

POSITION DESCRIPTION – Alfred Health/The Alfred/Caulfield Hospital/Sandringham Hospital**Date revised:** July 2021**POSITION:** Senior Pharmacy Technician**AWARD/AGREEMENT:** VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2016-2020**CLASSIFICATION TITLE:** Pharmacy Technician Grade 3 (TH10) + 10% Seniors 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 four outstanding facilities, The Alfred, Caulfield, Sandringham and Melbourne Sexual Health Clinic.

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 measure we work to everyday. Through research and education we set new standards for tomorrow.
- We work together. We all play vital roles in a team that achieves extraordinary results.
- We share ideas and demonstrate 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 the Pharmacy website - <https://www.alfredhealth.org.au/services/pharmacy-at-alfred-health/about-alfred-health-pharmacy>

POSITION SUMMARY

The Alfred Health Senior Pharmacy Technician role has several key rotations to support the ongoing needs of the Pharmacy Department.

- Aseptic services
- Procurement and Distribution services
- Inpatient services
- Ward Based and MMT services

KEY RESPONSIBILITIES (may vary depending on current rotation)

The Alfred Health Senior Pharmacy Technician will participate in the rotation model and undertake key responsibilities for each rotation. Each rotation will provide its own orientation, training and key responsibilities.

Aseptic Services

Rotations provide support to the Senior Supervisory Pharmacy Technician – Aseptic Services; undertaking advanced and complex compounding and manufacturing, and supporting the management and governance of the Aseptic Suite.

- Work closely with the Senior Supervisory Pharmacy Technician to continuously improve the efficiency and effectiveness of the service
- Within the Aseptic Suite, support the coordination of staff and problem solving to ensure smooth service provision
- Undertake compounding of medications within the cytotoxic and cross-flow suites
- Facilitate extemporaneous manufacturing, repacks and prepacks as required
- Support the day-to-day management of the respective areas
- Assist in reviewing procedures, guidelines and policies
- Participate in filling of resuscitation boxes
- Complete any recommended extended training programmes and maintain relevant competencies

Procurement and Distribution Services

Senior Technicians will work closely with the Pharmacy Procurement Manager and procurement/distribution team. The Senior Pharmacy Technician will be an integral team member, co-ordinating imprest management and ordering of DDs and other critical items and supporting the operational procurement activities.

- Co-ordinate the ordering, invoicing and distribution of DDs across the hospital
- Work closely with the Procurement and Distribution team to continuously improve the efficiency and effectiveness of the service
- Liaise with the preferred wholesaler to ensure efficient ward imprest management and regular analysis of imprest use
- Support the Store Management Team in the maintenance and review of stores inventory
- Participate in the analysis and review of imprest levels in wards and pharmacy units across all sites
- Liaise with relevant staff on medicine supply and storage issues.
- Assist in reviewing procedures, guidelines and policies.
- Receive, unpack and process invoices for deliveries to the store
- Monitor imprest levels at agreed intervals in conjunction with the Senior Clinical Pharmacist of the unit
- Transfer stock between locations when requested
- Assess and recycle medicines as part of returns processing
- Participate in expiry date checking
- Undertake repacking and pre-pack of specified medications

Inpatient Services

Senior Technicians support the Senior Supervisory Pharmacy Technician – Inpatient Services in delivering patient-focused timely, accurate, and appropriate medication access to patients within the hospital. This rotation will be a member of the non-imprest checking team and will support the leadership and management of the inpatient dispensary.

- Facilitate the sorting of PBS claim paperwork
- Work closely with the Inpatient Senior Pharmacist and Technician to ensure non-imprest supplies are available in a timely way and in accordance with specific monitoring, instructions or legal requirements
- Work closely with the Senior Supervisory Pharmacy Technician to continuously improve the efficiency and effectiveness of the inpatient services
- Meet regularly with the inpatient team and contribute to the development and improvement of the service.
- Liaise with relevant staff on medicine supply and storage issues
- Undertake final accuracy check for medications in accordance with local and legislative guidelines following training and competency assessment
- Assist in reviewing procedures, guidelines and policies

- Provide support in the training and education requirements of new and rotating staff
- Deputise in the absence of the Senior Supervisory Technician

Ward Based and MMT Services

Senior Technicians provide support to Clinical Pharmacists to ensure patients' medications are available in a safe and timely manner. Key aspects of this role include ordering and review of medication usage at ward level and assessment and management of patients' own medicines throughout admission.

- Monitor non-imprest levels at agreed intervals in conjunction with the clinical pharmacists
- Meet regularly with the respective teams and contribute to the development and improvement of each service
- Liaise with relevant staff on medicine supply and storage issues
- Monitor drug storage conditions on ward and within pharmacy
- Assist with the identification and implementation of recommendations to improve medication safety and MMT services at ward level and within pharmacy
- Represent the team at ward Medication Safety walk arounds, feeding back any actions to the Senior Supervisory Pharmacy Technician

Safety

- Bring to the attention of the clinical pharmacist any supply problems to support ongoing patient care.
- Feedback and report incidents in a constructive manner according to procedure.
- Monitor drug storage conditions on ward and within pharmacy.
- Assist with the identification and implementation of recommendations to improve medication safety at ward level and within pharmacy.

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.
- Participate in team meetings and clinical learning and development programmes.
- Assist with the training of new and rotating staff, including students.

Reporting and Quality Assurance

- Ensure End of Month processes and KPIs are completed in a timely manner, including financial, administrative and other required data collections and analysis.
- Provide information to other health professionals within limits of job role and refer appropriately to the Clinical Pharmacist. 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.
- Participate in presenting information to the department such as at Continuing Education sessions

Health and Safety

- Undertake relevant health and safety training and embed learnings in every day processes
- Adhere to relevant guidelines and procedures for the storage and disposal of medicines, and other hazardous substances.

General

- Maintain excellent working relationships & communication with all members of the teams.
- Assist the Area Managers in general administrative and management responsibilities, and provide leadership support.
- Participate in research and audit activities as required.
- 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, weekend and public holiday roster as rostered.
- Participate in yearly stock take.
- Undertake other roles within scope as delegated by the Pharmacy Executive and the Senior Operations Team.
- Provide information to other health professionals within limits of job role and represent the Pharmacy Department when required to attend communication meetings outside and inside the Hospital.
- 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 Area Managers to support team objectives, service provision and the department's annual business objectives.

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

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

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.

KEY CAPABILITIES

- Proficiency in Microsoft Office suite of applications
- Demonstrated accuracy and efficiency
- Strong communication skills.
- Demonstrated teamwork, initiative and innovation.

QUALIFICATIONS/EXPERIENCE REQUIRED

- Certificate IV in Health (Hospital Pharmacy Technician) or equivalent
- Minimum of three years full-time experience as a qualified Pharmacy Technician
- Experience supervising or training staff desirable
- Experience of data collection for audit or research purposes.

Position Description authorised by: Deputy Director of Pharmacy (Operations)

Date: July 2021