.g. free text allergy and NS4 scoreboard audit reports
- Provide advice and support to pharmacy staff for all electronic prescribing software related matters
- Any other duties as specified by Clinical Informatics Manager and agreed by Director of Pharmacy

### 9. Other

- Participate in staggered shift, oncall, weekend and public holiday pharmacy services as rostered.
- Flexibility to work within an 8 hour shift model (between 7.30am and 5.30pm) weekday and/or weekends.
- Attend and actively contribute to pharmacy department meetings and educational forums.
- Represent the pharmacy at internal committee meetings as requested.

## Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
- Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe, high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.

- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear [Data Integrity Framework](#)

## Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Participate in annual emergency procedures training and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

## Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
<b>Qualifications</b>	Registered pharmacist with Pharmacy Board of Australia with no restrictions to practice	Membership with Advanced Pharmacy Australia
		Relevant post graduate qualifications (completed or in progress)
<b>Experience</b>	Minimum 2 years' experience working as a pharmacist in an Australian setting.	Able to utilise Cerner® Clinical System
	Training and teaching experience.	A commitment to promotion of quality use of medicines and antimicrobial stewardship
	Previous experience using electronic prescribing software	Drug usage evaluation and clinical audit experience
<b>Competencies</b>	Able to work independently or as part of a team	Planning, organisational and problem solving skills
	Able to clearly and professionally communicate information by	Able to use Victorian Health Incident Management System

	verbal and written means	(VHIMS)/RiskMan software
	Intermediate Microsoft Office skills	Able to use Merlin® dispensing software
	Working understanding of Pharmaceutical Benefits Scheme (PBS) reimbursement requirements	Knowledge of requirements to legally dispense Special Access Scheme (SAS) medicines
	Demonstrated commitment to improvement of patient outcomes.	
	Knowledge of appropriate methods of information retrieval to support clinical practice.	

## Reporting Lines

**Position Reports to** – Senior Clinical Pharmacist

**Number of Direct reports** - NIL

## Key Working Relationships

(Internal)

- Pharmacy staff
- Medical staff
- Nursing staff
- Allied health staff
- Clinical Informatics staff
- Health Information staff
- Other relevant hospital staff

(External)

- Health Professionals
- Patients
- CERA staff
- Other agencies/contractors

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

## Author of Position Description or Manager of Position:

Name: Amy Crow

Date: August 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_