



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Pharmacy Assistant
Classification Code:	AHA 1
LHN/ HN/ SAAS/ DHW:	Statewide Clinical Support Services (SCSS), CALHN, SA Health
Division:	SA Pharmacy
Department/Section / Unit/ Ward:	Pharmacy
Role Created/ Reviewed Date:	July 2018/February 2025
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS)
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

- > Provides assistance in the provision of a comprehensive pharmacy service by supporting the dispensing and distribution of medications and a range of cashier/reception activities for inpatients and outpatients. May be required to assist in the manufacture of pharmaceuticals.
- > The Allied Health Assistant (AHA) level 1 role is primarily a role defined to enable training in the AHA work with the view of progression to AHA level 2 upon successful completion of a relevant Certificate 3, or at the end of 6 months continuous employment, whichever is sooner and on the understanding that the incumbent is not subject to any performance management processes at that time.

Key Relationships/ Interactions:

Internal

- > Reports to the designated supervisor of the area where rostered
- > Interact with Pharmacists, Pharmacy Interns, Pharmacy students, Pharmacy Assistants, Pharmacy Technicians and other Pharmacy Staff
- > Liaises with Medical and Nursing Staff and other health professionals

External

- > General public
- > May interact with pharmaceutical industry suppliers

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Understanding the complexities of working in a multidisciplinary role
- > Ability to deal with contingencies as well as routine work
- > Busy workload within different health care environments

<ul style="list-style-type: none"> > Requirement to undertake specific training relevant to the role and achieve competencies to enable progression to AHA-2 classification > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Support the provision of a professional, comprehensive and efficient Dispensary Service.	<ul style="list-style-type: none"> > To use the pharmacy management software to process prescriptions accurately complying with the Pharmaceutical Benefit Scheme/Special Access Scheme and Clinical Trials, to produce clear and informative dispensing labels using cautionary/advisory statements where appropriate and ensure stock control maintaining stock levels of manufactured products and materials to produce pharmaceuticals, correct transfer of stock between stores, stock is booked out correctly and the removal of damaged or expired stock > To assist with the organisation, interpretation, preparation and dispensing of medication ordered on the prescription of a medical officer (and checked by the Pharmacist on duty), or the requisition of drugs through orders (such as ward orders, medication charts or electronic orders), including controlled drugs and Drugs of Dependence orders. Filing of dispensary records including Drugs of Dependence in compliance with appropriate policies, procedures and legal requirements > In carrying out these tasks may be required to utilise video and tele conferencing to achieve outcomes across sites
General duties and tasks.	<ul style="list-style-type: none"> > To respond to counter and telephone enquiries effectively, providing accurate and appropriate information ensuring confidentiality, considering medico-legal implications and referring to a pharmacist or other health professional when necessary > Assist in the maintenance of a safe work environment ensuring dispensary is clean and tidy. Maintaining adequate stock levels of all Pharmaceuticals, packaging, stationary and consumables > Assist in the preparation and analysis of statistics and reports when required > Assist in the receipt of monies or the billing procedures associated with the supply of medication to outpatients > Undertaking pharmacy courier and/or medication delivery duties as directed > Undertake general administrative tasks as required
Provide a cost effective and timely medication distribution (Imprest) service to areas of the hospital.	<ul style="list-style-type: none"> > To use the pharmacy management software to maintain adequate and appropriate supplies of stock in imprest areas and to ensure that stock is picked correctly > Ensure there is no expired date stock > Maintain and update ward lists on the pharmacy management software and barcodes on the wards to ensure the facilitation of correct restocking of the wards > Assist in the sorting and assessment of returned stock and medication including crediting and destroy or recycle as appropriate in accordance to local procedure
Training & Competency	<ul style="list-style-type: none"> > Actively participate in training programs and competency assessments > Build knowledge through independent learning, attending and contributing to the departments continuing education program

OFFICIAL

	<ul style="list-style-type: none"> > Participation in change management projects and quality improvement programs > Contribute to the education of other staff including pharmacy assistants, pharmacists, pre-registrant pharmacists and students > Achieve satisfactory performance of all AHA-1 tasks and under direct AHA or AHP supervision, and work towards competency in all tasks as required by the workplace AHA-2 role description, and/or complete relevant Certificate level 3 to enable progression to AHA-2 classification
Develop effective relationships	<ul style="list-style-type: none"> > Develop effective relationships through empowering effective communication, motivating and creating a work environment that promotes lifelong learning, diversity, mutual trust and respect > Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies
Promote and achieve quality customer outcomes	<ul style="list-style-type: none"> > Contribute to a quality patient centric medication management environment through promotion, delivery and evaluation of a high quality customer service, customer products and service standards > Be motivated and encourage team members to achieve excellence in service provision to ensure the safe use of medications > Ensure the maintenance of clients' rights and responsibilities including customer/client/family/advocate participation in decision making when appropriate > Provide information and support to consumers and their carers to empower them to take responsibility for their own medication management
Provide assistance in the production of Sterile, Non Sterile and Cytotoxic Pharmaceuticals. (when working within sites that have manufacturing units)	<ul style="list-style-type: none"> > To contribute to the manufacture, repacking and labelling of sterile, non-sterile and cytotoxic pharmaceuticals, following standard operating procedures and ensuring compliance with the Code of Good Manufacturing Practice and Society of Hospital Pharmacists Guidelines. Assemble and package medication with the completed documentation with direct supervision > Participate and comply with Quality Control and Quality Assurance requirements for the area including environmental testing > Cleaning and maintaining of facilities ensuring equipment is maintained in good working order in accordance to standard operating procedures
Increase self-awareness and self-management	<ul style="list-style-type: none"> > Increase self-awareness of own strengths and development needs and act to improve one's performance based on this knowledge and through lifelong learning > Act with integrity by being aware of own behaviour and managing it to have the best possible impact on the behaviours of others > Build skills to manage and prioritise workload
Reconciliation and Cultural diversity	<ul style="list-style-type: none"> > Contribute to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders
Work safely	<ul style="list-style-type: none"> > Make proper use of all safeguards, safety devices and personal protective equipment in undertaking duties > Take reasonable care to protect the health and safety of self and others > Undertake mandatory safety training programs > Participating and engaging in workplace health and safety procedures > Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil– must be eligible and willing to undertake relevant Certificate Level 3 (or above) training

Personal Abilities/Aptitudes/Skills:

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising staff
- > Sound arithmetic skills
- > Sound written communication skills
- > Ability to work in a team and to accept close supervision and direction
- > Good organisation skills, attention to detail and accuracy
- > Ability to use documented resources such as policies and procedures and work instructions to enable safe work practices
- > Ability to communicate effectively with people from a variety of cultural and linguistic backgrounds and experiences
- > Good technical skills and manual dexterity, including keyboard skills and data entry
- > Good public relations skills
- > Physical ability to undertake required duties e.g. to lift (medication cartons), push (trolleys) and squat and reach (stock shelves)

Experience

- > Experience working in a service environment

Knowledge

- > Knowledge of the role of Pharmacy Assistants in SA Pharmacy
- > Knowledge of working within boundaries of patient confidentiality and ethical practice

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Working towards or completion of a relevant qualification [Relevant qualifications include but are not limited to Certificate III or IV in Hospital & Health services pharmacy; Certificate IV in Project Management Practice/Leadership and Management/Business Administration]

Experience

- > Proven experience in a hospital pharmacy or Community pharmacy or related area
- > Experience in operating pharmaceutical production equipment
- > Experience in Computing Systems – Microsoft Windows
- > Experience in a health-related service dealing directly with clients

Knowledge

- > Understanding of stock and inventory management
- > Understanding of the Pharmaceutical Benefits Scheme
- > Basic knowledge of pharmaceutical products and medical terminology
- > Working knowledge of Work Health and Safety practices
- > Knowledge of sound manual handling principles and techniques

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009*.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Some out of hours may be required.
- > May be required to work a roster over 7 days including weekends and public holidays.
- > May be required to participate in rotations through other sections of the Department/Local Health network
- > May be required to work at other SA Pharmacy sites
- > Hours may vary as per departmental roster; Normal working hours between 0600 and 2200hours
- > Some travel may be required; including interstate.
- > Country based staff must; have an unrestricted drivers licence and be prepared to drive on country roads; be prepared to fly in light aircraft
- > May require a health assessment prior to commencement
- > Exposure to restricted carcinogens/cyclophosphamide may occur

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to.

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).*
- > *Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and Determinations of the Commissioner for Public Sector Employment.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued, and respected for their cultural knowledge and lived experiences. Our*

commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.

- > *To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > *Waste Management Policies*
- > *Controlled Substances Act and Regulations*
- > *Pharmacy Act and Regulations*
- > *SHPA practice guidelines*
- > *SA Pharmacy Directives and Guidelines*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards, and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

SA Pharmacy was formed on 1 July 2012, consolidating the publicly managed and operated pharmacy services of the five SA Local Health Networks. The service forms part of Statewide Clinical Support Services (this also include SA Medical Imaging and SA Pathology services). SA Pharmacy is led by the Executive Director SA Pharmacy.

SA Pharmacy is committed to providing a clinically led, cost-efficient, professional pharmacy service. Contemporary pharmacy services involve a range of activities aimed at enhancing the safe and effective use of medicines. These activities include the procurement, supply, manufacture and distribution of medicines, patient-centred clinical pharmacy services and system-wide professional services such as teaching, training and research.

SA Pharmacy Vision:

To provide safe, high-quality and cost effective pharmacy services, delivered by a committed and well supported workforce, to optimise patient outcomes.

SA Pharmacy Mission:

To work innovatively and effectively in the delivery of pharmacy services that:

- > Ensure safe, timely and reliable supply of medicines
- > Minimise the likelihood of medicine-related harm and optimise clinical outcomes
- > Contribute to the sustainability of safe medication use through clinical research, education and training
- > Maintain a safe workplace where staff are supported and valued.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
Respect:	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
Excellence:	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Eleni Labadas

Role Title: General Manager

Signature:

Date: 06/03/2025

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	31/07/18	29/03/2019	Original version.
V2	29/03/2019	30/6/20	Addition of immunisation risk category and immunisation requirement in special conditions.
V3	30/6/20		Updated wording to the Criminal and Relevant History Screening Updated changes under Special Conditions regarding Criminal and Relevant History Screening. Updated changes under General Requirements regarding Children and Young People (Safety) Act 2017 (SA); Relevant Awards, Enterprise Agreements Updated Our Legal Entities to include regional LHNs.
V4	6/10/20	18/05/2021	Updated Immunisation Risk Category from category A to category B
V5	19/05/2021	06/03/2025	Update to the Code of Ethics
V6	06/03/2025		General Requirements and Values Sections Updated