

Position Description

Position Title	Pharmacy Technician
Position Number	30100019
Division	Clinical Governance
Department	Pharmacy
Enterprise Agreement	VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Pharmacy Technician Grade 1 & Pharmacy Technician Grade 2
Classification Code	TF1 - TH6
Reports to	Director of Pharmacy
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Governance Division

The Clinical Governance Division has a focus on promoting and supporting patient safety and quality of service. It recognises the importance of leadership, culture, patient safety, clinical performance, professionalism and patient care. The Clinical Governance team works collaboratively with other staff to provide high quality clinical governance support and advice, both internally and when supporting our Regional Partner Health Services. The Clinical Governance team, in conjunction with the Office of the Chief Medical Officer, oversees incident reporting, investigation of adverse patient events and concerns/complaints regarding clinicians. Bendigo Health has a leadership role to play in the Loddon Mallee region and this division is committed to ensuring processes are in place to deliver on our vision.

In addition the Executive Director Clinical Governance has professional responsibilities as the Chief Medical Officer. As such the CMO is focused on leading and supporting the medical workforce to feel valued and empowered to provide exceptional, quality care.

The Pharmacy Department

The Pharmacy Department's core activities are central to medication supply, medication information and medication safety at Bendigo Health. The Pharmacy service supports effective medication management by both hospital staff (doctors, nurses, allied health) and hospital inpatients, outpatients as well as to specific groups of community patients

The Position

The Pharmacy Department's core activities are central to medication supply, medication information and medication safety at Bendigo Health. The Pharmacy service supports effective medication management by both hospital staff (doctors, nurses, allied health) and hospital inpatients, outpatients as well as to specific groups of community patients. The Pharmacy Technician works to provide:

- The safe, accurate and timely provision of medications to the hospital and patients
- Quality customer service to hospital staff and patients

Responsibilities and Accountabilities

Key Responsibilities

SUPPLY DUTIES

1.1 Assistance in the compilation and placing of orders to pharmaceutical manufacturers and wholesalers; receipting and unpacking of orders on arrival, processing of delivery slips and supplier invoices, and credit applications to suppliers.

1.2 To place stock on pharmacy shelves, under supervision. Undertake routine checks and rotation of stock to ensure optimum utilisation before its expiration date. To prepare expired/unusable drugs for destruction according to environmental waste guidelines.

1.3 Provision of restricted (under supervision) and non-restricted imprest service to wards, including rotation of stock and routine checking of expiry dates. Supply of non-restricted substances on requisition from nursing staff. Processing of returned excess stock from wards.

1.4 Messenger duties to wards and departments, external pharmacies and the Post Office as required.

1.5 Provision of assistance to pharmacists as required, including simple manufacturing duties (under supervision), packing and repacking of pharmaceuticals.

1.6 Maintenance of dispensary and non-restricted areas in a condition conducive to the efficient running of the Pharmacy Department.

1.7 Participate in drug recalls, according to the departmental procedure, by notifying the Director of Pharmacy of the receipt of any drug recall notifications, coordinate ward notification and stock retrieval, reconcile recovered stock against stock orders and organise stock returns to manufacturers.

ADMINISTRATION

2.1 Operation of required computer programs and functions, including word processing, spreadsheets, use of barcode scanners, and modem transfers.

2.2 Provision of assistance to Pharmacy Department staff with operation of the iPharmacy software program, to be used for all transactions involving pharmacy stock (orders, receipts, invoices, distributions, credits, disposals, borrows, lends). To liaise with iPharmacy programmer as required. To prepare iPharmacy reports for End of Month and as required.

2.3 Attendance to general secretarial/clerical duties including reception, photocopying, faxing as required, and maintenance of supplies of office requisites and stationery. To be responsible for maintenance of filing systems, and arrangements for catering/functions as required.

2.4 Word processing duties including memoranda, newsletters, reports, agendas, minutes and general correspondence as required. To assist in the preparation of handouts and overheads for pharmacists' lectures as required.

2.5 To perform clerical duties associated with the issue of various categories of pharmaceuticals

2.6 To assist the Director of Pharmacy in the preparation of statistics on drug usage and costs, daily workload statistics, preparation of monthly reports, including cost centre reports, monthly invoicing and journal transfers.

2.7 To assist the Director of Pharmacy in other administrative functions.

2.8 To be actively involved in the Pharmacy Department's Quality Improvement program.

2.9 To actively participate in staff meetings, providing information and initiatives, and assisting in their implementation.

2.10 To maintain a co-operative and close professional working relationship with other staff in the Pharmacy Department and with wards and other departments.

DISPENSARY TECHNICIAN DUTIES

3.1 Select stock from dispensary shelves

3.2 Prepare dispensing labels when required

3.3 Attach dispensing and cautionary and advisory labels to containers, provided no information important to the patient is obscured and the pharmacist is able to check the original manufacturer's label

3.4 Arrange all documentation and medicines in such a way as to permit checking of the prescription by the pharmacist

3.5 Set out dispensed medication into dose administration containers, under pharmacist supervision, provided that the operation is checked by a pharmacist, in accordance with the Pharmacy Board Guidelines.

3.6 As per Pharmacy Board of Australia's Guidelines, Dispensary assistants may not:

- a. Receive prescriptions over the telephone.
- b. Discuss with or counsel a patient concerning any aspect of the content of a prescription.
- c. Prepare any medicine prescribed for a patient requiring extemporaneous production, including the reconstitution of mixtures, eye drops unless they have completed the appropriate Board recognised course.
- d. Decide the brand to be used in dispensing generic prescriptions.
- e. Hand out a dispensed prescription unless a pharmacist has reviewed the patient's medication history, fully checked the dispensed medicine for accuracy and compliance with the prescriber's intentions and ensured that the supply is consistent with the safety of the patient.
- f. Select or alter the storage conditions of medicines.

OTHER DUTIES

4.1 Preparation of monies collected to be banked.

4.2 Other duties as may be requested from time to time or as may be inferred from the list of responsibilities foregoing.

4.3 Participation in Pharmaceutical Benefits Scheme reimbursement activities including clarification of prescription details prior to dispensing, such as collection of Medicare & concession card details, daily prescription detail checks for claimable items and submission of prescription claims.

Departmental Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Maintain accurate records, statistics and reports as needed.
- Participate in service development as required.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

Qualifications, Certificates and Registrations

1. Willingness to complete the Certificate III in Hospital/Health Services Pharmacy Support (Grade 1) or completion of the certificate (Grade 2)

Personal Qualities, Skills and Abilities

2. Capacity to produce work in an efficient manner whilst maintaining accuracy
3. Must have excellent communication skills, both written and verbal, and a demonstrated high level of interpersonal skills with patients, their families and all health care professionals
4. A personal approach which is positive, enthusiastic, friendly and helpful
5. A willingness and ability to learn
6. Ability to give excellent customer service to both internal and external customers
7. Ability to work as part of a team, as well as to work independently
8. Ability to operate in an environment of change and continuous improvement

Desirable

Specialist Expertise and Knowledge

9. Experience in either hospital or community pharmacy is highly desirable
10. A working knowledge of computing, including relevant word processing and spreadsheet programs

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.