

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Pharmacy Technician
Position Number:	Generic
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Statewide Hospital Pharmacy
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South, South - Virtual Care, North, North West
Reports to:	Lead Pharmacy Technician or supervisory Pharmacist
Effective Date:	February 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Possess or be actively enrolled in Certificate III or IV in Health Services Assistance (Hospital and Community Health Pharmacy Assistance) from a recognised education institution; or</p> <p>Possess or be actively enrolled in Certificate III or IV in Hospital/Health Services Pharmacy Support from a recognised educational institution; or</p> <p>An Associated Diploma from a recognised educational institution, or an equivalent qualification, that is relevant to the work of a Pharmacy Technician.</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	Other qualifications or work experience that is relevant to the position of Pharmacy Technician

- Position Features:** Depending on the region in which the incumbent is based, the term 'site' refers specifically to Royal Hobart Hospital (Southern region), Launceston General Hospital (Northern region) and Mersey Community Hospital and North West Regional Hospital (North West region). For the location South - Virtual Care, the incumbent may be required to work at any Southern Region Virtual Care Hub, or may be required to work at the Royal Hobart Hospital as directed.
- May be required to participate in after-hours oncall work
- May be rostered to work weekend or extended hours services
- Intrastate travel may be required

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide a safe and effective pharmacy service by undertaking a support role in a range of pharmacy activities.

Duties:

1. **Dispense medications:**
 - Prepare medication orders for authorisation by a pharmacist.
 - Dispense the full range of medications to inpatients and outpatients of the hospital, in accordance with all legislative and policy requirements, and where applicable the Pharmaceutical Benefits Scheme (PBS) requirements.
 - Enter and maintain patient information in computer systems, for example allergies.
 - Assess prescriptions for eligibility against the Tasmanian Medicines Formulary and the PBS and act accordingly.
 - Assist with telephone enquiries.
 - Undertake recording for monitored drugs, such as narcotics, special access scheme products, clinical trials, or Section 100 medications.
 - Utilise and maintain an appropriate and safe process for dispensing and self-checking, to ensure the highest possible degree of accuracy.
2. **Compound a range of pharmacy products:**
 - Work in accordance with applicable standards for good compounding practice.
 - Coordinate the ordering and receipt of products from external suppliers.
 - Undertake batch manufacturing and prepacking.
 - Follow safe practices in the handling of hazardous products, ensuring the protection of self, staff, and patients.
 - Train other staff on manufacturing processes.

3. **Compile the PBS claim:**

- Compile prescriptions into the required format for claiming.
- Check prescriptions for compliance with PBS requirements and rectify where possible non-compliant prescriptions.
- Review rejected prescriptions and take steps to rectify the problem.
- Review the claim reimbursement and flag any identifiable differences.
- Provide guidance to, and contribute to, the education of other staff in the hospital about the requirements of a PBS prescription.
- Manage patient enquiries including adjustment of invoices (and re-serialisation in iPharmacy), reimbursements and requests for prescription record forms (PRF).

4. **Reception duties:**

- Receive prescriptions from patients and process them, ready for dispensing.
- Issue dispensed medications to patients and hospital staff.
- Utilise computer systems to record information regarding patients (e.g. concession details) and prescription details.
- Direct telephone calls made to the Pharmacy Department to the appropriate area or staff member within Pharmacy.
- Process telephone requests from patients for further supplies of their medications.
- Process requests from patients for adjustments to invoices.
- Liaise with couriers and other staff to ensure timely transport of medications.
- Apply customer service principles and ensure that the pharmacy is represented in a courteous, professional, and knowledgeable manner.

5. **Inventory management and drug distribution:**

- Process pharmacy orders.
- Pack and dispatch goods.
- Provide a delivery service for pharmaceuticals both to the Pharmacy and to the hospital.
- Ensure correct storage, stock rotation and stock levels.
- Utilise inventory management modules in the Pharmacy IT System and accurately record transactions.

6. **Manage Patients' Own Medications (POMs):**

- Work with Clinical Pharmacists by assisting in the management of POMs.
- Collect POMs from wards.
- Document the POMs stored for each patient.
- Annotate ward and pharmacy documentation to give information on the location and status of POMs.
- Assess the ability for POMs to be re-used at the point of discharge.

7. **Ward-based clinical support work:**

- Work on hospital wards to actively manage the medications held by the ward for each patient. This may include managing medications in drug trolleys, locked bedside drawers or drug cupboards.
- Assess the drug chart for each patient, identifying how medications will be supplied and organising supply if necessary.
- Assess the medications stored for each patient and ensure they are accurate and usable.
- Undertake a preliminary clinical assessment (e.g. drug allergies, or incorrect ordering).
- Produce Consumer Medication Information leaflets and assist with the preparation of patient-specific printed counselling information.
- Contact external care providers to source medication history information.

8. **Applicable to all duties:**

- Must follow the established policies and procedures of the relevant Pharmacy Department, the hospital, and the Department of Health.
 - Must use good judgement to determine whether an issue requires referral to a Pharmacist.
 - Work under the direction of Pharmacists (irrespective of seniority).
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

- The work of Pharmacy Technicians is supervised by Pharmacists, including being directly responsible to the Pharmacist(s).
- Some autonomy is expected, particularly in work that cannot be directly supervised such as ward-based work. Pharmacy Technicians are expected to exercise initiative and professional judgment across the spectrum of responsibilities as well as to judge when to seek advice or direction.
- In general, the Manager of the area will provide day-to-day oversight. For example, the Dispensary Manager, Compounding Manager, Clinical Pharmacy Manager or Stores Manager (or their equivalent).
- All hospital pharmacy services in Tasmania employ Lead Pharmacy Technicians as part of the management structure of Pharmacy. The Lead Pharmacy Technician provides leadership and performance development for this position.
- Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Key Behaviours:

The occupant should endeavour to make the pharmacy workplace a positive environment for all colleagues by:

- a) Creating and fostering an attitude of positivity and teamwork.
- b) Coaching others when needed in a supportive fashion.
- c) Collaborating with a broad range of peers and colleagues.
- d) Demonstrating the commitment and capability of the pharmacy service to improve patient outcomes.
- e) Taking every opportunity to improve the pharmacy workplace and the working lives of other team members.
- f) Being mindful of the needs of others and demonstrating care, compassion, and respect.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Prior relevant work experience, preferably as a Pharmacy Technician in a hospital setting.
2. Experience in dispensing medications in accordance with the requirements of medication funding systems such as the PBS and experience in preparing a PBS claim.
3. An understanding of the principles involved in pharmacy manufacturing.
4. Attention to detail and the ability to follow pre-determined procedures accurately and diligently.
5. An understanding of the impresting system for drug distribution in hospitals.

6. Good interpersonal and communication skills, a customer focus, and the ability to communicate with sensitivity and respect.
7. Knowledge of pharmaceuticals and therapeutics.
8. An understanding of Work Health and Safety legislation and the requirement for safe handling of hazardous pharmaceuticals.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#).