

Position Description

Title	Operational Pharmacist Grade 2	Position Reports to	Dispensary Manager
Classification	SX2-SX5	Employment Status	Full Time Ongoing
Enterprise Agreement	<i>Medical Scientists, Pharmacists and Psychologists (Public Sector - Victoria) Award 2021-2025</i>		

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 more than 160 years. The Eye and Ear has over 1000 different outpatient specialist 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 190,000 patients, with over 130,000 outpatients, nearly 44,000 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/

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:

This position is responsible for ensuring effective, efficient and personalised outpatient pharmacy services to the highest ethical, legal and professional standards within hospital policies and legal requirements.

As a Grade 2, this position will have an additional responsibility to support quality use of medicines activities for the department (e.g. co-ordinate clinical practice audits and quality improvement projects).

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 outpatient services within the Department is in line with best evidence based practice and the National Safety and Quality Health Service Standards (NSQHSS). Practice is in accordance with Eye and Ear policies and procedures and Code of Conduct.
3. Information Technology (IT) skills that are commensurate with the requirements of the role. Identify, rectify and manage risks associated with electronic prescribing at the Eye and Ear hospital.
4. Dispensary Support
 - Provide a day-to-day operation of the pharmacy dispensary and pharmacy services (including manufacturing) within legal requirements, professional pharmacy standards, hospital policies and procedures.
 - Supply and dispense medicines to customers/clients of the Eye and Ear according to Eye and Ear policies and procedures.
 - Provide information on medicines to clients and staff of the Eye and Ear
 - Assist with the supply processes and administrative documentation for Special Access Scheme (SAS), clinical trial and compassionate program.
 - Ensure an efficient, safe and effective pharmacy dispensary service which supports the Eye & Ear Hospital's standards of service.
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 new staff members including pharmacy technicians and pharmacy students.
 - Participate in the pharmacy department professional development program.
 - Deliver education and training to other Eye and Ear staff or students as required.
 - Provide clinical supervision to health professional students on clinical placement

7. Research and Development
 - Participate and/or contribute to research as required.
 - Participate and/or contribute to conference/external presentations and publications.
 - Undertake clinical and operational audits
8. Meetings and Committees
 - Attend and actively contribute to pharmacy department meetings, appointed committees and educational forums.
9. Others
 - Participate in the on-call pharmacy service.
 - Flexibility to work within an 8-hour shift model (between 8.00am and 5.30pm) on weekdays.

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 and 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.
- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.
- 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
Qualifications	Registered pharmacist with Pharmacy Board of Australia.	Membership with Advanced Pharmacy Australia
Experience	2 years' experience working as a pharmacist in an Australian setting.	Training and teaching experience
		Previous experience using electronic prescribing software
		Previous experience using Merlin® dispensing software.
		Previous experience using Omnicell automated medicine dispensing system.
Competencies	Able to work independently or as part of a team.	Planning, organisational and problem solving skills.
	Able to clearly and professionally communicate information by verbal and written means.	Able to use Victorian Health Incident Management System (VHIMS)/RiskMan software.
	High attention to detail.	Able to utilise Cerner® Clinical System
	Knowledge of appropriate methods of information retrieval to support clinical practice.	
	Knowledge of Special Access Scheme medicines	
	Working understanding of Pharmaceutical Benefits Scheme (PBS) reimbursement requirements.	
	Intermediate to advanced Microsoft Office skills	
	Demonstrate initiative, exercise good judgement and have the ability to achieve results.	

Reporting Lines

Position Reports to – Dispensary Manager

Number of Direct reports - NIL

Key Working Relationships

Internal:

- Allied Health staff
- Application support staff
- Health Information staff
- Medical staff
- Nursing staff
- Pharmacy staff
- Other relevant departments

External:

- Health Professionals
- Patients
- Other agencies (external Hospital Pharmacy staff)

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, Director of Pharmacy

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: ____ / ____ / ____