POSITION DESCRIPTION

Position Title	**Pharmacy Technician (unqualified) (PSA1-PSA5)**
Reports to (Title)	**Director of Pharmacy**
Executive Director	**Group Director, Medical Services and Clinical Governance**
Department	**Pharmacy**
Position Location	**Malvern, Brighton and Elsternwick**
Award/Agreement	**Salary & Conditions in accordance with Contract of Employment**
Delegation of Authority Level	

Position Summary & Role Purpose

The Pharmacy Technician is responsible for providing assistance and support to the Pharmacists in the preparation and dispensing of medications, and general activities in the provision of the Pharmacy service; under direction and supervision of a Pharmacist. The Pharmacy Technician adheres to Cabrini Health policies, procedures and protocols; and all activities are undertaken within the framework of the Mission, Values and Vision of Cabrini and the Behaviours that Matter.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Communicates and co-operates within the department and throughout the hospital.
- Works with other members of the team in a courteous and professional manner.
- Reads all written communication relative to Pharmacy staff.
- Participates in quality activities within the department.
- Attends staff meetings as required.

1.2 Operational Responsibilities

- Attends work in punctual manner according to the published roster.
- Assists pharmacists with dispensing, labelling and packaging of medications.
- Assists with Pharmacy inventory management.
- Performs medication expiry date checking and rotation of stock.
- Performs ward dispensing and charging based on Omnicell activity reports.
- Reconciles scripts owing and assists with preparation of H.I.C. claim. Follows up Medicare and concession numbers and also assists with PBS online.
- Manages drug returns from wards/units.
- Responsible for receipting, invoicing and crediting of pharmacy stock.
- Pre-packs medications as required.
- Attends to general cleanliness and tidiness of the pharmacy department as required including cleaning, decontaminating sterile cabinets and microbiological testing.
- Assists with Schedule 8 and 11 documentation.
- Organises and maintains microbiological testing of clean room in (ACS) Aseptic Compounding Suite.

- Records refrigerator and sterile room pressures daily.
- Assists with the manufacture and delivery of sterile, cytotoxic and extemporaneous preparations.
- Assists with the delivery of medications and sterile preparations.
- Maintains cytotoxic and sterile exposure statistics.
- Co-ordinates stock control for 'clean room garments'.
- Assists with training new staff as required.
- Manages high-cost drug applications as per policy.
- Provides general assistance to the Pharmacists as required/directed.
- Participates in department audit and quality improvement activities as required.
- Participates in the development and review of relevant policies, procedures and protocols.
- Maintains strict confidentiality and adheres to Privacy Guidelines.
- Ensures that drugs are stored safely and appropriately throughout the area of Cabrini's responsibility.
- Notifies the Pharmacist in respect to discrepancies of drug supply especially concerning drugs of dependence or abuse.
- Adheres to all Cabrini and department policies and procedures in the performance of duties.

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Prioritises workload effectively to ensure tasks are completed in a timely fashion.
- Maintains and monitors equipment according to schedules and procedures.
- Assists in maintaining adequate stock levels in the department.

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education.
- Personal application of the Cabrini management performance framework.
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from

the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

The Pharmacy Technician:

- Reports directly to the Director of Pharmacy

Committee Membership

The Pharmacy Technician will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As directed by the Director of Pharmacy

Staff Development

The Pharmacy Technician will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The Pharmacy Technician must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational
May be studying for a relevant Technical Certificate; e.g. Certificate III Health Services (Hospital Pharmacy Technician) or equivalent qualification approved by the Pharmacy Board of Australia.

Registration
- N/A

Experience
- Effective communications skills
- Well-developed organisational skills
- Ability to prioritise tasks
- Demonstrated team, quality and customer service focus
- Demonstrated flexibility and initiative
- Attention to detail and accuracy
- Ability to maintain confidentiality in all matters

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Vision

Our mission

WHO WE ARE
We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE
We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO
We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion
Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.
- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity
We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.
- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love

- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning

We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

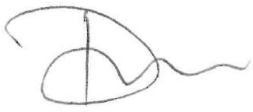
We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:  29 September 2022

Acting Group Director, Medical Services and Clinical Governance. **Date**