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| **Position Title** | Pharmacy Technician (Trainee) |
| **Position Number** | New |
| **Department** | Acute Services – Pharmacy |
| **Classification** | TF1 Grade 1 – Pharmacy Technician |
| **Agreement** | Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-25 |
| **Reports to:** | Pharmacist |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Pharmacy Technician is an active part of the pharmacy team and will provide safe, rational and cost-effective pharmaceutical support for the Pharmacist and the health service.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’.  We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

1. Imprest stock control and maintenance
   1. Operation of the pharmacy imprest system to wards and other departments including stock level audits, data entry requirements into iPharmacy, assembly of stock, delivery of stock and placement into storage areas
   2. Imprest shelves are maintained in accordance with an agreed range and quantity of in date stock
   3. Stock control functions such as expiry date checking, recycling of stock and internal stock movements
   4. Maintaining the inventory system iPharmacy to ensure any discrepancies in stock levels/product descriptions have been reviewed and fixed in a timely manner
2. Packing medication for use after hours
   1. To assist the Pharmacist in repacking approved medication for after-hours use. This will involve learned knowledge of iPharmacy and its manufacturing component and very high attention to detail
3. Support the work of the team and the department
   1. Following the completion of training and orientation, to work in all areas of EGHS that Pharmacy are involved in to support leave or during other absences.
   2. General duties including photocopying, filing, signage development, general tidying, cleaning of imprest areas and pharmacy work area and general maintenance of equipment and materials.
4. Maintain a standard of excellence in all care
   1. Maintain attention to detail
   2. Accept responsibility for the activities that they are performing
   3. Maintain the expected level of accuracy in all tasks
   4. Demonstration of proficiency, initiation and management skills relevant to the Grade achieved.
   5. Ability to work with a high amount of autonomy and responsibility

**Key Performance Indicators**

Key performance measures are how you will be measured as to meeting the responsibilities of the position listed above. These measures will be used as a part of the Performance Development Plan (PDP) to be commenced within the first six months of the appointment and then to be reviewed on an annual basis.

Key Selection Criteria

**Essential Criteria:**

* Completed, or willingness to undertake Pharmacy Technician course - Certificate III/IV in Hospital/Health Services Pharmacy Support
* Basic knowledge of IT and general computer programs (e.g.: Word, Excel etc)
* Ability to work under the direction or supervision of a pharmacist as a member of a pharmacy team in accordance with legislative requirements and Pharmacy Board of Australia Guidelines
* Personal attributes including:
  + Communication skills
  + Development of effective working relationships
  + Flexibility
  + Integrity, commitment and loyalty
  + Organisation skills

**Desirable Criteria:**

* Previous experience as a Pharmacy Technician (hospital or community)
* Previous experience with iPharmacy

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Vaccinations as required
* Current drivers licence

**Acknowledgement**

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| **Employee Name:** |  | | |
| **Employee Signature:** |  | **Date:** |  |
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| **Manager Name:** |  | | |
| **Manager Signature :** |  | **Date:** |  |
|  |  | | |
| **Developed Date:** | **May 2023** | | |
| **Developed By – Name:** |  | | |
| **Developed by – Title:** |  | | |
| **Date of Next Review:** |  | | |