

Position Description

Title	Pharmacy Technician Grade 3	Position Reports to	Deputy Director of Pharmacy
Classification	TH10	Employment Status	Full Time Ongoing
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest 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 90 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.eyear.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:

To ensure effective, efficient and personalised pharmacy services which meet the highest ethical, legal and professional standards within hospital policies and legal requirements.

This position has a focus on the administration and maintenance of inventory systems to ensure safe, accurate and efficient operation of pharmacy procurement and supply processes and to ensure compliance with legislative, Health Share Victoria (HSV) contractual and other purchasing agreement requirements.

The Pharmacy Technician Grade 3 is also responsible for inventory procurement, supply and management, manufacturing and supporting pharmacists to provide clinical pharmacy services. This includes assisting with dispensing, clinical support activities such as medication gathering and patient screening, simple and aseptic manufacturing, clinical trials and administration.

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. Inventory systems
 - Maintain pharmacy procurement, imprest and automated dispensing machine systems to ensure safe, accurate and optimal operation of pharmacy procurement, supply and distribution processes.
 - Manage stock issues to ensure optimal inventory levels and support the maintenance of accurate inventory counts.
 - Undertake drug usage evaluation and audit.
 - Review HSV updates for contract pricing changes and update inventory system accordingly.
4. Pharmacy Supplies
 - Responsible for safe and timely delivery of imprest to wards, clinics and theatre areas.
 - Pre-pack medication units required in Emergency Department, inpatient ward, and any other departments requiring less than a manufacturer's original pack.
 - Label medicines intended for dispensing from after-hours imprest.
 - Deliver urgent medicines and pharmacy products when requested.
 - Assist in private sales processing and packing.
 - Order stationery and other consumables as required.
5. Stock Management
 - Ensure pharmacy inventory is maintained at appropriate levels to meet the needs of the hospital & patients.

- Assist with communication to the pharmacy department wider hospital about stock shortages and potential alternatives.
 - Ensure stock levels of manufactured items are correct in Merlin under the supervision of the Senior Pharmacist – Manufacturing and Specialist Medicines.
 - Manage the inventory of consumables.
 - Place orders with suppliers for medicines and other pharmacy products
 - Manage the inventory of clinical trial drugs under the supervision of the Senior Pharmacist – Manufacturing and Specialist Medicines.
 - Receive stock from suppliers and unpack to designated locations.
 - Process orders for medicines, IV fluids, pharmacy products and consumables.
 - Manage hospital staff medication kits.
 - Manage stock stored in resuscitation trolleys.
 - Participate in regular temperature monitoring of storage areas.
 - Participate in regular expiry date and stock rotation procedures.
 - Participate in stock counts, stocktaking, stock packing and shelf labelling.
 - Maintain clean storage areas for pharmacy supplies.
 - Participate in regular review of imprest content and usage under the direction of the Deputy Director of Pharmacy or delegate.
 - Perform other stock management duties as delegated by the Deputy Director of Pharmacy
 - Monitor pharmacy accounts for stock updates from suppliers, TGA and HSV
 - Update, maintain and distribute medicines shortage reports
 - Assist with batching of invoices in preparation for Deputy Director of Pharmacy to review
 - Process credits and returns to and from suppliers
 - Maintain Merlin product and supplier catalogues
 - Maintain Omnicell database and Master Imprest List
 - Assist with monthly accrual report and end of month and KPI reporting
 - Coordinate borrowing and lending from other health care facilities
 - Manage and support drug recall processes
 - Conduct 6 monthly Omnicell audits
 - Update Omnicell Downtime Inventory list on a 3 monthly basis
 - Secretariat support for technician and inventory meeting
 - Assist with preparation for Stocktake
6. Dispensing
- Receive prescriptions from patients.
 - Prepare prescriptions for pharmacist checking and issue.
 - Maintain a clean and tidy dispensary.
 - Assist with preparing medicines for posting or delivery to external sites.
7. Simple compounding and Aseptic Manufacturing
- Prepare sterile units as per procedures, and to provide support for preparation of aseptic products.
 - Manufacture both sterile and non-sterile specialised eye and ENT products under the supervision of a pharmacist
 - Assist the Senior Manufacturing and Specialised Medicines Pharmacist to maintain manufacturing facilities, including cleaning and scheduling of testing and validation.
 - Maintain clean storage areas.

8. Administration

- PBS claim management and submission.
- Transaction processing and filing (i.e. requisitions, imprest etc.).
- Assist in clinical trials invoicing under the supervision of the Senior Pharmacist – Manufacturing and Specialist Medicines.
- Assist the Senior Pharmacist – Manufacturing and Specialist Medicines to ensure all clinical trial information, clinical trials register, SAS information and authorised prescriber information is accurate, current and organised for easy retrieval by staff.
- Preparation of designated reports for statistics, TGA reporting and financial accounts.
- Maintain accurate records and statistics of activities.
- Other administration as required.

9. Education and Training

- Participate in on-the-job training prior to undertaking activities.
- Participate in the pharmacy department professional development program.
- Participate in training and orientation of new staff members and other pharmacy technicians as required.
- Assist in the development of orientation and training documentation.
- Assist in Automatic Dispensing Machine troubleshooting and training under the supervision of the Deputy Director of Pharmacy.

10. Research and Development

- Participate in clinical audit and research projects to support National Standard activities, including gathering data and preparation of reports.
- Contribute to development, review and implementation of policies and procedures.

11. Clinical Support Activities

- Communicate with patients, carers, community health professionals or My Health Record to obtain information for a pharmacist to take a best possible medication history
- Identify patients who have not had their history of medicine allergies or adverse drug reactions documented and refer to pharmacist
- Assist the pharmacist with clinical prioritisation by identifying patients who are at high risk of medicine-related problems
- Screen patients for medicines related information (eg weight, smoking cessation) for pharmacist review if required information is incomplete
- Access and record patient-specific laboratory data for pharmacist review
- Prepare a current medicines list for a patient with the reasons for any changes for pharmacist review
- Participate in medication safety and usage audits
- Participate in accreditation activities

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

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	Completion of Certificate IV in Hospital/Health Services Pharmacy Support or equivalent	Attained VCE through completion of Year 12 or equivalent
		Membership with the Society of Hospital Pharmacists Australia (SHPA)
Experience	Minimum 3 years' full time experience working in a hospital pharmacy setting	Previous experience in using Automated Dispensing Machines (ADM's)
	Previous experience in inventory management in a hospital pharmacy department	Previous experience in using Merlin Pharmacy software
		Previous experience in aseptic manufacturing
Competencies	Sound knowledge of Pharmaceutical Benefits Scheme (PBS)	Intermediate Microsoft Office skills
	Highly develop Organisation and time management skills	
	Good communication skills	
	Ability to work well as a member of a team	
	Good computer skills	
	Commitment to the provision of a quality pharmacy service	
	Good knowledge of Special Access scheme (SAS)	

Reporting Lines

Position Reports to – Deputy Director of Pharmacy

Number of Direct reports - Nil

Key Working Relationships

Internal: Pharmacy staff, clinicians (nursing, medical and allied health), clerical staff

External: Health professionals, patients, private customers and clients of the Eye & Ear Hospital, Health Share Victoria, wholesalers and suppliers.

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: Director of Pharmacy

Date: May 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: ____ / ____ / ____