

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

<b>DATE REVISED:</b>	<b>October 2019</b>
<b>POSITION:</b>	<b>Pharmacy Technician</b>
<b>AWARD/AGREEMENT:</b>	<b>HSU1</b>
<b>CLASSIFICATION TITLE:</b>	<b>Pharmacy Technician Grade 3</b>
<b>DEPARTMENT/UNIT:</b>	<b>Pharmacy</b>
<b>DIVISION:</b>	<b>Medical Services</b>
<b>ACCOUNTABLE TO:</b>	<b>Senior Supervisory Technicians</b>

### **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](http://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. Pharmacists, Interns, and Technicians are essential members of all 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](http://www.alfredhealth.org.au/Department.aspx?ID=180)

## **POSITION SUMMARY**

The Grade 3 Pharmacy Technician is an advanced practitioner and supports the pharmacy service by completing technical tasks including those in specialised areas. This position works across Alfred Health sites and has a key role in the preparation and supply of medications and assisting with training and supervision.

- Will have, or is working towards, a certificate IV in Hospital Health Services Pharmacy Support or equivalent plus a minimum of three years full time experience as a qualified pharmacy technician.
- To work in a rotational capacity across Alfred Health in all operational areas, this includes but is not limited to: dispensaries, outpatient services, aseptic services and manufacturing, PBS claiming, and Alfred centre on a roster basis. Start and finish times will vary as required by the applicable service.
- To complete all required training and competency assessments in the designated timeframe.
- To complete all work undertaken in a timely and accurate fashion and to be accountable for all own actions.
- To refer to appropriate staff when required.
- To participate in the weekend and public roster.

## **KEY RESPONSIBILITIES:**

The following key responsibilities are meant as a guideline of the post and complement individual objectives. Key objectives will be reviewed periodically in line with service priorities and the department's annual business objective.

### **Medication Supply**

- Accurately and timely typing and assembly of outpatient prescriptions, medication orders and discharge prescriptions including dose administrations aids according to department policies, procedures and turnaround times.
- Produce medication charts, and other written information for patients.
- Organise medications for posting or courier as required.
- Deliver urgent medication to wards as requested.
- Complete the final accuracy check of medications according to local and legislative requirements.
- Order and deliver DDs if requested by the supervisory senior technician or pharmacist.
- To participate in stock management processes to identify and resolve stock discrepancies.
- Facilitate medication returns.

### **Manufacturing and sterile preparation**

- Following completion of the training program; preparation, formulation, organisation, and manufacture of sterile and non sterile preparations including cytotoxics
- Filling of resuscitation boxes.

### **Procurement/stock management**

- To assist with ordering, receiving and unpacking deliveries.
- Transfer stock between locations as per department procedures.
- Assess and recycle medicines as per procedures.
- Replenish and rotate stock holding as required according to departmental procedures.
- Participate in expiry date checking according to departmental procedures.
- Monitor storage conditions as required according to departmental policies and procedures.
- Participate in yearly stock take.
- Liaise with the senior pharmacy technician within area when minimum or maximum levels of stock may need to be amended to ensure optimum stock is held in pharmacy.

### **Quality, safety, risk and improvement:**

- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- 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. Minimise hazards in the working area and report any identifiable hazards to your senior.
- Escalate concerns regarding safety, quality & risk to appropriate staff member
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation and protect confidential information from unauthorised disclosure and do 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.
- Relieve other technicians within the department and on other Alfred Health sites

### **Working Relationships & Communication**

- Develop and maintain good working relationships with staff within and outside the department.
- Work closely with the senior supervisory technician to ensure all work is completed in a timely way and in accordance with specific monitoring, instructions or legal requirements.
- Attend and contribute to team meetings as requested.
- Liaise with relevant staff on medicine supply and storage issues.
- Be familiar with departmental escalation process.

### **Personal and Professional Development**

- Timely completion of all mandatory training required for your position.
- Actively contribute to your own annual Performance Management Review.
- Identify own gaps in training and/or education and bring to the attention of the Senior Technician.
- Participate in ongoing learning and development.

### **Safety, Reporting and Quality Assurance**

- Participate in data collection, generation and analysis of reports for audit, quality improvement, KPIs or research purposes, for example, medication usage and collation of tracking of high cost drugs, imprests, non-imprest supplies and returned medication.
- Ensure records are maintained as per local standard operating procedures.
- Ensure all documentation filing including medicines related records is kept up to date and archived as necessary, following legal requirements for the retention of pharmaceutical and other records.
- Ability to apply good manual handling technique.
- Actively contribute to the review, development and implementation of procedures, services and quality improvements.
- Adhere to Alfred Health procedures for the safe storage and disposal of medicines, and other hazardous substances stored and supplied from the pharmacy.
- Bring to the attention of the Senior Supervisory Technician any supply problems to avoid patients missed dose.
- Feedback dispensing errors in a constructive manner to support reflection and learning.
- Assist with OH&S walk around(s) and audits as required.
- Prepare financial reports as necessary.

## **PBS Claim**

- Participate in PBS procedures to ensure the claim is carried out quickly, efficiently and maximising reimbursement within target time with support from senior pharmacy technicians.
- Contribute to continuous quality improvement affecting PBS claim to ensure all members of pharmacy staff are aware of the requirements for PBS claiming.

## **General**

- Assist the Senior Supervisory technician with training, supervision and orientation of other pharmacy technicians and new staff members.
- Deputise in the absence of the Senior Supervisory Technician.
- Provide an effective handover to colleagues prior to Annual Leave or ADOs.
- 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.
- Work closely with the Senior Pharmacy Technician to continuously improve the efficiency and effectiveness of the Operational Service.
- Assist the Senior Pharmacy Technician in general administrative responsibilities.

## **OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:**

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Provide technicians working in Aseptic Services with appropriate supervision, training and instruction in accordance with Alfred Health policies.
- 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/Abilities:**

- Responsible, thorough, and a team player.
- Ability to demonstrate initiative, organisational qualities.
- Ability to initiate and implement change.
- Excellent verbal and written communication skills.
- Concentration, accuracy and attention to detail, ability to work under pressure, motivate staff and meet deadlines.
- Good time management skills and demonstrated ability to prioritise workload to maximise service delivery.
- Good customer relations and communication skills with the general public
- Ability to communicate and co-ordinate with other health professionals and departments
- Ability to troubleshoot problems and implement solutions.

## **QUALIFICATIONS/EXPERIENCE REQUIRED**

### **Qualifications:**

- Satisfactorily completed (or be eligible to complete) the Pharmacy Technician course Certificate IV approved by the Pharmacy Board of Victoria, or equivalent qualifications.
- Completed a Pharmacy Board approved aseptic and cytotoxic manufacturing course is desirable.

### **Experience:**

- Minimum of 2 years' experience in hospital pharmacy desirable.
- Experience in an aseptic and cytotoxic manufacturing suite desirable.
- Knowledge of PBS, S100, and Special Access schemes advantages.

**Position Description authorised by: Deputy Director of Pharmacy – Operations**

**Date: October 2019**