

POSITION DESCRIPTION – Alfred Health/The Alfred/Caulfield Hospital/Sandringham Hospital

Date revised: Sep 2017

POSITION:	Ward Based Pharmacy Technician
AWARD/AGREEMENT:	HSU1
CLASSIFICATION TITLE:	Pharmacy Technician Grade III + 10% Allowance
DEPARTMENT/UNIT:	Pharmacy
DIVISION:	Medical Services

ACCOUNTABLE TO: Senior Supervisory Technician – Clinical Support Services

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

DEPARTMENT

The Pharmacy services operate over 4 sites within Alfred Health and involve in training interns, undergraduate and overseas research students. Pharmacists are essential members of all clinical teams and have a critical role in patient management. Their understanding of Pharmaceutics, Pharmacology and Medicine Management ensures Alfred Health patients receive the best pharmacy care possible. The service has 3 key priorities:

Medication Safety

Cost effective use of medicines

Delivery of specialist pharmacy expertise at critical points in the patient care pathway

Services have been aligned with the Alfred Health clinical programme structure

Further information is available at www.alfredhealth.org.au/Department.aspx?ID=180

POSITION SUMMARY

The **Alfred Health Ward Based Pharmacy Technician** provides technical support to Clinical Pharmacists at ward level to ensure patients medications are available in a safe and timely manner. Key aspects of this role include ordering and distribution of medications, analysis of imprest lists and assessment and management of patients' own medicines throughout admission.

DIRECT REPORTS (if applicable):

- None

KEY RESPONSIBILITIES

Working Relationships & Communication

- Work closely with CH2 staff and monitor Imprest levels at agreed intervals in conjunction with the Senior Clinical Pharmacist.
- Work closely with the Clinical Pharmacist to ensure non-imprest supplies are made in a timely way and in accordance with specific monitoring, instructions or legal requirements.
- Provide an effective handover to colleagues prior to Annual Leave or Accrued Days Off to minimise disruption to service.
- Provide information to other health professionals within limits of job role and refer appropriately to the Clinical Pharmacist.
- Work closely with the Senior Pharmacy Technician to continuously improve the efficiency and effectiveness of the Ward Based Pharmacy Technician service.
- Meet regularly with the Ward Based Teams and contribute to the development and improvement of Ward Based Services.
- Liaise with nursing staff on medicine supply and storage issues.
- Deputise in the absence of the Senior Supervisory Technician, Clinical Support Services

Technical Support to Clinical Pharmacist

- Work independently at ward level by prioritising own work and referring to the pharmacist by pager or telephone when needed.
- Make best use of patients own medications as per local policy
- Participate in data collection for audit, quality improvement or research purposes.
- Collect medication history information as needed from Nursing Homes, GP Surgeries and/or Community Pharmacies.
- Reduce wasted medicines through regular analysis of imprest lists, non imprest supplies, returned medication and patient's own medication.
- Assess and process returned medications and patient's own medications per Alfred Health procedure.

Safety

- Bring to the attention of the Clinical Pharmacist any supply problems to avoid missed dose
- Feedback and report incidents in a constructive manner according to procedure.
- Monitor drug storage conditions on ward.
- Assist with the identification and implementation of recommendations to improve medication safety at a ward and pharmacy level.

Medication Supply

- Order, dispense and deliver non imprest items, including drugs of dependence and sterile preparations as required.
- Dispense and co-ordinate the supply of discharge prescriptions to ensure they always meet the required time for patients on own ward.
- Produce medication lists for patients.
- Undertake final accuracy check for medications in accordance with local and legislative guidelines.

Personal and People Development

- Take part in own annual performance review and development.
- Undertake all required initial and ongoing training and competency assessments within agreed times.
- Assist with the training and orientation of new staff.
- Participate in clinical team meetings and clinical learning and development programmes.
- Assist with the supervision of student and intern pharmacists.

Reporting and Quality Assurance

- Generate and analyse reports on medication usage.
- Collect data for quality initiatives, audits, research and KPI analysis.
- Ensure records are maintained as per local standard operating procedures.
- Ensure all filing is kept up to date and archived as necessary, following legal requirements for the retention of pharmaceutical and other records.
- Actively contribute to the review and development of procedures and services.
- Present information to colleagues and other health professionals as needed.

Health and Safety

- Undertake relevant health and safety training and follow relevant guidelines.
- Adhere to relevant guidelines and procedures for the storage and disposal of medicines, and other hazardous substances.
- Minimise hazards in the working area and report any identifiable hazards to the Senior Pharmacy Technician, Clinical Pharmacist or Nurse in charge of the ward.

General

- Assist the Ward Based Senior Technician in general administrative responsibilities.
- Represent the Pharmacy Department at relevant internal and external meetings as required..
- Attend and actively contribute to pharmacy department meetings and educational forums.

- Ensure that the relevant legislative requirements, hospital guidelines and accreditation and professional standards are followed.
- Participate in late shift and weekend/public holiday roster as required.

This job description is not intended to be a complete list of duties, but to highlight the current main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder and the Ward Based Senior Technician. This post is one of continual development. The job description is intended as a guide to the principal duties and responsibilities of the post and complements individual objectives set in line with the department's annual business objectives. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder.

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES:

- Relevant Certificate IV OR Certificate III with progress towards Certificate IV (or equivalent qualifications).
- Minimum of 3-years post qualification experience in hospital pharmacy.
- Experience supervising or training staff.
- Experience of data collection for audit or research purposes.

- Good command of Microsoft Word, PowerPoint and Excel.
- Accuracy and efficiency in the supply of medications.
- Strong communication skills.
- Demonstrated teamwork, initiative and innovation.

Position Description authorised by: Diane Walters

Date: Sep 2017