

Position Title: Senior Pharmacy Technician (Team Leader) – Operations and Logistics

Campus: Grampians Health Horsham and Stawell

Directorate: Hospitals

Department: Clinical Support Services/Pharmacy Services

Reporting to: Deputy Director of Pharmacy Operations and Logistics (DDoP Ops & Logistics)

Direct Reports: All hospital pharmacy technicians working in (but not limited to) the dispensaries, oncology services, ward services.

Appointment Terms/Conditions:

Classification and Code: Pharmacy Technician Grade 4

Enterprise Agreement: Victorian Public Health and Allied Services, Managers & Administrative Workers (Victoria Public Sector) Enterprise Agreement 2021 – 2025

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The primary purpose of the Senior Pharmacy Technician (Team Leader) is to provide professional leadership to the pharmacy technician workforce, and in collaboration with the dispensary operations team leaders, to provide operational management to the dispensary operations.

The Senior Pharmacy Technician (Team Leader) works closely with senior pharmacists to ensure that pharmacy technician services provided in areas such as: dispensary, procurement, clinical and cancer pharmacy services - are delivered to a high standard and meet the needs and priorities of the department and organisation.

The position is expected to work within the technician roster approximately 80% of their working time.

KEY ACCOUNTABILITIES

Staff Management

- Management and rostering of technicians and support staff in the non-clinical teams at the applicable campus
- In conjunction with the management team, approving leave requests
- Ensuring staff shifts are accurately reflected in Optima (or the current payroll system), after suitable training.
- Involvement in the recruitment of dispensary staff
- Annual Performance Development Reviews of technicians and other appropriate dispensary staff, in conjunction with the leadership team. Involvement of other managers will be especially important for technicians working in specialised areas.
- Assisting with training and supporting staff in generic areas eg. pharmacy processes, communication, interpersonal skills, self-care
- In conjunction with the pharmacy education team and other skilled/experienced staff it is expected that you would be actively involved with staff training, assessment and credentialing (internal and external). This may include students, technicians and some aspects of intern pharmacist training.
- In conjunction with the leadership team and the GH Business Partners you will contribute to all HR aspects of dispensary staffing including position descriptions, contracts, performance management as needed
- Escalation – where needed you would be expected, and supported to, escalate any areas of risk identified to the appropriate GH Leadership Team member.
- You will be expected to contribute to the weekend/public holiday pharmacy technician service.

Member of the Dispensary Leadership Team

- As part of the dispensary operations leadership team, you would lead and model the desired team culture. This will include areas such as teambuilding, engagement and accountability.
- From time to time, you may be requested to represent GH Pharmacy Operations at relevant committees/forums.
- AS far as possible you will ensure the impact on dispensary from others' decisions is considered.
- You may be required to advocate for dispensary resourcing. There may be the occasional need for travel to other GH sites.

Communication

- As the first point of contact you will triage and delegate stock/dispensary/supply/process queries from both internal and external stakeholders
- As is expected by all dispensary leadership team members you will liaise with the clinical team to ensure appropriate 2-way communication on any relevant matters.
- With assistance from the dispensary leadership team, you will coordinate dispensary team or technician meetings.

Process

- You will be actively involved in writing, reviewing, streamlining and updating operational processes including SOPs
- You will oversee the updating of imprest lists in iPharmacy and Sharepoint
- In conjunction with the dispensary leadership team, you are jointly responsible for complying with the legal obligations of the operations area

Quality Improvement Activities

- To ensure the quality of our operational service is maintained you will be involved in auditing our service and quality improvement activities from time to time.
- Errors – you will respond to and communicate back to the team regarding VHIMs (Riskman errors), in conjunction with other members of the operational management team,
- You will identify areas of risk and suggestions for mitigation, as is expected from all team members
- Triaging complaints/errors and compliments.
- Supporting the Health & Safety representative to ensure our OH&S obligations are met, and our staff and patients are kept safe.

External

- From time to time, you may be requested to represent GH Pharmacy Operations at relevant committees/forums.
- You will be encouraged and supported to present at conferences/publications.
- Your active involvement in technician forums eg. SHPA, will be encouraged.

Stock/Financial

- Oversee appropriate systems to ensure fortnightly PBS claim processed and submitted.
- Be aware of and cooperatively manage stock shortages/availability in conjunction with the procurement coordinator.
- Oversee and manage rolling stock checks to ensure accurate stock holding.
- When necessary, assist procurement staff with trouble shooting out of stocks.
- Be involved in the communication to wider GH staff of relevant out of stocks eg. this may involve memo drafting or updating GH Sharepoint.
- Ensure product recall processes are current and observed, in conjunction with other team members.
- Ensure processes for physical S8 and S4D balance checks are completed at decided frequency.
- Ensure process for expiry checks and adherence.
- In conjunction with the operational leadership team, you will have a pivotal role in managing the annual stock take.

IT

- In conjunction with other members of the operational leadership team you will oversee accurate dispensing/medication supply processes including the effective use of iPharmacy
- Delegate the troubleshooting of IT issues in conjunction with IT department when they arise.
- Organise access to GH IT systems for staff as needed.

A key component of this role will be advocating for technicians to increase their scope of practice. Possible future roles may include but not limited to

- Ward based technicians
- Pharmacy Accuracy Checking Technician
- Process redesign
- Manage pharmacy department projects
- BPMH
- Dialysis Support
- Education

You will be invested in increasing the roles and responsibilities of technicians by advocating for and assisting with scoping/planning/training for advanced technician roles at GH.

Additional responsibilities will be delegated, as needed and where appropriate, by the Direct and/or Indirect line managers.

KEY SELECTION CRITERIA

Qualifications and experience

- Successful completion of or commitment to undertake Certificate IV in Health (Hospital Pharmacy Technician) or an equivalent qualification
- At least 5 years' experience as a pharmacy hospital technician with experience in a broad range of roles
- Experience in processing and optimising Pharmaceutical Benefits Scheme claims is desirable
- Experience in inventory management is desirable

Technical/Professional Knowledge and Skills

- Demonstrated ability to utilise a range of computer skills using pharmacy dispensing software applications.
- Knowledge of iPharmacy is desirable

Work Environment

- Effective organisation skills and ability to prioritise workload.
- Demonstrated flexibility and ability to adapt constructively within a busy and dynamic working environment.

Personal attributes

- Demonstrated ability to function with honesty and integrity in a work environment that is dependent upon adherence to legal requirements.
- Commitment to customer service/patient care, and to respond respectfully to consumer enquiries • Demonstrated ability to monitor, evaluate and modify own performance through reflective practice
- Ability to effectively work under pressure.

Interpersonal skills

- Demonstrated effective communication and interpersonal skills.
- Experience in supervision of staff
- Demonstrated leadership and team-building ability

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect 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 socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.