

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

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POSITION:	Senior Pharmacy Technician (Workforce & Development)
AWARD/AGREEMENT:	HSU1
CLASSIFICATION TITLE:	Grade 4
DEPARTMENT/UNIT:	Clinical Support Services
CLINICAL PROGRAM:	Pharmacy
DIVISION:	Pharmacy
ACCOUNTABLE TO:	Lead Pharmacist – Workforce & Development

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 is a major tertiary referral teaching hospital and provides a number of state-wide services.

Caulfield Hospital is a provider of a range of specialty services in the areas of community services, rehabilitation, aged care, residential care and aged mental health.

Sandringham Hospital has a strong focus on meeting the health needs of the local community.

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

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

This position is suited to a Pharmacy Technician who has experience in the design and delivery of training and credentialing programs.

The majority of this role will be focussed on improving and supporting the educational goals of the department and organisation.

You will be expected to develop, implement, maintain and apply a high standard of training, assessing and verifying methods to ensure Pharmacy Technicians have the necessary skills, knowledge and capability to undertake both core and extended roles. In addition to this you will be expected to participate in an operational workload.

DIRECT REPORTS

- **None**

KEY RESPONSIBILITIES

Workforce and development

- Ensure core Pharmacy Technician training is fit for purpose in a modern hospital pharmacy.
- Assess training needs and develop training plans in all areas of Alfred Health's Pharmacy sites.
- Develop, implement and monitor, with other senior staff existing and new credentialing programs for pharmacy technicians in line with departmental requirements
- Manage the delivery of the certificate III and IV for Pharmacy Technicians
- Membership of and active participation in the Workforce and Development Team, including chairing the meeting when necessary
- Monitor and maintain online Pharmacy-run courses within the online Learning Management System
- Be responsible for the development and maintenance of suitable databases and records of staff skills, competencies and training needs
- Provide other support for the Workforce and Development Team as required
- Contribute to research activities of the Workforce and Development Team
- To act as a mentor to allocated junior and/or senior pharmacy technicians.
- To facilitate student Pharmacy Technician placements when required
- To manage allocated staff in conjunction with other Senior Supervisory Technicians regarding pharmacy induction/orientation, ongoing training and development.
- To apply Human Resource policies where appropriate e.g. Performance Management, Capability procedures, Disciplinary procedures.
- To observe good practice in other Australian and international hospitals to ensure Alfred Health adopts best practice and identifies opportunities for testing new innovative ways of working for pharmacy technicians.

Operational service provision

- To participate in the full range of dispensing processes undertaken by Alfred Health, including completing the final accuracy check of dispensed items and stock issues.
- To undertake ward based technician tasks as needed.
- Support other senior staff in troubleshooting problems, developing/implementing procedures and optimise pharmacy services
- To liaise with the Procurement team regarding out of stock or similar problems to ensure patients receive medicines in a timely manner or informed if there are any delays.
- Actively contribute to the Senior Operational meetings, including chairing and taking minutes as required,
- To act as a consultant on behalf of the Workforce and Development team to address the developmental needs of the Operations team
- To be actively involved in the recruitment process for new pharmacy staff.

Quality Improvement

- To actively contribute to the development of services and procedures.
- To support the Senior Supervisory Pharmacy Technicians in operational and ward based areas in carrying out and sustaining efficiency changes

General

- To take part in the weekend and Public Holiday rosters.
- Actively participate in the Alfred Health Performance Management Program.
- Represent the Pharmacy Department when required to attend communication meetings outside and inside the Hospital.
- To liaise with other members of the pharmacy team, medical, nursing and other staff in the best interests of the patient.
- Where necessary, to work across all campuses within Alfred Health, and work flexibly according to service needs.

KEY CAPABILITIES AND VALUES:

Capabilities

- Responsible and accountable for own and others work e.g. those staff being trained
- Ability to demonstrate initiative and contribute to the 'vision' for Pharmacy Technician development
- Excellent verbal and written communication skills, including presentation skills.
- Concentration, accuracy and attention to detail
- Ability to work under pressure and to deadlines

- Good time management skills
- Good customer relations and communication skills with the general public
- Report writing
- Ability to engage people in a change process and implement successful change
- Positive 'can do' attitude.
- Self motivated.

Values

Values consistent with those of Alfred Health which are integrity, accountability, collaboration and knowledge.

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Certificate IV in Hospital Health Services Pharmacy Support or equivalent overseas qualification.
- Certificate IV in Training and Assessment or equivalent overseas qualification.
- At least three years full time Hospital Pharmacy Experience.
- Experience in a Senior Pharmacy Technician role

Desirable

- Service improvement or management of change experience
- Experience of designing and implementing training and credentialing programs.
- Experience of assessing candidates against performance and knowledge criteria in relation to VET sector qualifications.
- Accredited ward based technician – desirable
- Knowledge of Pharmaceutical Benefits Scheme (PBS), Highly Specialised Drugs (HSD), and Special Access schemes advantages - desirable
- Management experience – desirable
- Project management experience – desirable

Position Description authorised by: Lead Pharmacist – Workforce and Development

Date: December 2020