

Position Description

Position Title	Pharmacy Technician - Casual
Position Number	30028931
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	TH1 - TH6
Reports to	Director
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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 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
- To assist Pharmacists in the provision of medicines, medicine information and medication safety activities
- To perform Dispensary Assistant, Pharmacy Technician, and clerical/secretarial duties for the Pharmacy Department and, as part of a team, maintain the efficient running of the Pharmacy Department

Responsibilities and Accountabilities

Key Responsibilities

SUPPLY DUTIES

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.

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.

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.

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

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

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

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

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

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.

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.

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.

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

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.

To assist the Director of Pharmacy in other administrative functions.

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

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

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

Select stock from dispensary shelves

Prepare dispensing labels when required

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

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

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.

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

Receive prescriptions over the telephone.

Discuss with or counsel a patient concerning any aspect of the content of a prescription.

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.

Decide the brand to be used in dispensing generic prescriptions.

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.

Select or alter the storage conditions of medicines.

OTHER DUTIES

Preparation of monies collected to be banked.

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

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.

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. Ability to interact and communicate accurate verbal and written information to a diverse range of people at all levels.
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

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**

- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.