

# Position Description

<b>Title</b>	Pharmacy Student	<b>Position Reports to</b>	Dispensary Manager
<b>Classification</b>	RQ9	<b>Employment Status</b>	Temporary full time
<b>Enterprise Agreement</b>	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 160 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.eyeandear.org.au/page/About Us/Our Publications and DVDs/](https://www.eyeandear.org.au/page/About%20Us/Our%20Publications%20and%20DVDs/)

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.

The Pharmacy Student will be responsible for supporting pharmacists and pharmacy technicians in medication supply and providing quality pharmacy services. This includes assisting with dispensing, stock management, supply and distribution of medicines, 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 legislations, and the National Safety and Quality Health Service Standards (NSQHSS).
- 3. Information Technology (IT) skills.** IT skills that are commensurate with the requirements of the role.
- 4. Pharmaceutical Supply and Maintenance**
  - To supply and distribute pharmaceuticals & intravenous (IV) Fluids to customers/clients of The Eye and Ear according to The Eye and Ear policies and procedures.
  - Responsible for safe and timely hospital stock and imprest management to meet the needs of customers/clients and the hospital.
  - Label medicines intended for dispensing from after-hours imprest.
  - Assist in private sales processing and packing.
  - Ensure pharmacy inventory and consumables are maintained at appropriate levels.
  - Undertake regular expiry date check and stock rotation.
  - Participate in regular temperature monitoring of storage areas.
  - Undertake periodic stock counts and stocktaking.
  - Maintain clean storage areas.
  - Maintain accurate records and statistics.
  - Receive stock from suppliers and unpack to designated locations.
  - Perform other stock management duties as delegated by a pharmacist.
- 5. Dispensing and Administration**
  - Receive prescriptions from patients.
  - Dispense medications according to department standard operating procedures and required standards under the supervision of a pharmacist.
  - Undertake patient counselling under the direct supervision of a pharmacist.
  - Assist with preparing medicines for posting or delivery to external sites
  - Maintain a clean and tidy dispensary.
  - Compile Pharmaceutical Benefits Scheme (PBS) claims and submission.
  - Perform other dispensary and administrative duties as delegated by a pharmacist.

### 6. Safety and Quality

- To provide a safe and timely quality pharmacy service.
- Knowledge of and compliance with department standards and procedures.
- To participate in department quality improvement projects.
- To undertake clinical audits.

### 7. Special Projects

- To undertake special projects and participate in audits as mutually agreed.
- To undertake training to facilitate the special project as agreed.

## 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.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework ([link](#)).

## 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
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Currently enrolled in a Bachelor/Master of Pharmacy course approved by the Pharmacy Board of Australia.</li> </ul>	<ul style="list-style-type: none"> <li>• Membership with Advanced Pharmacists of Australia (ADPHA).</li> </ul>
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Familiarity with Merlin® dispensing software</li> <li>• Previous experience working in pharmacy</li> <li>• Previous experience in dispensing and counselling of medicines under the supervision of a pharmacist</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• A commitment to the provision of quality pharmacy and hospital services</li> <li>• Good communication skills</li> <li>• Good organisational and time management skills</li> <li>• Intermediate to advanced computer skills</li> <li>• Ability to work independently, as well as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the Pharmaceutical Benefits Scheme (PBS)</li> <li>• Knowledge of Special Access Scheme (SAS) processes.</li> <li>• Intermediate to advanced Microsoft Office skills</li> </ul>

## Reporting Lines

**Position Reports to** – Dispensary Manager

## Key Working Relationships

**Internal:** Pharmacy staff, other hospital staff members (eg nursing, medical, allied health, clerical and supply)

**External:** Patients, Clients/Customers, other health professionals

*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 2026

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