

# Pharmacy Team Redesign – Employee Consultation Report

## 1. Overview

On Tuesday, 3 February, the AWH Pharmacy Team Redesign Change Impact Statement (CIS) proposal was formally announced to staff. Presentations were delivered to both the Albury Pharmacy and Wodonga Pharmacy teams to outline the proposed changes, answer initial questions, and explain the upcoming consultation process.

Throughout the consultation period, six dedicated drop-in sessions were made available to the pharmacy teams to answer questions, encourage discussion, and gather feedback. We are grateful for the high level of engagement and the thoughtful contributions received from team members throughout this process.

Since consultation closed on COB Monday, 23 February, all feedback has been carefully reviewed and considered by the Pharmacy Directors and the People & Culture (P&C) team. This document describes the outcomes of the consultation sessions, with all questions, feedback and responses. It also lists and describes all changes that have resulted from this process.

On Tuesday 10<sup>th</sup> March, a presentation was delivered to the pharmacy team to provide a summary of the proposed changes to the AWH Pharmacy Team Redesign CIS documentation, answer any further questions and explain next steps.

On Wednesday 11<sup>th</sup> March, this document together with the AWH Pharmacy Team Redesign CIS documentation was distributed to the AWH Pharmacy Team and an additional one-week consultation period commenced to allow the team time to review and consider the updated proposal with **final feedback due by COB (5PM) on Wednesday 18th of March 2026.**

## 2. Employee Consultation – Question and Answer Log

The attachment identifies the employee consultation question and answer log and proposed adjustments to the AWH Pharmacy Team Redesign CIS documentation.

Item #	Question	Category	Answer	Further Action Required
1	How will staff feedback will be collected?	Overview	Through meetings, Q&A sessions, and individual discussions, with all feedback logged	No further action required
2	What are the timeframes for the Consultation Stage?	Timeframes	This is dependent on the feedback received from the Pharmacy team, an approximate timeframe, and steps taken during the Consultation Stage can be found in the Pharmacy Team Redesign Presentation.	No further action required
3	How will final decisions be communicated?	Communication	<p>Once the Employee Consultation period closes, all feedback will be carefully reviewed and considered by the Pharmacy Directors and the People &amp; Culture (P&amp;C) team. The Consultation Report will be created, and this will capture questions and answers raised during the consultation, as well as amendments to the original proposal. This will be presented to the pharmacy team during the Employer Response, 14 days after the Employee Consultation period closes.</p> <p>The amendments to the original proposal were presented to the pharmacy team on Tuesday 10 March, 2026. The Consultation Report will be sent via email to the pharmacy team on Wednesday 11 March, 2026 and final feedback on the proposed changes will be requested by COB (5PM) Wednesday 18 March, 2026.</p>	No further action required
4	Can part-time staff apply for the roles?	Recruitment	Yes	No further action required
5	Can casual staff apply for the roles?	Recruitment	Yes	No further action required
6	Who is responsible for aseptic technician training and escalation?	Position Descriptions	The Head Technician will be responsible for technician training, with the Pharmacist Team Leader – Wodonga Campus providing oversight for the Aseptic Training	No further action required
7	What happens if the Head Pharmacy Technician does not have experience in aseptic manufacturing?	Capability	They will receive training in aseptic manufacturing	No further action required
8	Who is responsible for putting away stock at Albury and Wodonga?	Position Descriptions	The Imprest roster line post implementation of Direct Purchase capability	No further action required
9	Will the Head Technician and Deputy be backfilled?	Leave	The Head and Deputy Head will be backfilled for planned leave	No further action required
10	How does the daily huddle / scrum work?	Communication	This will be scoped and designed post Pharmacy Team Redesign consultation, once positions are recruited	No further action required
11	Will Pharmacist Team Leader – Wodonga position rotate?	Position Descriptions	Yes, this position rotates across PBS (dispensary) and ward / teams at the Wodonga campus	No further action required

12	Will Team Leader – Clinical Portfolio positions rotate to Wodonga?	Position Descriptions	Yes, these positions will rotate to ward / teams relevant to the Portfolio	No further action required
13	What service will be delivered for Special Care Nursery (SCN)/Obstetrics (OBS)/ Womens Surgical Unit (WSU)?	Post Pharmacy Team Redesign	Yet to be determined	No further action required
14	Should we add Subacute in the Home (SITH) to the Rehab line?	Organisational Structure	This will be discussed and reviewed post Pharmacy Team Redesign consultation, once positions are recruited	No further action required
15	What is the impact of the clinical services building on SCN?	Post Pharmacy Team Redesign	There is a possible service level increase that may include neonatal TPN; this is yet to be confirmed	No further action required
16	Is the Preceptor FTE new?	Organisational Structure	As part of this Redesign, a position description has been developed for the Lead Pharmacist - Preceptor, with 0.2FTE. This position will be recruited to via an internal recruitment process	No further action required
17	Who is responsible for the roster?	Position Descriptions	The ADDOP Ops and QUM will be responsible for the roster input. The Directors, Team Leader Pharmacists and Head Pharmacy Technician will contribute to roster planning and progression at the regular Roster meetings. This will be discussed and reviewed in more detail post Pharmacy Team Redesign	No further action required
18	What happens if ADDOP Clinical role is vacated and staff are not interested in AMS?	Leave	This will be determined at the time if this happens	No further action required
19	What happens to the AMS backfill for the FTE attached to the ADDOP Clinical	Leave	This will be determined at the time and will be dependent on the duration of the backfill	No further action required
20	What is the expected roster duration - will it be three months, two months or one month?	Roster	This CIS will not introduce any change to roster duration. Any change to roster duration in the future will require a separate CIS process	No further action required
21	What is happening with the Renal Service and funding for a clinical pharmacy service?	Post Pharmacy Team Redesign	This is not part of this CIS	No further action required
22	What happens if the successful applicant is part-time—will the role be split?	Recruitment	Part time staff are encouraged to apply. There will be a merit based selection process. Decision about a split with FTE will occur during recruitment based on merit based offers	No further action required

23	What happens with 0.2FTE AMS role	Change Impact	<p>There is a structural reporting line change from the Director of Pharmacy to the ADDOP - Clinical</p> <p>CIS documentation updated and redistributed to team on 04 February 2026. Changes included:</p> <ul style="list-style-type: none"> <li>- Change to Change Impact Statement, - pg 7 added 'The professional practice reporting lines for Antimicrobial Stewardship Pharmacist (0.2FTE) is proposed to change from the Director of Pharmacy to the Associate Deputy Director of Pharmacy – Clinical'</li> <li>- Change to Organisational Chart - Proposed Pharmacy Structure - pg 5 and pg 6 Antimicrobial Stewardship Pharmacist 0.2FTE added</li> <li>- Proposed Changes to Pharmacy Positions - pg 5, Table 6 Antimicrobial Stewardship Pharmacist 0.2FTE added</li> </ul>	An update has been made to the Change Impact Statement (pg7), Pharmacy Organisational Structure, Proposed Changes to Pharmacy Positions (pg 5 and 6) and Proposed Changes to Pharmacy Positions (pg5) as described in the answer column
24	What happens with the 0.5FTE Medication Safety role	Change Impact	The Medication Safety FTE and responsibilities remains with ADDOP - Ops and QUM role. The 1.0 FTE position will be split into 0.5FTE for the Medication Safety portfolio, and 0.5FTE for leadership responsibilities. This is outlined in the Position Description	No further action required
25	What happens with the 0.6FTE AMS role	Change Impact	The AMS FTE and responsibilities remains with ADDOP - Clinical role. The 1.0 FTE position will be split into 0.6FTE Antimicrobial Stewardship portfolio and 0.4FTE leadership responsibilities. This is outlined in the Position Description	No further action required
26	We ask that you please send through redacted version of the documentation so that we are able to distribute it to our membership for consultation	Unions	A redacted version of the CIS documentation where staff names were removed from Change Impact Statement, Pharmacy Organisational Structure, Proposed Changes to Pharmacy positions was completed and sent to P&C for distribution to the union representative	An update has been made to the Change Impact Statement (pg5), Pharmacy Organisational Structure, Proposed Changes to Pharmacy Positions (pg 3-5) as described in the answer column
27	Is there a difference between the Inventory Technician at Wodonga and the Imprest Technician at Albury?	Organisational Structure	<p>This was unintentional typographical error. The Wodonga Inventory technician should read "Imprest Technician"</p> <p>The Pharmacy Organisational Structure (pg6) will be updated to change "Inventory" technician to "Imprest" technician</p>	An update has been made to the Pharmacy Organisational Structure (pg6) as described in the answer column
28	Does there need to be a change made to the Pharmacy Technician Position Description to remove orders responsibilities, and are there any other changes that need to be made?	Position Descriptions	All pharmacy technicians will need to maintain competency with ordering tasks. This will still be a duty under the existing pharmacy Technician PD as there will be times that these tasks may need to be reallocated	No further action required

29	If we intend to apply for both the Head Pharmacy Technician and Deputy Head Pharmacy Technician position, are separate applications required for each position?	Recruitment	No. The recruitment process for the Head Pharmacy Technician and Deputy Head Pharmacy Technician positions will be grouped, so you will not need to submit multiple applications. This is to ensure the process is as simple and streamlined as possible for applicants.	No further action required
30	If we intend to apply for one of the Team Leader Pharmacist - Clinical Portfolios or Team Leader Pharmacist - Wodonga Campus positions, are separate applications required for each?	Recruitment	No. The recruitment process for these positions will be grouped, so you will not need to submit multiple applications. This is to ensure the process is as simple and streamlined as possible for applicants.	No further action required
31	There appears to be a word missing on page 5 of the CIS — should it read “merit-based expression of...”	Change Impact	Yes, there is a word missing. The correct wording should be “merit-based expression of interest recruitment process.” This will be corrected in the next version of the document.	An update has been made to the CIS (pg 5) as described in the answer column
32	Can the Head Pharmacy Technician be involved in the recruitment process for the Deputy Pharmacy Technician	Recruitment	No, this is because both roles will be recruited at the same time. The Head Pharmacy Technician won't be involved in the selection process for the Deputy role	No further action required
33	Who will be responsible Regionals?	Position Descriptions	The Head Pharmacy Technician will be responsible for regionals post implementation of Direct Purchase capability	No further action required
34	Is the deputy head position responsible for answering phone calls for boh campuses?	Position Descriptions	The details for this will need to be determined post Pharmacy Team Redesign	No further action required
35	Will there be one email for both sites	Post Pharmacy Team Redesign	The details for this will need to be determined post Pharmacy Team Redesign	No further action required
36	Is the Head Pharmacy Technician responsible for HR issues and complaints	Position Descriptions	Yes	No further action required

37	The Lead Pharmacist - Preceptor and Clinical Educator Pharmacist Mental Health position have 0.2FTE non clinical time. As the positions have direct reports, what happens on the other days. Who do they report to and how are issues escalated? How does this information circle back to the Preceptor and MH position?	Organisational Structure	<p>This was an oversight in the original CIS documentation. The Pharmacy Organisational Structure (pg5) will be clarified with updates to the reporting lines and notes section as follows:</p> <p><b>Intern Pharmacists:</b> Interns will report directly to the Team Leader Pharmacist who aligns with their rostered area. They will also have an indirect reporting line to the Preceptor, who will provide assessment, educational oversight, support and guidance throughout the internship year. The organisational chart will be updated to reflect this change.</p> <p><b>Early Career Mental Health Pharmacist:</b> The Early Career Mental Health Pharmacist will have a direct report to the Team Leader Pharmacist – Clinical Portfolio (Medicine and Mental Health). They will also have an indirect report to the Clinical Educator Pharmacist - Mental Health, who will provide support education, development, and clinical guidance. Please note that this fixed term contract position will cease on 30 June 2026</p> <p><b>Clinical Educator Pharmacist – Mental Health</b> The Clinical Educator Pharmacist – Mental Health will change from the Director of Pharmacy or delegate to the ADDOP – Clinical. The position will have no direct reports. The position will have indirect report from the Early Career Mental Health Pharmacist. Please note that this fixed term contract position will cease on 30 June 2026.</p>	An update has been made to the Change Impact Statement (pg 7-8), Pharmacy Organisational Structure (pg5) and the Proposed Changes to Pharmacy Positions as described in the answer column
38	Birthing Unit where does this fit	Organisational Structure	This is not yet determined	No further action required
39	For the Clinical Educator Pharmacist - Mental Health - should this report to the Clinical Education role	Organisational Structure	No. This is a fixed term contract role and terminates on 30 June 2026	No further action required
40	For the Clinical Educator Pharmacist - Mental Health - can this be on the same line as the other TLs	Organisational Structure	No. This is a fixed term contract role and terminates on 30 June 2026	No further action required
41	Should we add AOU, Transit Lounge on the Pharmacy Organisational Structure?	Organisational Structure	AOU no longer exists. Transit Lounge yet to be determined	No further action required
42	What is happening with the Aseptic service	Organisational Structure	The Team Leader Pharmacist - Wodonga Campus will have oversight of the Aseptic manufacturing, training and procedures.	No further action required
43	Should we add Medical Unit 7 to the Pharmacy Organisational Structure?	Organisational Structure	Medical Unit 7 was a temporary service that has recently been stood down. If and when med unit 7 becomes a permanent service the organisational chart will be updated to reflect its permanent status.	No further action required

44	Should we add Theatres to the Pharmacy Organisational Structure?	Organisational Structure	There is no change to the existing pharmacy service to Theatres	No further action required
45	Should we add Renal to the Pharmacy Organisational Structure?	Organisational Structure	There is no change to the existing pharmacy service to Renal	No further action required
46	Pharmacy provide a unit based service to Medical Units however there are also responsibilities based on the medical wards	Organisational Structure	Ward based tasks will be allocated by the Team Leader Pharmacist - Clinical Portfolio (Medicine and Mental Health) post Pharmacy Team Redesign	No further action required
47	Does the mandatory criteria for 5 year hospital experience for the Head Pharmacy Technician and Deputy Head Pharmacy Technician mean that someone with extensive community pharmacy experience will be unable to apply?	Position Descriptions	<p>People and Culture have provided advice, to address this question and to ensure alignment with the requirements of the Award, the following updates have been made to the Position Descriptions follows:</p> <p><b>Head Pharmacy Technician Position Description - Qualifications and Experience - Mandatory section</b></p> <ul style="list-style-type: none"> <li>- Certificate IV in Hospital/Health Services Pharmacy Support (or equivalent) and extensive experience working in pharmacy technician roles</li> <li>- Demonstrated leadership and management experience overseeing pharmacy technician services, including performance management, mentoring, and team coordination with a proven ability to engage and build effective partnerships across all levels (superiors, peers, and junior staff)</li> <li>- Formal qualification in Management, Business Administration, Health Management or equivalent (external or internal program), or working towards the same with a demonstrated commitment to complete within 12 months of appointment</li> </ul> <p><b>Head Pharmacy Technician - Qualifications and Experience - desirable section</b></p> <ul style="list-style-type: none"> <li>- Extensive pharmacy technician experience that may include a combination of community and hospital experience, that includes a minimum of 5 years' hospital pharmacy technician experience</li> </ul> <p><b>Deputy Head Pharmacy Technician Position Description - Qualifications and Experience - Mandatory section</b></p> <ul style="list-style-type: none"> <li>- Certificate IV in Hospital/Health Services Pharmacy Support (or equivalent) and has relevant pharmacy experience working in pharmacy technician roles</li> </ul> <p><b>Deputy Head Pharmacy Technician Position Description - Qualifications and Experience - Desirable section</b></p> <ul style="list-style-type: none"> <li>- Significant pharmacy technician experience that may include a combination of community and hospital experience, with a total of 10 years pharmacy technician experience overall</li> </ul>	An update has been made to the qualifications and experience section of the Head Pharmacy Technician Position Description and the Deputy Head Pharmacy Position Description as described in answer column

48	The Certificate IV is no longer funded. How do we support staff to complete this course as this is a mandatory requirement for the position	Position Descriptions	While the Certificate IV qualification is no longer supported through the previous funding stream, staff may still apply for professional development funding to assist with costs associated with completing the course. This should be discussed during your PDP (Performance and Development Plan) meeting, where available funding options and potential support pathways can be explored	No further action required
49	Will the Deputy Head Pharmacy Technician hold a position on the Pharmacy Leadership Team	Organisational Structure	This was an oversight in the original documentation. The Deputy Head Pharmacy Technician has been removed from the Pharmacy Leadership Team structure (Pharmacy Organisational Structure pg 4). The Deputy Head Pharmacy Technician acts as a proxy member of the Pharmacy Leadership Team (PLT) on behalf of the Head Pharmacy Technician and will collaborate, advise and assist the Directors and the other members of the PLT to ensure services are contemporary, efficient, effective and responsive to the needs of the Pharmacy Department and AWH	An update has been made to the organisational structure (pg 4) as described in the answer column
50	Questions about the ADDOP roles	Position Descriptions	<p>The following is a summary of questions and concerns raised about the ADDOP roles:</p> <p>Q: Are the ADDOP roles permanent? A: Yes</p> <p>Q: Where will the ADDOP be based? A: Direct availability is important and noted</p> <p>Q: The PD references responsibility for day-to-day leadership and optimal resource allocation: Does this include daily roster changes? A: Daily operational decisions will be shared between the Team Leaders and the ADDOP Clinical role, who will make the final call on priorities for the day. Unplanned daily roster updates will be likely be made by the ADDOP Ops and QUM (to be confirmed).</p> <p>Q: How will this be managed on AMS days, particularly regarding availability and support for Team Leaders? A: This still requires further discussion, however we envisage that ADDOP Clinical will be available for the morning scrum meetings.</p> <p>Q: How will 1:1 sessions between ADDOPs and Team Leaders be structured and how frequently will they occur? A: The frequency and structure are still being finalised, but regular, planned 1:1s will occur and will focus on operational oversight, development, and performance expectations.</p> <p>Q: How will ADDOPs support Team Leaders' clinical development? A: Some elements will be supported by ADDOPs and other development may require further offsite support. This will be outlined in the strategic plan, along with short, medium and long-term capability goals. Support may include secondments, observational opportunities, and other professional development to be resolved at a later time</p>	No further action required

51	Further questions raised about the ADDOP roles	Position Descriptions	<p>Q: Staff raised diversity and inclusion concerns regarding the ADDOP appointment process</p> <p>A: leadership acknowledged this feedback and the broader staff sentiment</p> <p>Q: Staff raised questions about key priorities</p> <p>A: Post Pharmacy Team Redesign the focus will be on building a clear vision, strategic plan, strong performance culture, and improved accountability across leadership groups. Leadership pathways remain open, and Team Leader roles will be key to operational performance and future development as the structure continues to evolve.</p>	No further action required
52	Questions about the Team Leader roles	Position Descriptions	<p>How will Team Leader performance be monitored, supported and reviewed? 1:1 through performance management, come back to strategic plan, objectives and individual objectives, customised approach to achieve this action. Expectation of "horizon scanning", and the Team Leader Pharmacists and Directors will do this on a regular basis</p>	No further action required

<b>Campus</b>	Albury and Wodonga Campus
<b>Department</b> (if applicable)	Pharmacy
<b>Program</b>	Pharmacy Team Redesign
<b>Brief Description of the Change proposal</b>	<p>This proposal outlines changes to the structure and reporting lines for the AWH Pharmacy Department. The current flat structure of the department is no longer fit for purpose.</p> <p>It is essential given the size, scope and complexity of services delivered by the AWH Pharmacy Department, that an organisational structure fit for purpose and closely aligned with the AWH Strategic Plan 2024-2028 is deployed to underpin and support the delivery of care, the pharmacy team and the organisation both now and into the future.</p> <p>This change is designed to advance pharmacy service delivery, provide a supportive structure that aligns with contemporary practice standards and peer organisations. It will enable dedicated resources that will drive workforce capability, professional growth, career progression and deliver excellence in patient care.</p> <p>Key elements of the new structure will include:</p> <ul style="list-style-type: none"> <li>• Creation of new roles</li> <li>• Dissolution and redeployment of a number of existing vacant positions</li> <li>• Changes to reporting lines</li> </ul> <p>The new roles will be:</p> <ul style="list-style-type: none"> <li>• 2.0 FTE Associate Deputy Directors of Pharmacy</li> <li>• 3.0 FTE Team Leader Pharmacists – Clinical Portfolios</li> <li>• 1.0 FTE Team Leader Pharmacist – Wodonga Campus</li> <li>• 0.2 FTE Lead Pharmacist – Preceptor</li> <li>• 0.8 FTE Clinical Education Pharmacist</li> <li>• 0.8 FTE Clinical Informatics Pharmacist</li> <li>• 1.0 FTE Head Pharmacy Technician</li> <li>• 1.0 FTE Deputy Head Pharmacy Technician</li> </ul> <p><b>There will be no job losses in this restructure.</b></p>

<p><b>Current Situation</b></p>	<p>The Pharmacy Department currently operates under a flat leadership structure with only a Director of Pharmacy and a Deputy Director of Pharmacy. This structure places an unsustainable burden on both roles, as they are required to manage a large number of direct reports, currently 56 head count (42.74FTE), oversee day-to-day operations, workforce and strategic priorities. It does not meet key strategic pillars of the AWH Strategic Plan 2024–2028, to empower our team to grow and develop, provide safe connected care, service excellence, and innovation. The absence of dedicated senior leadership for the two core streams - Clinical Services and Logistics, creates significant challenges. These streams are inherently complex and require specialized oversight at the Director level to function effectively.</p> <p>The service lacks specialised clinical Team Leaders and Portfolio leads for education, informatics, preceptor programs, Wodonga campus and technician workforce development. These responsibilities currently sit with existing Directors that are already stretched beyond capacity. There is no structured onboarding or upskill program that is accountable, reproducible, and reportable. The service does not have a residency program or a robust credentialing framework. Service delivery lacks consistency, which results in shortfalls in patient care and operational performance. These gaps contribute to staff burnout and create negative cultural impacts, that results in poor staff retention and challenges with recruitment and attracting staff. As a result, the service has become cumbersome and inefficient. It struggles to respond quickly to changing demands and lacks the agility needed to adapt to the rapidly changing hospital and patient requirements.</p> <p>Pharmacy services are unique within hospital operations because they combine patient-facing clinical care with critical supply chain management. This dual complexity requires a modern structure that provides clear accountability, dedicated leadership for each stream and specialised roles to support clinical leadership, education, digital transformation and workforce development.</p> <p>Feedback from recent team survey reinforces the need for structural change:</p> <ul style="list-style-type: none"> <li>• Only 7% of pharmacists have completed a formal advanced pharmacy program (foundation residency program, now known as AdPha Resident Program)</li> <li>• 25% of pharmacy staff rated their overall onboarding experience as poor to fair, and 35% neutral</li> <li>• 45% of pharmacy staff indicated they do not have a clear understanding of their career path or progression opportunities within the department</li> <li>• 80% of pharmacy staff had not heard about a 1:1 framework</li> </ul> <p>The current structure cannot deliver regular one-on-one support, structured training, credentialing, mentoring or regular performance</p>
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	<p>development. With the entire team reporting into one resource and continued growth in team size the structure is no longer fit for purpose.</p> <p>The restructure is a fundamental requirement to address these issues and must proceed with immediate implementation to support service delivery, reduce risk, and provide a stronger, safer and more connected workplace that delivers safe, sustainable and high-quality pharmacy services.</p>
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<p><b>Proposed Situation</b></p>	<p>The proposed Pharmacy Restructure introduces a strategic and transformative structure designed to strengthen leadership support, enhance career development opportunities and deliver consistent on-the-ground leadership and service delivery. This restructure aligns with the core strategic pillars of the AWH Strategic Plan:</p> <ul style="list-style-type: none"> <li>• Safe connected care</li> <li>• Empowered teams</li> <li>• Regional leadership</li> <li>• Sustainable services</li> </ul> <p>Reporting lines will be streamlined and new roles introduced alongside updates to existing positions through reclassification, regrading, or revised responsibilities, creating a modern, responsive structure that supports both workforce and operational needs.</p> <p>The new roles will be:</p> <ul style="list-style-type: none"> <li>• 2.0 FTE Associate Deputy Directors of Pharmacy</li> <li>• 3.0 FTE Team Leader Pharmacists – Clinical Portfolio</li> <li>• 1.0 FTE Team Leader Pharmacist – Wodonga Campus</li> <li>• 0.2 FTE Preceptor Lead Pharmacist</li> <li>• 0.8 FTE Clinical Education Pharmacist</li> <li>• 0.8 FTE Clinical Informatics Pharmacist</li> <li>• 1.0 FTE Head Pharmacy Technician</li> <li>• 1.0 FTE Deputy Head Pharmacy Technician</li> </ul> <p>Dedicated specialised Team Leader Clinical Portfolio positions will be embedded into clinical areas to ensure timely clinical decision making, foster teamwork, provide clinical supervision and ensure operational oversight. This approach creates clear accountability and improves consistency of service provision to patients.</p> <p>The restructure addresses critical gaps in onboarding, education and mentoring by introducing dedicated Clinical Education Pharmacist to deliver structured orientation, education and skills development programs. Team members will have access to tools and guidance to grow professionally and achieve specialisation aligned with AdPha and ANZCAP frameworks. Key initiatives already underway include:</p> <ul style="list-style-type: none"> <li>• Establishment of the Pharmacy Education and Training Team (PETT) to lead structured education programs</li> <li>• Accreditation to commence a Residency Program, with implementation dependent on the delivery of this Restructure</li> <li>• Training and development of two ClinCAT assessors to support regular assessment and guidance of staff</li> </ul> <p>Patients will benefit from accessible pharmacy leaders who combine clinical expertise with leadership to enable safe, efficient and high-quality pharmacy services.</p>
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In addition, New Head Pharmacy Technician and Deputy Head Pharmacy Technician roles will provide structured support for the technician workforce and streamline procurement processes. Dedicated resources for Clinical Informatics will enable data-driven decision-making, optimise workflows, and enhance patient safety through advanced digital solutions. A Lead Pharmacist - Preceptor role will provide support and guidance to Pharmacist Interns to ensure they receive consistent support as they progress through their internship year.

The change will be implemented with no job losses and funded through existing department budget. No staff will be required to reapply for their current position. Vacant positions will be utilised to support the re-designed structure, ensuring optimal use of resources. All but two roles are intended to be filled by existing AWH Pharmacy staff through a merit-based expression of interest recruitment process. It is the deliberate intent of this proposal that all roles are filled.

Two current positions will be dissolved and redeployed to ensure continuity, retain expertise in clinical governance and recognise significant experience at level:

- Medication Safety Pharmacist (0.5FTE) – this position will be dissolved and redistributed to the Associate Deputy Director of Pharmacy - Operations and Quality Use of Medicines (ADDOP - Ops and QUM) position. The incumbent to the Medication Safety role will be redeployed into the ADDOP - Ops and QUM role.
- Antimicrobial Stewardship Pharmacist (0.6FTE) – this position will be dissolved and redistributed to the Associate Deputy Director of Pharmacy – Clinical (ADDOP – Clinical) position. The incumbent to the AMS 0.6FTE will be redeployed into the ADDOP Clinical role.

This restructure provides a stronger, safer, and more connected workplace that delivers consistent, high-quality pharmacy services and supports sustainable workforce development.

**Please refer to the following for further details:**

- **Annex 1 Pharmacy Organisation Structure**
- **Annex 2 Summary of Proposed Changes**

The **Associate Deputy Director of Pharmacy (ADDOP)** positions will work alongside the Deputy Director and Director of Pharmacy to support the strategic direction of the department and will provide an escalation point for the clinical and operation portfolios. The ADDOP Clinical position is responsible for driving the development, operational delivery, and continuous improvement of the clinical pharmacy services, and will oversee the co-ordination and governance of education and training, research and clinical trials,

staff management and the Antimicrobial Stewardship (AMS) portfolio. The ADDOP positions will report directly to the Deputy Director of Pharmacy (DDOP) and will assume membership on the Pharmacy Leadership Team (PLT). The ADDOP Operations and Quality Use of Medicines position will provide strategic oversight and management of the operational services that includes dispensing, procurement, compounding and distribution, as well as the technician workforce, staff management, roster management, payroll, clinical informatics and the Medication Safety Portfolio.

The **Team Leader Pharmacist – Clinical Portfolio** will provide dedicated support for clinical pharmacists across key portfolio areas Emergency and Critical Care, Medicine and Mental Health and Surgical, Women’s and Children’s. These positions will play a critical role in the development of clinical expertise, clinical skills and specialisation. Each position will rotate within the portfolio to ensure expertise is maintained and current across each of the clinical areas within their specialty. The role will deliver real time feedback and evaluation to clinical pharmacists as they rotate through different roles and portfolios. The department will invest 0.2FTE in these roles as a dedicated resource to optimise team member support and experience. Each Team Leader role will entail 0.8FTE dedicated to clinical responsibilities, and 0.2FTE non-clinical time dedicated to team support, professional development and service improvement. These roles will be supported further with the investment of 0.2FTE to backfill the Team Leader to provide team support and leadership responsibilities. The Team Leaders will also work closely with the Clinical Education Pharmacist to ensure consistent professional practice and supervision through validated professional frameworks. The Team Leaders will report directly to the ADDOP – Clinical and will assume membership on the PLT.

The **Clinical Education Pharmacist (CEP)** will lead and co-ordinate the delivery of the education and training portfolio within the Pharmacy Department and will ensure the development of a skilled, adaptable and future ready pharmacy workforce. This role will spearhead the development and implementation of a sustainable, scalable, high-quality education and training strategy and holistic program that aligns with the organisation and department goals, supports patient centred care and excellence in clinical practice. The CEP is an integral member of the Pharmacy Education and Training Team (PETT) and will be accountable to the PETT and ADDOP - Clinical. The CEP will assume membership on the PLT.

The **Clinical Informatics Pharmacist (CIP)** will oversee the clinical information systems portfolio within the Pharmacy Department to ensure the safe, effective and efficient use of pharmacy related digital systems and technologies at Albury Wodonga Health. This includes any digital systems such as dispensing applications, pharmacy automation, medication management, electronic medical record and related hardware, software, and integration. The CIP will

report to the ADDOP– Ops and QUM and will assume membership on the PLT.

The **Team Leader Pharmacist (TLP) – Wodonga Campus** will lead and coordinate pharmacy services delivered by the Wodonga-based pharmacy team and provides oversight of the Wodonga Pharmacy premises in accordance with relevant legislation and Victorian Pharmacy Authority Standards and Guidelines. The role will be responsible for the day-to-day operations for the Wodonga dispensary, will have indirect reports from clinical pharmacists who are rostered to the Wodonga campus, and will be a secondary manager to the pharmacy technicians when they rotate to the Wodonga campus. This position will rotate across all roles at Wodonga and will provide senior leadership support to the Wodonga campus. The position will also ensure appropriate oversight, governance and procedures are developed, maintained and implemented for the aseptic compounding, and other services at the Wodonga campus. The department will allocate 0.2FTE backfill to support non-clinical time for leadership responsibilities. The TLP – Wodonga Campus will report to the ADDOP– Ops and QUM and will assume membership on the PLT.

The **Lead Pharmacist - Preceptor (LPP)** will be responsible for assessment, educational oversight, support and guidance throughout the internship pharmacist year and are required to deliver the onsite training program in accordance with the Australian Health Practitioner Regulation Agency (AHPRA) Pharmacy Board of Australia Intern Pharmacist and Preceptor Guide. The Preceptor Lead will regularly assess and provide feedback on the knowledge, skills and performance of the intern throughout the training period and will assist the internship pharmacists with exam preparation. The department will allocate 0.2FTE backfill to support non-clinical time for leadership responsibilities. The LPP will report to the ADDOP – Clinical and work under the strategic guidance of the PETT.

The professional practice reporting lines for **current Clinical Pharmacists** is proposed to change from the Deputy Director of Pharmacy to the new Team Leader positions and will be based on the roster at the time. The position description for Clinical Pharmacists will be updated to reflect this change.

The professional practice reporting lines for **Antimicrobial Stewardship Pharmacist (0.2FTE)** is proposed to change from the Director of Pharmacy to the Associate Deputy Director of Pharmacy – Clinical. The position description for Antimicrobial Stewardship will be updated to reflect this change.

The reporting lines for **Intern Pharmacists** will change from the Deputy Director of Pharmacy to the Team Leader – Clinical Portfolio pharmacists depending on the roster. The intern pharmacists will have an indirect reporting line to the Lead Pharmacist - Preceptor for

assessment, educational oversight, support and guidance throughout the internship year.

The **Early Career Mental Health Pharmacist** reporting line will change from the Director of Pharmacy or delegate to the Team Leader Pharmacist – Clinical Portfolio (Medicine and Mental Health). The Early Career Mental Health Pharmacist will also have an indirect report to the Clinical Educator Pharmacist – Mental Health. Please note that this fixed term contract position will cease on 30 June 2026. The position description for Early Career Mental Health Pharmacist will be updated to reflect this change.

The **Clinical Educator Pharmacist – Mental Health** will change from the Director of Pharmacy or delegate to the ADDOP – Clinical. The role will have an indirect report from the Early Career Mental Health Pharmacist. Please note that this fixed term contract position will cease on 30 June 2026. The position description for Clinical Educator Pharmacist - Mental Health will be updated to reflect this change. The position description for Clinical Educator Pharmacist - Mental Health will be updated to reflect this change.

The **Head Pharmacy Technician (HPT)** is a senior pharmacy technician, primarily responsible for procurement, supply chain management and stock control for both sites. This position will have direct reports from the Deputy Head Pharmacy Technician and Pharmacy Technicians. In addition, the position will be responsible for training of new staff and upskilling existing staff. The position will rotate to both sites, to ensure Pharmacy Technicians are well supported at each location. The department will allocate 0.2FTE backfill to support non-clinical time for leadership responsibilities. The HPT will report to the ADDOP– Ops and QUM and will assume membership on the PLT.

The **Deputy Head Pharmacy Technician (DHPT)** will also be a senior pharmacy technician, will be the first point of contact at both campuses for phone enquiries and will be trained in administration and triage to ensure enquiries are responded to based on urgency. This will minimise interruptions to the dispensary staff, reducing the risk of medication errors from unnecessary interruptions. The Deputy Head Pharmacy Technician will be trained in the core responsibilities of the Head Pharmacy Technician role and will be critical to support continuity of service during periods of leave. The DHPT will report to the HPT and will assume membership on the PLT.

A key dependency for the technician leadership roles will be the successful implementation of the Direct to Purchase (DTP) model. The DTP model will streamline imprest supply processes by enabling the warehouse to pack and distribute imprest stock directly to AWH pharmacy – ready for delivery to the ward and eliminates double handling and improves overall efficiency. A key benefit of DTP is the centralisation of unpacking tasks to the Pharmacy Technician - Imprest role at each campus, which reduces duplication of unpacking and repacking across two roles. As a result, procurement activities

	<p>will be managed by a single role, the <b>Head Pharmacy Technician</b>, rather than duplicated across two Pharmacy Technician – Order roles, and the frequency of orders can be streamlined and reduced. These changes will free up technician time, and capacity to undertake leadership, training and quality improvement activities.</p>
<p><b>Benefits of proposed change</b> (Cost Savings, etc.)</p>	<ul style="list-style-type: none"> <li>• <b>Operational Efficiency:</b> real time decision making to ensure efficient, safe and high-quality pharmacy services</li> <li>• <b>Onboarding and Education:</b> improved orientation, structured education and training, and implementation of competency frameworks led by a Clinical Education Pharmacist</li> <li>• <b>Professional Development and Support:</b> on the ground leadership for each portfolio, that includes Team Leaders across clinical portfolios, Wodonga campus, Technician Leads, and Preceptor Lead to enable timely and individualised support, mentorship, skills development and professional growth</li> <li>• <b>Portfolios and Specialisation:</b> Improved alignment to medical specialties supporting specialisation within portfolios that will support service advancement and enhance high-quality service delivery, patient care and clinical governance</li> <li>• <b>Career Pathways:</b> Improved staff development pathways from early career to advanced practice roles - clear progression, and increased career opportunities for staff</li> <li>• <b>Contemporary leadership structure:</b> improved structure to support service growth across all units, delivery of modernised pharmacy services and alignment with practice standards</li> <li>• <b>Patient Care:</b> portfolio leaders embedded at point of care to support real time clinical decision making and individualised support and development of team members to enhance patient care and the delivery of high quality pharmacy services</li> <li>• <b>Strategic Alignment:</b> supports AWH strategic goals, Albury Wodonga Regional Hospital project and ANZCAP recognition and credentialing programs</li> </ul>

<p><b>Potential effects on employees</b></p> <p>Could include, but not exclusive to:</p> <ul style="list-style-type: none"> <li>• EFT increases or decreases</li> <li>• Shift or penalty changes</li> <li>• Location changes</li> <li>• Should include a list of employees who are potentially impacted</li> <li>• Potential impact on workload</li> <li>• Other potential safety or wellbeing impacts on employees.</li> </ul>	<p>The proposed restructure will create new opportunities for career progression, specialisation, and leadership, offering clearer pathways and stronger support for professional growth.</p> <p>Employees may experience changes to reporting lines, responsibilities, or work practices as the department transitions to a more structured model. To support this, comprehensive communication, tailored onboarding, and training as part of individualised professional development plans will be provided.</p> <p>Please refer to Annex 1 for position-by-position summary indicating whether each role is a new position or subject to a change in title, responsibility, reporting line, or other structural adjustment.</p> <p>These measures aim to provide transparency to staff, minimise disruption and ensure all staff feel informed, supported, and empowered throughout the change process.</p> <p>The restructure has been designed to ensure workload is managed effectively without placing additional burden on staff who are not successful in securing leadership roles. Key measures include;</p> <ul style="list-style-type: none"> <li>• <b>ADDOP roles:</b> these positions will absorb their existing portfolio responsibilities as part of their expanded leadership scope. No additional work will be redistributed to existing team members</li> <li>• <b>Team Leader Pharmacists:</b> Each Team Leader will have 0.2 FTE allocated for leadership duties, with dedicated 0.2FTE backfill to cover their clinical responsibilities during leadership time. This ensures continuity of patient care and prevents workload gaps.</li> <li>• <b>Clinical Education Pharmacist and Clinical Informatics Pharmacist:</b> both these roles will have dedicated 0.8FTE and their substantive clinical pharmacist positions will be advertised and backfilled to maintain service delivery.</li> <li>• <b>Lead Pharmacist – Preceptor (LPP):</b> The LPP will have 0.2FTE dedicated to preceptor tasks, with dedicated 0.2FTE backfill to cover their clinical responsibilities during preceptor time.</li> <li>• <b>Head Pharmacy Technician (HPT):</b> The HPT will consolidate two existing orders roles (Albury and Wodonga) into one streamlined position. To support leadership responsibilities, 0.2 FTE backfill will be provided to cover procurement responsibilities during leadership time.</li> <li>• <b>Deputy Head Pharmacy Technician (DHPT):</b> This role is designed to provide operational support and continuity and will reduce interruptions to dispensary staff to assist with workload distribution.</li> </ul> <p>To classify and to avoid doubt the FTE count for technicians will remain consistent will not changing.</p> <p>These measures ensure that leadership responsibilities are supported by dedicated time and backfill, and that staff who do not</p>
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	<p>move into leadership roles will not be expected to absorb additional work.</p>
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<p><b>Wellbeing &amp; Safety impacts on employees (including Occupational Violence &amp; aggression implications for employees)</b></p> <p>Where an OHS, safety, wellbeing or OVA is identified, a risk assessment of the potential effects of the changes on health and safety of employees should be undertaken in consultation with HSR's and the proposed mitigation actions which will be implemented to prevent such effects.</p>	<p>As we transition to a new department structure, we recognize the potential for this change to be unsettling and affect employees differently.</p> <p>Alan Tuxford (Director of Pharmacy) <a href="mailto:alan.tuxford@awh.org.au">alan.tuxford@awh.org.au</a> and Angela Tarn (Deputy Director of Pharmacy) <a href="mailto:angela.tarn@awh.org.au">angela.tarn@awh.org.au</a> are available to answer staff questions during the consultation process.</p> <p>In addition, support outside the team is available from:</p> <ul style="list-style-type: none"> <li>• AWH Health and Wellbeing team - <a href="mailto:employee.wellbeing@awh.org.au">employee.wellbeing@awh.org.au</a></li> <li>• Acacia – AWH Employee Assistance Program which provides external confidential professional counselling to all staff at no cost – available 24/7 - call 1300 364 273</li> </ul>
<p><b>Measures to mitigate effects on employees</b></p> <p>Outline the measures which will be taken to mitigate or avert the effects of the proposed change.</p>	<ul style="list-style-type: none"> <li>• <b>Transparent Communication:</b> Regular updates through meetings, emails, and Q&amp;A sessions to keep staff informed and engaged throughout the process</li> <li>• <b>Consultation and Feedback:</b> Opportunities for staff to provide input and raise concerns, ensuring voices are heard and considered</li> <li>• <b>Training and Development:</b> Comprehensive training for new roles, systems, and responsibilities, including leadership and portfolio-specific skills as part of individualised professional development plans.</li> <li>• <b>Transition Support:</b> Dedicated time and resources for onboarding into revised roles, that includes mentoring and shadowing where appropriate</li> <li>• <b>Workload Management:</b> Provision of backfill (e.g., 0.2 FTE) to enable non-clinical time for leadership responsibilities and minimise undue workload pressure.</li> <li>• <b>Career Pathway Clarity:</b> Clear documentation of career opportunities, specialisation options, and credentialing pathways aligned with AdPha and ANZCAP frameworks</li> <li>• <b>Wellbeing Support:</b> Access to P&amp;C and employee assistance programs during the change period</li> </ul>

<p><b>Communication Plan - Notification to affected employees on proposed change.</b></p> <p>Including notification that any affected employee will have the right to have a representative including a Union Representative or support person.</p>	<p>Email communication and the opportunity for individual or team meetings will be held with the affected employees or teams:</p> <ul style="list-style-type: none"> <li>• Clinical Pharmacists</li> <li>• Antimicrobial Stewardship Pharmacists</li> <li>• Emergency Department Pharmacist</li> <li>• Medication Safety Pharmacist</li> <li>• Pharmacy Technicians</li> </ul> <p>This will provide opportunity to understand the proposal in addition to the provision of the Change Impact Statement and provide a response based on this understanding.</p>
<p><b>Learning and Development Plan for effected employees</b></p> <p>Consideration of whether employees will need to be retrained due to the proposed changes?</p>	<p>Staff transitioning into reclassified or new roles will receive appropriate support, a review of training needs will be conducted and a training plan put in place as part of their learning and professional development requirements.</p>
<p><b>Effect of the proposed changes on other AWH services, employees, Departments or locations?</b></p>	<p>The proposed changes are expected to have minimal impact on other services or locations. Improved structure and leadership will support skills progression and specialisation within the pharmacy department which is likely to enhance cross-department collaboration and improve safety.</p> <p>The change will be closely monitored and supported by People and Culture and the Director of Pharmacy.</p>

<p><b>Timeframes and dates for proposed changes</b></p> <p>In line with the relevant EBA /Award Clause around consultation design a communication timetable not exclusive to:</p> <ol style="list-style-type: none"> <li>1. Steps</li> <li>2. Phase</li> <li>3. Action</li> <li>4. Timeframe (dates)</li> </ol> <p><i>Include any details of staff / union consultation conducted to this date.</i></p>	<p>This Change Impact Statement will be provided to affected employees and sent to the following on Tue 03 Feb.</p> <ul style="list-style-type: none"> <li>• Health Services Union</li> <li>• Professional Pharmacists Australia</li> </ul> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #cccccc;">Detail</th> <th style="background-color: #cccccc;">Date Option 1</th> </tr> </thead> <tbody> <tr> <td>1.(a) Relevant unions forwarded a copy of the Change Impact Statement (b) Communicate the changes to staff</td> <td>Tue 03 Feb (Date)</td> </tr> <tr> <td>2. Written response from employees and/or union</td> <td>Tue 17 Feb</td> </tr> <tr> <td>3. Employee consultation period</td> <td>Staff Presentations - Tue 3 Feb  Q&amp;A Drop in Sessions - Wed 4 Feb - Tue 10 Feb - Wed 11 Feb</td> </tr> <tr> <td>4. Further employer response (including consideration of alternative proposal from Employees or union where relevant)</td> <td>7-14 days post Employee Consultation</td> </tr> <tr> <td>5. Follow up communications with employees</td> <td>14 days post Further Employer Response</td> </tr> </tbody> </table>	Detail	Date Option 1	1.(a) Relevant unions forwarded a copy of the Change Impact Statement (b) Communicate the changes to staff	Tue 03 Feb (Date)	2. Written response from employees and/or union	Tue 17 Feb	3. Employee consultation period	Staff Presentations - Tue 3 Feb  Q&A Drop in Sessions - Wed 4 Feb - Tue 10 Feb - Wed 11 Feb	4. Further employer response (including consideration of alternative proposal from Employees or union where relevant)	7-14 days post Employee Consultation	5. Follow up communications with employees	14 days post Further Employer Response
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	<ul style="list-style-type: none"> <li>• Present employee consultation feedback</li> <li>• Confirm any changes to the proposal.</li> <li>• Confirm implementation date or further employee consultation period in required.</li> </ul>	
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<p><b>Attachments</b></p> <p>Include any other written material relevant to the reasons for the proposed change (such as consultants reports), excluding material that is Commercial in Confidence or cannot be discussed under privacy legislation.</p>	<p>Pharmacy Organisation Structure Proposed Changes to Pharmacy Positions Pharmacy Education and Training Team Terms of Reference Proposed Position Descriptions for the following:</p> <ul style="list-style-type: none"> <li>• Associate Director of Pharmacy – Clinical</li> <li>• Associate Director of Pharmacy – Operations and QUM</li> <li>• Team Leader Pharmacist – Clinical Portfolio</li> <li>• Team Leader Pharmacist - Wodonga Campus</li> <li>• Clinical Education Pharmacist</li> <li>• Clinical Informatics Pharmacist</li> <li>• Lead Pharmacist - Preceptor</li> <li>• Head Pharmacy Technician</li> <li>• Deputy Head Pharmacy Technician</li> </ul>
<b>Prepared by:</b>	Ange Tarn Alan Tuxford
<b>Position:</b>	Deputy Director of Pharmacy Director of Pharmacy
<b>Date:</b>	24/11/2025
<b>Contact details:</b>	<a href="mailto:Angela.tarn@awh.org.au">Angela.tarn@awh.org.au</a> and <a href="mailto:alan.tuxford@awh.org.au">alan.tuxford@awh.org.au</a>

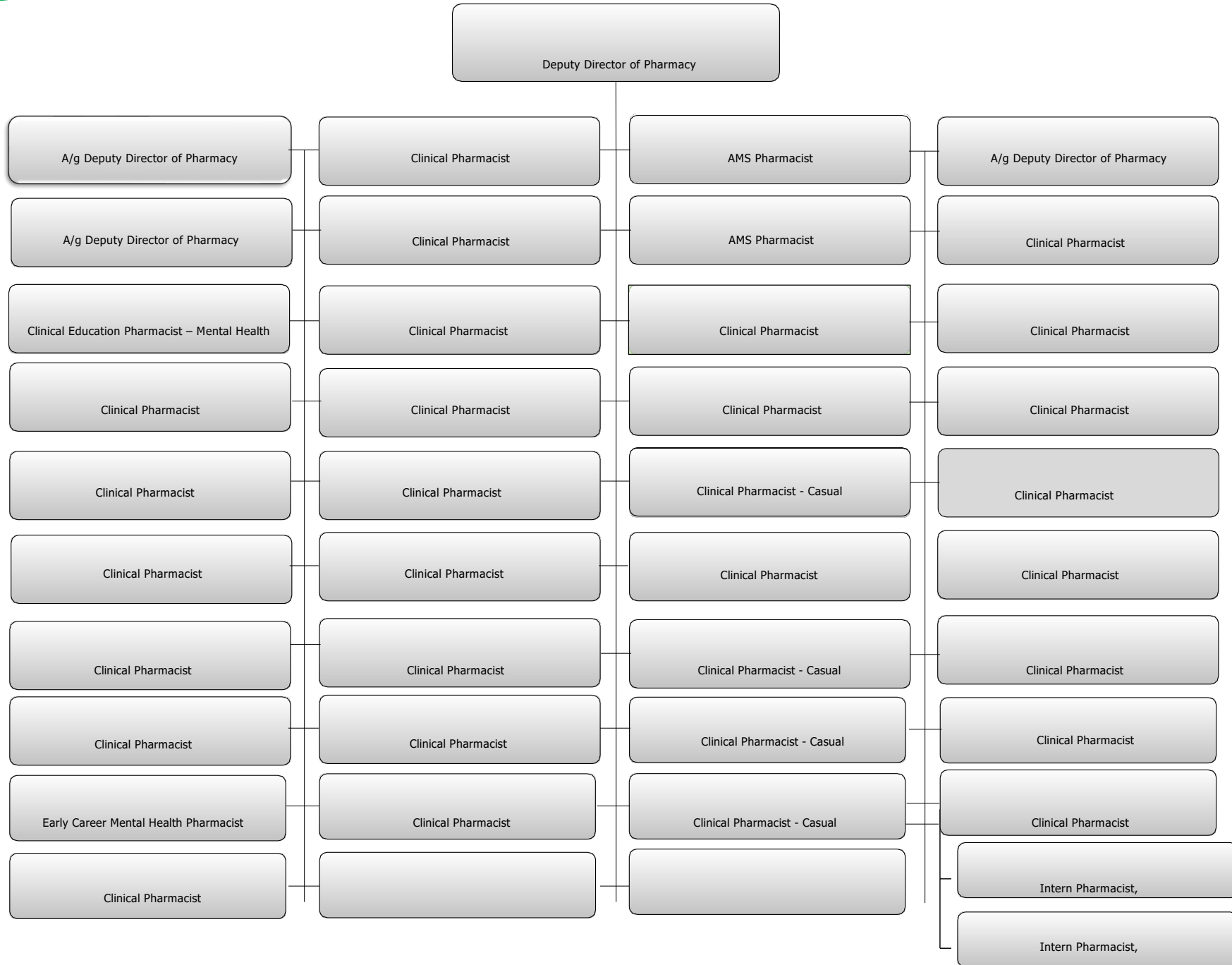
## CURRENT PHARMACY STRUCTURE

Director of Pharmacy, Pharmacy Leadership



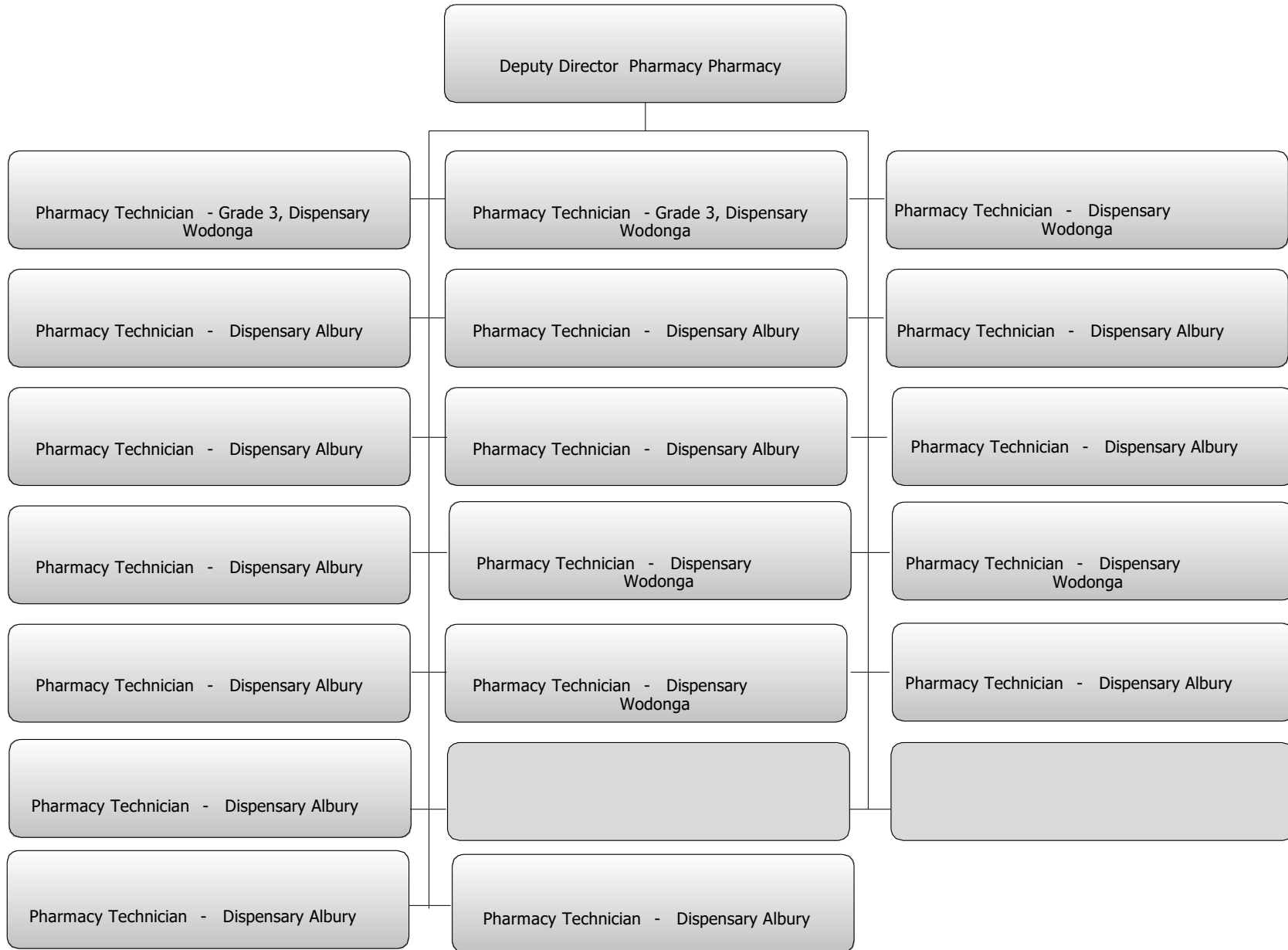
# CURRENT PHARMACY STRUCTURE

## Deputy Director of Pharmacy, Clinical Pharmacists



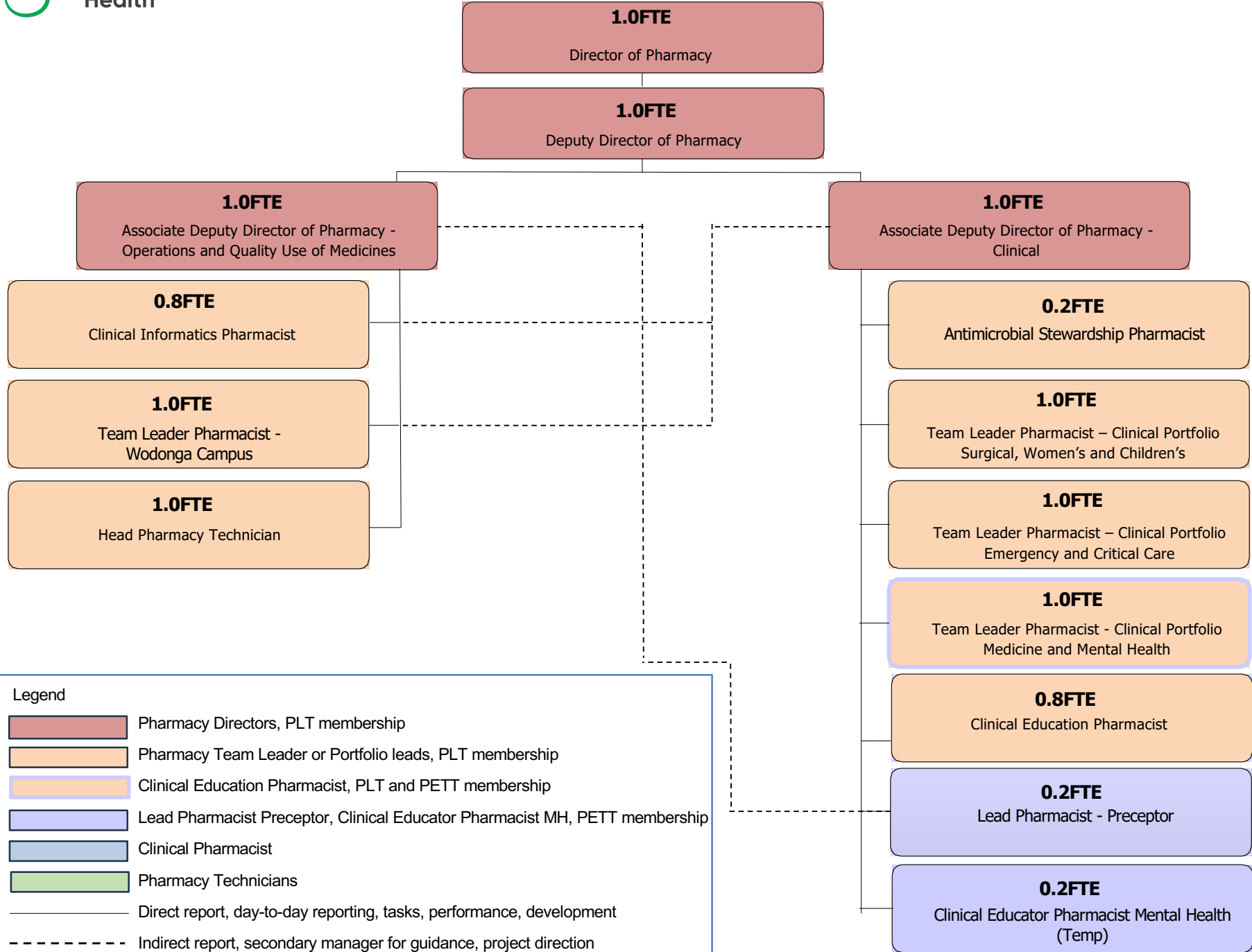
## CURRENT PHARMACY STRUCTURE

### Deputy Director of Pharmacy, Pharmacy Technicians



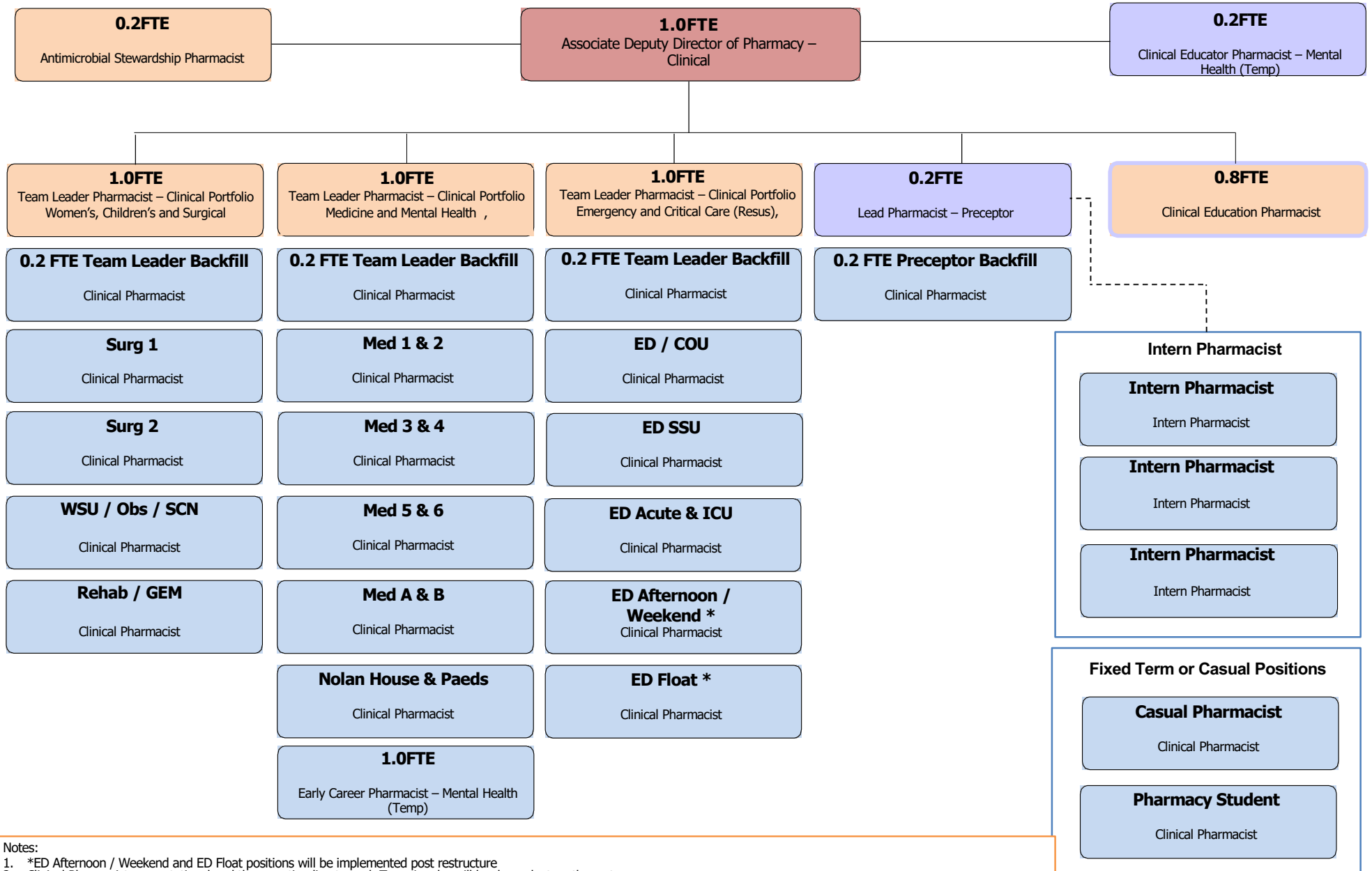
# PROPOSED PHARMACY STRUCTURE

Director of Pharmacy, Pharmacy Leadership



# PROPOSED PHARMACY STRUCTURE

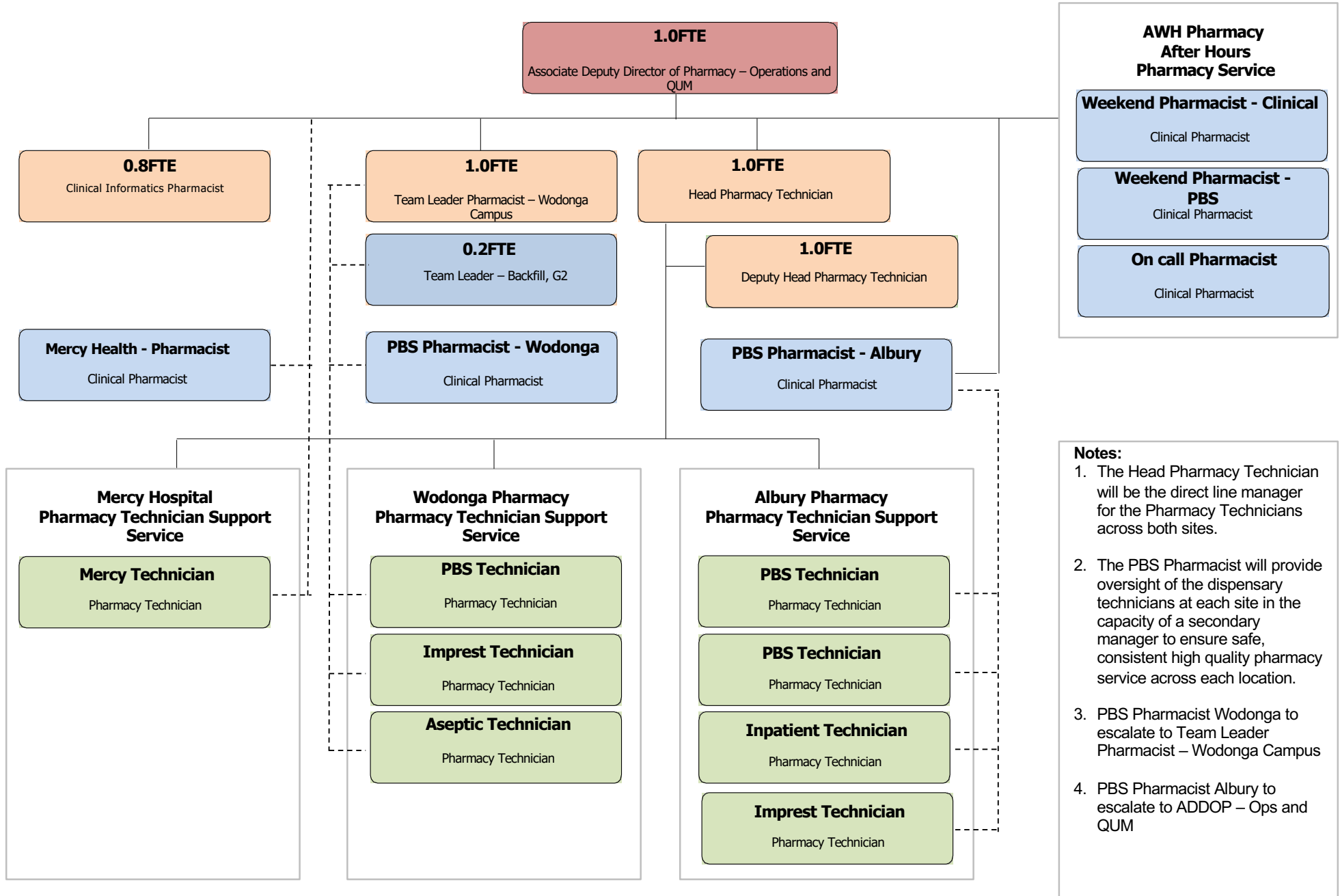
## Associate Deputy Director of Pharmacy – Clinical



- Notes:**
- \*ED Afternoon / Weekend and ED Float positions will be implemented post restructure
  - Clinical Pharmacists are rotational and the reporting line to each Team Leader will be dependent on the roster
  - Intern Pharmacists will have a direct reporting line to each Team Leader Pharmacist that will be dependent on the roster and an indirect reporting line to the Lead Pharmacist – Preceptor
  - Early Career Pharmacist – Mental Health (MH) will have a direct reporting line to the Team Leader Pharmacist – Medicine and Mental Health and an indirect reporting line to the Clinical Educator Pharmacist – Mental Health (note both the Early Career Pharmacist – MH and the Clinical Educator Pharmacist – MH are fixed term positions that will cease on 30 Jun 2026)

# PROPOSED PHARMACY STRUCTURE

## Associate Director of Pharmacy - Operations and QUM



**Notes:**

1. The Head Pharmacy Technician will be the direct line manager for the Pharmacy Technicians across both sites.
2. The PBS Pharmacist will provide oversight of the dispensary technicians at each site in the capacity of a secondary manager to ensure safe, consistent high quality pharmacy service across each location.
3. PBS Pharmacist Wodonga to escalate to Team Leader Pharmacist – Wodonga Campus
4. PBS Pharmacist Albury to escalate to ADDOP – Ops and QUM

## Annex 2 – Summary of Proposed Changes

### Overview

This document outlines the proposed changes to the organisational structure of the AWH Pharmacy Department. It provides a position-by-position summary indicating whether each role will be:

- Dissolved and redeployed
- Created from redeployment
- Created through an upgrade
- Introduced as a new position
- Subject to changes in reporting lines or
- Removed from the structure

The aim is to provide clear visibility of the impact across the department and support transparency throughout the consultation process. Where applicable, incumbents affected by the proposed changes are identified, or when a position group is affected, the term 'all' and the position title has been used. A summary of all proposed changes is presented below.

This document should be read alongside the Change Impact Statement – Pharmacy Restructure and the updated Organisational Chart. Together, these resources provide a full picture of the proposed changes and how they support our shared vision to deliver excellence in pharmacy services through collaboration, innovation, and a supportive work environment that fosters growth, specialisation, and opportunities for career development for every team member.

### Proposed Changes to Positions

**Table 1: Positions Created from Upgrades**

No	Position Title (Grade)	FTE	Summary of Proposed Change	Filled or Vacant	Incumbent Affected
1.	Team Leader Pharmacist (TLP) - Clinical Portfolio  Grade 3 Pharmacist (NSW)	3.0	<b>Create</b> new TLP - Clinical Portfolio role, with direct reports from Clinical Pharmacists, intern pharmacist that is dependent on the roster. The Team Leader Pharmacist responsible for the Medicine and Mental Health portfolio will also have a direct report from the Early Career Mental Health Pharmacist. (Note this temporary fixed term contract position will cease on 30 June 2026). Reporting to the ADDOP – Clinical  Clinical Portfolios include:	Vacant	Nil  Position to be advertised

			<ul style="list-style-type: none"> <li>Emergency and Critical Care</li> <li>Medicine and Mental Health</li> <li>Surgery, Women's and Children's</li> </ul> <p><b>Upgrade</b> 3.0FTE G2 Pharmacist to G3 Pharmacist following successful appointment</p>		
4.	<p>Team Leader Pharmacist (TLP) -Wodonga Campus</p> <p>Grade 3 Pharmacist (NSW)</p>	1.0	<p><b>Create</b> new TLP – Wodonga Campus with no direct reports. Indirect reports from Clinical Pharmacists, intern pharmacists and Pharmacy Technicians for day-to-day operations at the Wodonga campus. Reporting to ADDOP Ops and QUM for operations and HR, and indirect report to ADDOP – Clinical for ANZCAP or clinical issues</p> <p><b>Upgrade</b> 1.0FTE G2 Pharmacist to G3 Pharmacist following successful appointment</p>	Vacant	<p>Nil</p> <p>Position to be advertised</p>
5.	<p>Lead Pharmacist - Preceptor (LPP)</p> <p>Grade 3 Pharmacist (NSW)</p>	0.2	<p><b>Create</b> new LPP role with no direct reports. Indirect reports from intern pharmacists. Reporting to ADDOP Clinical</p> <p><b>Upgrade</b> 0.2FTE G2 Pharmacist to G3 Pharmacist following successful appointment</p>	Vacant	<p>Nil</p> <p>Position to be advertised</p>
5.	<p>Head Pharmacy Technician (HPT)</p> <p>Grade 4 Technician (NSW)</p>	1.0	<p><b>Create</b> new HPT role with direct reports from Deputy Head Pharmacy Technician (DHPT) and pharmacy technician team. Reporting to ADDOP Ops and QUM</p> <p><b>Upgrade</b> 1.0FTE G2 Pharmacy Technician (Orders role, Albury campus) to G4 Pharmacy Technician following successful appointment</p>	Vacant	<p>Nil</p> <p>Position to be advertised</p>
6.	<p>Deputy Head Pharmacy Technician (DHPT)</p> <p>Grade 3 Technician (NSW)</p>	1.0	<p><b>Create</b> new DHPT role with no direct reports. Reporting to HPT</p> <p><b>Dissolve and upgrade</b> 1.0FTE G2 Pharmacy Technician (Orders role, Wodonga Campus) to G3 Pharmacy Technician following successful appointment</p>	Vacant	<p>Nil</p> <p>Position to be advertised</p>

**Table 2: Positions Created as New Positions**

No	Position Title	FTE	Summary of Proposed Change	Filled or Vacant	Incumbent Affected
1.	Clinical Education Pharmacist (CEP)  Grade 3 Pharmacist (NSW)	0.8	<b>Create</b> new CEP role, with no direct reports. Reporting to ADDOP - Clinical	Vacant	Nil  Position to be advertised
2.	Clinical Informatics Pharmacist (CIP)  Grade 3 Pharmacist (NSW)	0.8	<b>Create</b> new CIP role, with no direct reports. Reporting to ADDOP Ops and QUM	Vacant	Nil  Position to be advertised

**Table 3: Positions to be Dissolved and Redeployed**

No	Position Title	FTE	Summary of Proposed Change	Filled or Vacant	Incumbent Affected
1.	Antimicrobial Stewardship Pharmacist	0.6	<b>Position dissolved and redeployed</b> to Associate Deputy Director of Pharmacy – Clinical (ADDOP – Clinical)	Filled	Yes
2.	Clinical Pharmacist	0.4	<b>Position dissolved and redeployed</b> to ADDOP – Clinical	Filled	Yes
3.	Medication Safety Pharmacist	0.5	<b>Position dissolved and redeployed</b> to Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines (ADDOP – Ops and QUM)	Filled	Yes
4.	Clinical Pharmacist	0.5	<b>Position dissolved and redeployed</b> to ADDOP – Ops and QUM	Filled	Yes

**Table 4: Positions Created from Dissolved and Redeployed**

No	Position Title	FTE	Summary of Proposed Change	Filled or Vacant	Incumbent Affected
1.	ADDOP - Ops and QUM  Grade 4 Pharmacist (VIC)	1.0	<b>Create</b> new ADDOP – Ops and QUM role with direct reports from Team Leader Pharmacist Wodonga Campus, Clinical Informatics Pharmacist, and Head Pharmacy Technician. Reporting to the Deputy Director of Pharmacy (DDOP)	Vacant	Redeploy Medication Safety 0.5FTE / Clinical Pharmacist 0.5FTE incumbent into this role
2.	ADDOP – Clinical  Grade 4 Pharmacist (VIC)	1.0	<b>Create</b> new ADDOP – Clinical role with direct reports from Team Leader Pharmacist – Clinical Portfolio, Clinical Education Pharmacist and Lead Pharmacist Preceptor. Reporting to the DDOP	Vacant	Redeploy Antimicrobial Stewardship Pharmacist 0.6FTE / Clinical Pharmacist 0.4FTE into this role

**Table 5: Positions to be dissolved and deleted**

No	Position Title	FTE	Summary of Proposed Change	Filled or Vacant	Incumbent Affected
1.	Clinical Pharmacist	3.53	Restructure - convert into other positions	Vacant	Nil
2.	Pharmacy Assistant	0.63	Restructure - convert into other positions	Vacant	Nil

**Table 6: Changes to Reporting Lines**

No	Position Title	FTE	Summary of Proposed Change	Filled or Vacant	Incumbent Affected
1.	Clinical Pharmacist	All	Reporting line will shift from Deputy Director of Pharmacy (DDOP) to Team Leader Pharmacist, depending on the roster at the time.	Filled	All Clinical Pharmacists

2.	Pharmacy Technician	All	Reporting line will shift from Deputy Director of Pharmacy (DDOP) to Head Pharmacy Technician.	Filled	All Pharmacy Technicians
3.	Clinical Educator Pharmacist – Mental Health	0.2FTE	Reporting line will shift from Deputy Director of Pharmacy (DDOP) to ADDOP – Clinical.  No direct reports. Indirect report from Early Career Mental Health Pharmacist.	Filled	Yes
4.	Antimicrobial Stewardship Pharmacist	0.2FTE	Reporting line will shift from Director of Pharmacy to ADDOP – Clinical.	Filled	Yes
5.	Intern Pharmacist	3.0FTE	Reporting line will shift from Deputy Director of Pharmacy to Team Leader Pharmacist, depending on the roster at the time.	Filled	Yes
6.	Early Career Mental Health Pharmacist	1.0FTE	Reporting line change from the Director of Pharmacy or delegate to the Team Leader Pharmacist – Clinical Portfolio (Medicine and Mental Health).  Indirect report to the Clinical Educator Pharmacist – Mental Health.	Filled	Yes

**Role:**

The Pharmacy Education and Training Team (PETT) oversees the orientation, training, and education of pharmacists, pharmacy technicians, intern pharmacists, and pharmacy students at AWH. As a key part of the pharmacy department, the PETT helps the department meet its goals, which align with the core pillars of the AWH strategic plan:

- Safe connected care
- Empowered teams
- Regional leadership
- Sustainable services

The PETT is dedicated to equipping pharmacy staff with the tools, resources, and training needed to uphold high standards of clinical pharmacy practice. The PETT strives to support excellence in patient care, pharmacy services and individual growth and improvement. The PETT is committed to offering assistance and opportunities for staff to enhance their skills, enabling them to obtain credentialing from governing bodies such as AdPha ANZCAP. The mission of the PETT is to develop a collaborative and supportive high-performance culture with a growth mindset.

**Functions:**

**Orientation**

- Ensures the onboarding process for new pharmacy staff (pharmacists, technicians & interns) is up to date and well supported
- Check in with newly hired staff to ensure they understand their role and responsibilities and feel they are adequately supported to meet these responsibilities

**Intern Training Program (ITP) and Resident Training Program (RTP)**

- Develop, oversee, and provide support for the Intern Training Program & Pharmacist Residency Training Program
  - Manage the selection and enrolment of interns into the AWH ITP & residents into the RTP
  - Allocation of Residents to Mentors and Preceptors
  - Review the progress of Interns and Residents quarterly, to provide support and recommendations or take remedial action where needed

- Advise the Director of Pharmacy of any additional funds and resources required to support the management of the programs
- Undertake and/or coordinate quality improvement activities to evaluate and improve the ITP and RTP. This may include, but is not limited to:
  - Evaluation of the program content for quality and currency
  - Collect and respond to Intern & Resident Feedback
  - Identify areas of learning development across the department that may be incorporated into the Residency Manual
- On behalf of the department, liaise with accrediting agencies such as Advanced Pharmacy Australia (AdPha), Monash, or The Pharmaceutical Society of Australia on issues related to the RTP and ITP
- Identify and engage with appropriate staff members for the development of intern or residency material
- Coordinate change management activities to assist the department in implementing the ITP and RTP

#### **Upskilling**

- Develop, maintain and oversee an upskilling process for current members of staff
- Develop and maintain a milestone tracking tool to guide staff through the upskilling process
- Provide support for staff working through the established upskilling process
- Endorse staff who have completed upskilling packages
- Evaluate and provide constructive feedback on other upskilling processes (e.g. Emergency Department training modules) developed within the department to ensure consistency and effectiveness

#### **Education and clinical procedures**

- Provide opportunities for pharmacists to advance their education and training through the AWH Pharmacist residency training program.
- Provide opportunities for pharmacists to advance their education and training through the ANZCAP independent program
- Provide opportunities for technicians to advance their education and training by supporting them to complete Certificate IV in Hospital Pharmacy Support
- Coordinate education and learning opportunities through weekly education sessions, grand rounds, and encourage staff to attend AdPha seminars, events etc

- Collaborate with doctors, nurses, and allied healthcare professionals to provide joint education sessions
- Provide support and education to clinical staff via regular AdPha ClinCATs and adhere to the AWH ClinCAT schedule
- Review current processes and practices and provide advice and suggestions to the medication safety pharmacist and Pharmacy Leadership Team (PLT) when appropriate
- Review updates to Standards of Practice (or other governing bodies' releases) and determine if changes need to be made to any current AWH Pharmacy processes, policies or procedures

#### **Leadership and Advice**

- Encourage a culture of continuous improvement by involving pharmacy staff in research, audits, and quality improvement projects
- Collect feedback from staff to assess the effectiveness of orientation, credentialing process, ClinCATs, and the intern and residency programs
- Regularly review training outcomes to ensure alignment with the evolving needs of the pharmacy service and Albury Wodonga Health
- Establishes annual goals and objectives that align with the department's strategic priorities and the requirements of the ITP/RTP
- The PETT will ensure that its members are well-equipped to carry out their roles and responsibilities. PETT members will receive the necessary support and resources to help them succeed in these tasks
- Serves as a two-way liaison between pharmacy staff and pharmacy directors
- Keep the Pharmacy Leadership Team (PLT) informed about team members' successes and provide constructive feedback for staff who need additional support or development
- Escalates the hospital's dynamic needs to the Pharmacy Leadership Team (PLT), to ensure they are informed of any changes or challenges that may impact operations and patient care
- Provides advice and support to the Pharmacy Leadership Team (PLT) on all matters within clinical scope, offer valuable insights, strategic recommendations, and ensure the alignment of clinical practices with departmental goals and patient care standards

#### **Reporting and Communication Relationships:**

The Pharmacy Education and Training Team (PETT) provides monthly reports to the Pharmacy Leadership Team (PLT)

**Membership:**

**Executive Members:**

- Associate Deputy Director of Pharmacy (Clinical Services) - Chair
- Residency Training Program Lead
- Clinical Education Pharmacist - Secretary
- Intern Training Program Preceptor
- Clinical Unit Team leaders
- Residency Training Program Preceptors
- Head Pharmacy Technician(s)

**Non-Executive Members:**

- ClinCAT assessors – by invitation
- Residency Training Program Mentors – by invitation
- Residency Candidates – by invitation
- Intern Pharmacists – by invitation

Members may represent more than one role (e.g. Clinical Unit Team leaders may also be a residency mentor or preceptor).

The committee may invite other attendees, at the Chair's discretion.

**Quorum:**

A quorum is to comprise half the Executive Committee members (or their delegates) plus 1 (5 of 8 executive members)

In the case of absence, voting on agenda items that requires decision may be made out-of-session (see below).

**Meeting Frequency:**

Fortnightly from February 1<sup>st</sup> to November 30<sup>th</sup>.

**Evaluation Frequency:**

The frequency of the Committee will be evaluated annually.

**Frequency for Review of Committee Performance and Terms of Reference:**

Annually.

**Agenda / Minutes:**

A copy of the agenda and minutes are saved to the AWH Pharmacy Sharepoint by the Secretary.

Minutes and an action list will be prepared and distributed to members within 48 hours of the meeting.

The Secretary will circulate the meeting papers 7 days in advance of the meeting wherever possible. To facilitate this, requests for the agenda should be submitted to the Secretary 2 weeks before the meeting.

**Approvals**

Approval of Agenda items requires a quorum.

**Out of Session Approvals:**

Out-of-session approvals are to be coordinated by the Secretary at the direction of the Chair and require a quorum for approval.

**Conflicts of interest:**

Real or perceived conflicts of interest in relation to a Committee decision will be declared by Committee members as business arises during meetings. If deemed appropriate by the Chair, members will be excused for the duration of the discussion related to the real or perceived Conflict.

**Out of Session Approvals:**

From time to time, the Committee will discuss material that may be sensitive. Material that is confidential will be marked on the agenda. It is an expectation that Committee members will treat this material in confidence and not share its contents beyond the Committee or PLT.

In general, discussion of Committee business beyond meetings will be encouraged so that all members of staff may be appropriately informed about the program.

**TERMS OF REFERENCE  
PHARMACY EDUCATION AND TRAINING TEAM**



**Annexes:**

**Related AWH Documents:**

**Accreditation Standards:**

**Other Relevant Information:**

**References:**

**Contact Point**

**In consultation with:**

**TITLE / POSITION:**

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**CHANGES FROM PREVIOUS DOCUMENT:**

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**THIS SECTION FOR CORPORATE RECORDS OFFICE USE ONLY**

<b>Approved by Executive / Delegate:</b>	<b>Date Approved:</b>	<b>SharePoint Location:</b>
<b>Responsible Department:</b>	<b>Date for Review:</b>	<b>Linked Documents:</b>
Pharmacy		
<b>Version No:</b>	<b>Original Approval Date:</b>	<b>Previously Named As:</b>
1		Same

# POSITION DESCRIPTION

<b>Position Title:</b>	Associate Deputy Director of Pharmacy – Clinical
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Pharmacist Grade 4, Year 5 (VIC), Pharmacy Grade 4, Year 2 (NSW)
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' Pharmacists (State) Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

## OUR PURPOSE

*Together, we advance the health and wellbeing of our community.*

## OUR COMMITMENTS

We foster a **unified** culture of safety, inclusion, and learning.

We are **kind**, compassionate and supportive of each other, our consumers, and partners.

We are **trustworthy**, accountable, and transparent in our actions and communication.

We are **respectful** of others, actively listen, and are collaborative, consistent, and reliable.

We are visionary, **optimistic** and inspire solutions to support a healthier future.

## ROLE SUMMARY / PURPOSE

### Overview

The Associate Deputy Director of Pharmacy – Clinical (ADDOP - Clinical) will lead the Clinical Pharmacy Directorate (the Directorate) at Albury Wodonga Health. This senior leadership role is responsible for driving the development, operational delivery, and continuous improvement of the clinical pharmacy services. The Directorate also encompasses the co-ordination and governance of education and training, research and clinical trials, staff management and will lead the Antimicrobial Stewardship (AMS) portfolio. The role requires advanced capability to lead, influence and collaborate effectively across multidisciplinary teams to deliver high-quality, patient-centred pharmacy services aligned with departmental and organisational priorities.

This 1.0 FTE position is structured as:

- 0.4 FTE dedicated strategic leadership, operational oversight, and service development of the Directorate
- 0.6 FTE dedicated to the AMS portfolio, reflecting the significant scope, and governance responsibilities required to lead the AMS pharmacy service across the organisation

## Operations

The ADDOP - Clinical will lead and coordinate Directorate pharmacy services and will work in close collaboration with the Pharmacy Directors and Pharmacy Leadership Team (PLT) to ensure the efficient, and innovative service delivery. The role will develop, implement and evaluate service provision and operations aligned with organisational priorities and evidence-based practice.

The ADDOP – Clinical will provide day-to-day leadership of the Directorate team to ensure optimal resource allocation and delivery of effective pharmaceutical care. This includes recruitment, retention, performance and professional development. The role maintains robust procedures, data systems and reporting frameworks to support performance monitoring and continuous improvement. The role also oversees Pharmacy Education and Training, Pharmacy Research and Clinical Trials, financials, innovation and service development for the Directorate.

In addition to Directorate-wide responsibilities, the ADDOP – Clinical holds direct responsibility for the Antimicrobial Stewardship (AMS) portfolio, to optimise the use of antimicrobials, minimise resistance to antimicrobials, and ensure safe, cost-effective prescribing to improve patient outcomes. The role is expected to excel in this area, lead AMS-related research initiatives, and contribute to the development of innovative, data-driven strategies that enhance antimicrobial governance across the organisation.

The role will be required to travel and work across the various AWH campuses. Detailed responsibilities for Directorate pharmacy services and Antimicrobial Stewardship are outlined in the *Key Responsibilities* section.

## Leadership

The ADDOP - Clinical will take a prominent and proactive role in the development and implementation of the department strategic plan, quality improvement initiatives, and performance monitoring to ensure pharmacy services remain innovative, effective and patient-centred. The ADDOP - Clinical will report to the Deputy Director of Pharmacy (DDOP), and as a key member of the Pharmacy Leadership Team (PLT) works collaboratively with the Directors and the other members of the PLT to ensure pharmacy services are aligned with departmental and organisational priorities.

## KEY RESPONSIBILITIES

### Lead and Coordinate Directorate Pharmacy Services

- Lead and coordinate Directorate pharmacy services in collaboration with Pharmacy Directors and the Pharmacy Leadership Team (PLT) to ensure efficient, effective, and innovative service delivery
- Provide high-level leadership, oversight and support of all Directorate pharmacy services provided to the patients and clients at Albury Wodonga Health
- Act as the primary escalation point for complex or critical operational issues that impact service delivery
- Design, implement, and continuously improve advanced pharmacy services that are evidence-based, innovative and aligned with departmental and organisational priorities
- Oversee and redesign workflows, models of care and governance frameworks to ensure services are consistent, safe and responsive to patient needs
- Ensure compliance with Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards
- Identify, design and implement strategic initiatives and quality improvement activities that utilises evidenced based and data driven insights to improve and enhance pharmacy service delivery
- Optimise resource allocation and skill mix to ensure service continuity within clinical governance frameworks
- Manage clinical and operational risk across the Directorate, implement proactive risk mitigation strategies and ensure compliance with governance frameworks
- Provide clinical pharmacy services and support to other services within the Pharmacy Department as required

- Demonstrate initiative, accountability and enthusiasm - identify opportunities for improvement, follow through on commitments, and motivate others in everyday practice

### **Lead and Manage Team Members**

- Provide day-to-day provision of all pharmacy services and team members in Directorate to ensure optimal resource allocation and delivery of effective pharmaceutical care
- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Lead and support team members through mentoring, career progression and scheduled 1:1 sessions focused on performance and wellbeing
- Provide strategic advice to the Director of Pharmacy (DOP) and DDOP based on operational, legal and performance matters
- Collaborate with the PLT, to provide expert input into the departmental roster to ensure:
  - Efficient and effective pharmacy service delivery
  - Optimal resource allocation and skill mix to meet service delivery requirements
  - Effective succession plan capability and career progression
  - Support for education, and upskill programs
- Contribute and assist with recruitment activities for the Directorate, with oversight from the DDOP. This includes development and maintenance of position descriptions, requisitions for recruitment advertisements, onboarding and orientation, skill development, and retention strategies
- Oversee leave management and ensure all team members have planned and regular annual leave to support wellbeing, prevent burnout and maintain service coverage
- Ensure all team members have completed mandatory training and annual performance reviews
- Partner with DDOP, DOP and People and Culture to address industrial relation matters and manage staff performance constructively and fairly
- Ensure all pharmacists maintain AHPRA registration and meet professional standards
- Ensure all Occupational Health and Safety requirements are met

### **Performance and Governance**

- Develop, maintain and refine the Directorate Pharmacy Service Plan and associated model(s) of care, to ensure alignment with departmental strategic and operational plans
- Lead the co-design, implementation and continuous improvement of the Directorate performance framework that includes the establishment, evaluation and ongoing achievement of Key Performance Indicators (KPIs)
- Provide high-level analysis, reporting and strategic advice on Directorate operations, legal and performance to the Directors and PLT that inform decision-making and service optimisation
- Ensure consistent delivery of pharmacy services in accordance with Service Plan, performance framework and KPIs, proactively identify and address gaps or emerging risks
- Maintain and enhance departmental governance systems and processes, that includes regular reviews and updates to policies and procedures in response to changes in Standards of Practice and regulatory guidance
- Provide input and collaborate with ADDOP Ops and QUM as required to investigate and respond to VHIMS Riskman reports
- Benchmark services against national standards and actively participate in accreditation processes

### **Financial and Resource Management**

- Participate in cost centre management, and uphold financial accountability to ensure resource utilisation aligns with budgetary parameters and service delivery
- Comply with the requirements of the AWH Instrument of Delegations manual
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure that includes:
  - Assist ADDOP Ops and QUM with stock shortages to minimise service disruption
  - Collaborate with the ADDOP – Ops and QUM to ensure optimal inventory management and ensure HSV contract compliance
    - Coordinate communication with internal teams and external suppliers to resolve procurement issues
    - Liaise with clinical areas to anticipate medicine needs and support cost-effective medicine usage

### **Innovation and Service Development**

- Provide strategic leadership and subject matter expertise in the design and delivery of projects and service improvements relevant to the Directorate
- Lead the development, evaluation and refinement of innovative pharmacy practices and models of care that are evidenced based and that considers digital pharmacy systems, emerging technologies and data driven insights to continually improve the pharmacy service
- Establish and maintain strong relationships with internal and external stakeholders across inpatient, outpatient and community teams, other pharmacy departments and universities to identify service gaps, resolve complex issues and implement sustainable quality improvements
- Prepare business cases and briefing notes when required to support strategic initiatives and service development
- Represent the pharmacy department in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings as required by the DOP
- Foster a culture of innovation through encouragement of team members to contribute ideas and take ownership of service improvement and quality improvement initiatives
- Identify opportunities for role enhancement, skill development to support career progression and enable staff to take on new responsibilities or advanced practice roles

### **Antimicrobial Stewardship (AMS) portfolio**

- Hold direct accountability for the Antimicrobial Stewardship portfolio
- Lead ward-based AMS pharmacy activities that includes review of antimicrobial prescribing, pharmacokinetic optimisation, and surveillance
- Participate in AMS ward rounds and provide expert advice to Infectious Disease Physicians and other clinicians on antimicrobial use
- Provide point of care interventions by discussions with AMS team
- Collaborate with Infectious Disease and Infection Prevention teams to integrate hospital wide AMS strategies
- Monitor antimicrobial consumption and cost, present outcomes from audits and DUE to clinical units and divisions such as National Antimicrobial Utilisation Surveillance Program (NAUSP)
- Develop and maintain antimicrobial restrictions, formulary, policies, procedures and reports
- Lead AMS related quality initiatives, projects and research that includes peer reviewed publications
- Oversee health promotion and education activities
- Ensure compliance with relevant legislation, codes and regulatory standards, HealthShare Victoria contract and the Albury Wodonga Health Drug formulary
- Represent pharmacy on the Antimicrobial Subcommittee and provide secretariat duties

### **Education and Training**

- Establish and lead the Pharmacy Education and Training Team (PETT)
- Provide strategic leadership and oversight of the PETT to ensure effective delivery of the following:
  - Pharmacy Onboarding and Orientation Programs
  - Pharmacy Education and Training Programs

- Pharmacy Upskill Program
- Pharmacy AdPha training programs and
- Pharmacy Intern and Student Programs
- Other education and training initiatives aligned with the needs of the Pharmacy Department
- Oversee the review of standards and regulatory guidance and advise the PLT on changes to departmental processes
- Provide oversight and delegate responsibility to the Clinical Education Pharmacist (CEP) for the effective implementation of departmental education and training programs
- Provide oversight and delegate responsibility to the Lead Pharmacist - Preceptor (LPP) for the co-ordination and delivery of intern and student program to ensure alignment with relevant guidelines and departmental objectives
- Provide support to staff in credentialing programs and ANZCAP advanced practice recognition
- Encourage pharmacists to develop an educational plan for Continuing Professional Development in accordance with AHPRA
- Demonstrate commitment to education through attendance and participation in Department education sessions, relevant conferences or seminars
- Drive workforce capability uplift across the Directorate through strategic oversight of education, training, mentoring and the development of initiatives aligned with service needs and strategic priorities
- Provide education and mentorship to staff outside the Directorate

### **Research and Clinical Trials**

- Establish and lead Pharmacy Research and Clinical Trials
- Develop governance structures and processes to support pharmacy-led research and ensure compliance with relevant governance frameworks
- Identify research priorities and support staff to pursue investigator-initiated and collaborative research opportunities
- Promote staff participation in research, conference presentations, and publications, that includes support for ethics submissions and collaboration with external bodies e.g. AdPha, Universities, NHMRC, CEC, SCV
- Drive the translation of research findings into practice to improve patient care and service delivery
- Lead the development and strategic direction of research initiatives relevant to the Department or the Directorate
- Champion the dissemination of research findings through presentations and publications
- Design, oversee and critically evaluate regular audits to ensure robust governance across the Directorate
- Drive drug utilisation and medication evaluation programs, provide expert analysis and recommendations to inform clinical practice change and policy development
- Demonstrate a commitment to research and / or publish in appropriate peer reviewed journal or conference

### **General**

- Maintain expert level knowledge of best practices, emerging trends and technological developments
- Actively engage in advanced professional development activities, that includes leadership, research and clinical specialisation relevant to the Directorate
- Provide high-level support for administrative and workforce planning activities as delegated
- Provide input and support for departmental business continuity and emergency response protocols
- Participate in extended weekday working hours, weekend, public holiday and on call services in accordance with the departmental roster
- Act for the DDOP, DOP and other Associate Deputy Director roles as required
- Maintain and document ongoing CPD consistent with the requirements of the Australian Health Practitioner Regulation Agency (AHPRA) and the scope of a senior leadership role
- Practice in accordance with the AHPRA Shared Code of Conduct and ensure compliance with all relevant legislation, accreditation standards and professional codes
- Undertake other duties as delegated by the DDOP or DOP

- Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role. Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

## QUALIFICATIONS AND EXPERIENCE

### 1. Mandatory

- Registered with the AHPRA Pharmacy Board of Australia
- Recognised as a subject matter expert and/or ANZCAP Consultant Pharmacist in a related specialty
- Demonstrated high-level knowledge, clinical judgement, and expertise in the provision of comprehensive clinical pharmacy services, with over 5 years' experience as a hospital pharmacist and at least 3 years in a relevant specialty area
- Effectiveness and proven experience in leadership and management roles, with a collaborative leadership style that values feedback, fosters inclusion and supports the development of a positive, high performance workplace culture
- Demonstrated exceptional self-leadership, emotional intelligence, resilience, and self-awareness, with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Excellent written and verbal communication skills, that includes the ability to prepare business cases, briefing notes, and reports, and to engage effectively across all levels of an organisation
- Proven effectiveness and ability to perform under pressure to meet time constraints and drive multiple quality improvement initiatives, services or projects that achieve measurable outcomes within the Pharmacy Department and / or across other departments
- A commitment to continuing education and the ability to keep abreast of current knowledge and practices
- Maintain membership with AdPha
- Hold a current unrestricted motor vehicle driver's licence

### 2. Desirable

- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - Formal Qualifications,
  - Advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced),
  - Micro credentials, or
  - Equivalent experience that demonstrates advanced capability and expertise
- Demonstrated active involvement in professional networks, that includes committee roles, conference presentations, or peer-reviewed publications, and membership with AdPha and relevant AdPha Communities
- Demonstrated experience in the supervision, mentorship and development of staff, consistent with quality human resource practices, equity, safety, ethical standards and effective conflict resolution
- Strong administrative and organisational capabilities, with a proven ability to be flexible and agile, manage complex tasks and competing priorities effectively
- Experience with digital health systems, such as Electronic Medical Records (EMR), and a sound knowledge and experience with health IT applications in clinical practice

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Strategic Leadership and Mentorship:** Proven ability to lead with vision, mentor emerging leaders and cultivate a high performance culture aligned with organisational priorities

**Collaborative Influence and Teamwork:** Advanced interpersonal and negotiation skills to build strategic partnerships, influence multidisciplinary teams and drive system wide improvements

**Emotional Intelligence and Professional Resilience:** High level self-awareness and composure, with the capacity to lead through complexity, conflict, ambiguity and change

**Commitment to Excellence and Innovation:** Demonstrated dedication to continuous improvement, emerging trends, evidence-based practice, and the integration of innovative models of care

**High Level Communication:** Proven ability to communicate with clarity, influence and respect across clinical, operational and executive areas that includes preparation of business cases and briefing notes. Demonstrates sensitivity, professionalism and respect in staff and human resource matters

**Operational and Organisational Skills:** Demonstrated exceptional time management, prioritisation, and resource management skills to lead complex projects, services and / or initiatives

**Effectiveness and Impact:** Demonstrated ability to successfully deliver initiatives, projects and pharmacy services that results in measurable outcomes and achievements

**Health and Safety:** A consistent demonstration to work, health and safety (WH&S) and contribute to the AWH positive patient focus, display behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

#### KEY RELATIONSHIPS

<b>REPORTS TO:</b>	Deputy Director of Pharmacy
<b>SUPERVISES:</b>	<p>Provides direct supervision of the following staff:</p> <ul style="list-style-type: none"> <li>• Grade 3 Pharmacists in the Directorate</li> </ul> <p>Provides indirect supervision of the following staff while working in the Directorate or performing Directorate related tasks:</p> <ul style="list-style-type: none"> <li>• Grade 1 and 2 Clinical Pharmacists</li> <li>• Intern Pharmacists and Pharmacy Students</li> <li>• Pharmacy Technicians</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors and PLT, AMS Subcommittee, PETT</li> <li>• Medical Directors of the areas within the Directorate</li> <li>• Directors of Nursing for the Directorate</li> <li>• And other key stakeholders within the Directorate and the hospital</li> <li>• Community Pharmacies</li> <li>• Universities</li> <li>• Professional bodies including AHPRA and AdPha</li> </ul>

#### PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

#### QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.

- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

### HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

### SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

### CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

### CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

#### **Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: _____	
Signature: _____	Date: _____

ANNEXES
1. Organisational Responsibilities.
2. Jobs Demand Checklist.

DOCUMENT CONTROL	
<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Deputy Director of Pharmacy
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

DRAFT

**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** Associate Deputy Director of Pharmacy - Clinical

**Department / Unit:** Pharmacy

**Facility / Site:** Cross Campus

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.				X		
Standing	Remaining standing without moving about to perform tasks.		X				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.			X			
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).		X				
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

# POSITION DESCRIPTION

<b>Position Title:</b>	Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Pharmacist Grade 4, Year 5 (VIC), Pharmacist Grade 4, Year 2 (NSW)
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' Pharmacists (State) Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

## OUR PURPOSE

*Together, we advance the health and wellbeing of our community.*

## OUR COMMITMENTS

We foster a **unified** culture of safety, inclusion, and learning.

We are **kind**, compassionate and supportive of each other, our consumers, and partners.

We are **trustworthy**, accountable, and transparent in our actions and communication.

We are **respectful** of others, actively listen, and are collaborative, consistent, and reliable.

We are visionary, **optimistic** and inspire solutions to support a healthier future.

## ROLE SUMMARY / PURPOSE

### Overview

The Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines (ADDOP - Ops and QUM) will lead the Pharmacy Operations and Quality Use of Medicines Directorate (the Directorate) at Albury Wodonga Health. This senior leadership role provides strategic oversight and management of key pharmacy operational services that includes dispensing, procurement, compounding and distribution. The Directorate also encompasses the coordination and governance of on-call and weekend pharmacy services, the pharmacy technician workforce, staff management, roster management, payroll, clinical informatics and the Medication Safety portfolio. The role requires advanced capability to lead, influence and collaborate across multidisciplinary teams to deliver high-quality, patient-centred pharmacy services aligned with departmental and organisational priorities.

This 1.0 FTE position is structured as:

- 0.5 FTE dedicated to strategic leadership, operational oversight, and service development of the Directorate

- 0.5 FTE dedicated to the Medication Safety portfolio, reflecting the significant scope, and governance responsibilities required to lead medication safety initiatives across the organisation

### Operations

The ADDOP - Ops and QUM will lead and coordinate Directorate pharmacy services and will work in close collaboration with the Pharmacy Directors and Pharmacy Leadership Team (PLT) to ensure the efficient, effective and innovative service delivery. The role will develop, implement and evaluate service provision, and manage clinical and operational risk.

The ADDOP - Ops and QUM will provide day-to-day leadership of the Directorate team to ensure optimal resource allocation and delivery of effective pharmaceutical care. This includes recruitment, retention, performance and professional development, as well as leave approval, payroll and roster management. The ADDOP - Ops and QUM will coordinate the management of the dispensaries and the dispensing system that includes development of workflows, standard operating procedures, maintenance of data and provision of reports to ensure accurate and timely medication distribution and continuous improvement. The role will maintain strategic and operational oversight of procurement and distribution services, with day-to-day functions delegated to the Head Pharmacy Technician (HPT) to maintain efficient supply chain management, minimise errors and support uninterrupted patient care. The role also oversees Clinical Informatics, financials, innovation and service development for the Directorate.

In addition to Directorate-wide responsibilities, the ADDOP - Ops and QUM will lead, develop and undertake the work associated with the Medication Safety portfolio. This includes review and updates to the drug formulary, drug protocols and procedures, audits and projects in relation to medication safety, clinical risk and cost-effective use of medicines. The role ensures compliance with relevant legislation, codes and regulatory standards, HealthShare Victoria contract and the Albury Wodonga Health Drug formulary.

The role will be required to travel and work across the various AWH campuses. Detailed responsibilities for Directorate pharmacy services and Medication Safety are outlined in the *Key Responsibilities* section.

### Leadership

The ADDOP - Ops and QUM will take a prominent and proactive role in the development and implementation of the department strategic plan, quality improvement initiatives and performance monitoring to ensure pharmacy services remain innovative, effective and patient centred. The ADDOP - Ops and QUM will report to the Deputy Director of Pharmacy (DDOP) and as a key member of the Pharmacy Leadership Team (PLT) works collaboratively with the Directors and the other members of the PLT to ensure pharmacy services are aligned with department and organisational priorities.

## KEY RESPONSIBILITIES

### Lead and Coordinate Directorate Pharmacy Services

- Lead and coordinate Directorate pharmacy services in collaboration with Pharmacy Directors and the Pharmacy Leadership Team (PLT) to ensure efficient, effective, and innovative service delivery
- Provide high-level leadership, oversight and support of all Directorate pharmacy services provided to the patients and clients at Albury Wodonga Health
- Act as the primary escalation point for complex or critical operational issues that impact service delivery
- Design, implement, and continuously improve advanced pharmacy services that are evidence-based, innovative and aligned with departmental and organisational priorities
- Oversee and redesign workflows, models of care, and governance frameworks to ensure services are consistent, safe and responsive to patient needs
- Ensure compliance with Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

- Identify, design and implement strategic initiatives and quality improvement activities that utilises evidenced based and data driven insights to improve and enhance pharmacy service delivery
- Optimise resource allocation and ensure service continuity within governance frameworks
- Manage clinical and operational risk across the Directorate, implementing proactive risk mitigation strategies and ensuring compliance with governance frameworks
- Provide pharmacy services and support to other services within the Pharmacy Department as required
- Demonstrate initiative, accountability and enthusiasm - identify opportunities for improvement, follow through on commitments, and motivate others in everyday practice

### **Lead and Manage Team Members**

- Provide day-to-day provision of all pharmacy services and team members in Directorate to ensure optimal resource allocation and delivery of effective pharmaceutical care
- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety.
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Lead and support team members through mentoring, career progression and scheduled 1:1 sessions focused on performance and wellbeing
- Provide strategic advice to the Director of Pharmacy (DOP) and DDOP based on operational, legal and performance matters
- Lead and manage the department roster in collaboration and consultation with the Directors and Team Leaders to deliver:
  - Efficient and effective pharmacy service delivery
  - Optimal resource allocation and skill mix to meet service delivery requirements
  - Effective succession plan capability and career progression
  - Support for education and upskill programs
- Contribute and assist with recruitment activities for the Directorate, with oversight from the DDOP. This includes development and maintenance of position descriptions, requisitions for recruitment advertisements, onboarding and orientation, skill development, and retention strategies
- Oversee leave management and ensure all team members have planned and regular annual leave to support wellbeing, prevent burnout and maintain service coverage
- Ensure all team members have completed mandatory training and annual performance reviews
- Partner with DDOP, DOP and People and Culture to address industrial relation matters and manage staff performance constructively and fairly
- Ensure all pharmacists maintain AHPRA registration and meet professional standards
- Ensure all Occupational Health and Safety requirements are met

### **Performance and Governance**

- Develop, maintain and refine the Directorate Pharmacy Service Plan and associated model(s) of care, to ensure alignment with departmental strategic and operational plans
- Lead the co-design, implementation and continuous improvement of the Directorate performance framework that includes the establishment, evaluation and ongoing achievement of Key Performance Indicators (KPIs)
- Provide high-level analysis, reporting and strategic advice on Directorate operations, legal and performance to the Directors and PLT that inform decision-making and service optimisation
- Ensure consistent delivery of pharmacy services in accordance with Service Plan, performance framework and KPIs, proactively identify and address gaps or emerging risks

- Maintain and enhance departmental governance systems and processes, that includes regular reviews and updates to policies and procedures in response to changes in Standards of Practice and regulatory guidance
- Review, respond and report on VHIMS Riskman reports, investigate and escalate as required
- Benchmark services against national standards and actively participate in accreditation processes

### **Financial and Resource Management**

- Participate in cost centre management, and uphold financial accountability to ensure resource utilisation aligns with budgetary parameters and service delivery
- Comply with the requirements of the AWH Instrument of Delegations manual
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure that includes:
- Responsible for stock shortages to minimise service disruption
  - Optimal inventory management and ensure HSV contract compliance
  - Coordinate communication with internal teams and external suppliers to resolve procurement issues
  - Liaise with clinical areas to anticipate medicine needs and support cost-effective medicine usage

### **Innovation and Service Development**

- Provide strategic leadership and subject matter expertise in the design and delivery of projects and service improvements relevant to the Directorate
- Lead the development, evaluation and refinement of innovative pharmacy practices and models of care that are evidenced based and that considers digital pharmacy systems, emerging technologies and data driven insights to continually improve the pharmacy service
- Establish and maintain strong relationships with internal and external stakeholders across inpatient, outpatient and community teams, other pharmacy departments and universities to identify service gaps, resolve complex issues and implement sustainable quality improvements
- Prepare business cases and briefing notes when required to support strategic initiatives and service development
- Represent the pharmacy department in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings as required by the DOP
- Foster a culture of innovation through encouragement of team members to contribute ideas and take ownership of service improvement and quality improvement initiatives
- Identify opportunities for role enhancement, skill development to support career progression and enable staff to take on new responsibilities or advanced practice roles

### **Research and Audit**

- Lead the development and strategic direction of research initiatives relevant to the Directorate
- Champion the dissemination of research findings through presentations and publications
- Design, oversee and critically evaluate regular audits to ensure robust governance across the Directorate
- Drive drug utilisation and medication evaluation programs, provide expert analysis and recommendations to inform clinical practice change and policy development
- Demonstrate a commitment to research and / or publish in appropriate peer reviewed journal or conference

### **Operational Management**

- Oversee the management of dispensing, procurement and distribution services and delegate day-to-day management of these services and the pharmacy technician team to the HPT to ensure efficient workflows, standard operating procedures, and accurate, timely medication dispensing and distribution.
- Develop and maintain process to effectively manage the AWH Medication Formulary and access to non-formulary items, escalation pathways and emergency access to unapproved or critical medicines
- Oversee and ensure compliance with state-wide procurement and tender processes, provide regular reporting and analysis on procurement trends, expenditure and contract compliance

- Coordinate the dispensing system, including workflow design, data maintenance, and reporting to support safe and efficient medication distribution and automated order processes
- Provide operational oversight and delegate responsibility to the Team Leader Pharmacist – Wodonga Campus to ensure the Wodonga Pharmacy premises and team, and applicable Victorian facilities at AWH comply with all VPA legislative and regulatory frameworks
- Manage pharmacy payroll, to ensure accurate remuneration, compliance with award conditions, and alignment with staffing
- Oversee the weekend, public holiday and on call services that includes the development of KPIs to ensure these services align with the departmental and organisational priorities and meet financial, workforce, wellbeing and operational objectives

### **Clinical Information Systems (CIS)**

- Establish and lead the Clinical Information Systems (CIS) to support ensure safe, effective and innovative utilisation of pharmacy digital systems
- Optimise the use of CIS to enhance operational efficiency and patient safety
- Ensure pharmacy digital systems align with broader organisational digital health strategies and priorities
- Provide strategic leadership and oversight of CIS functions as outlined below
- Lead system governance and lifecycle management – oversee defect resolution, upgrades, maintenance, configuration and interface design
- Drive operational continuity and risk management - coordinate downtime coordination, business continuity plans, and mitigation of system risks
- Champion user engagement – support allocated time to onboard, orientate, educate and train staff
- Oversee quality assurance activities – develop and maintain reports, data analysis, functional, end user and integration testing to ensure systems are safe and perform as expected
- Project and Change Management initiatives to support successful adoption of new systems and upgrades
- Oversee and delegate to the Clinical Information Pharmacist(s) to ensure the effective implementation, governance and adoption pharmacy digital systems
- Oversee data integrity, privacy compliance and reporting capabilities within pharmacy digital systems
- Oversee review of standards, regulatory changes and changes to clinical informatics and advise the PLT on changes to departmental processes
- Lead evaluation of emerging technologies (e.g. automation, AI supported decision tools) for potential integration into pharmacy workflows

### **Medication Safety Portfolio**

- Hold direct accountability for the Medication Safety portfolio
- Lead the design and successful implementation of audits and projects related to medication safety, clinical risk mitigation and cost-effective use of medicines
- Oversee the development, implementation evaluation and continuous improvement of medication safety initiatives by:
  - Development of strong relationships with clinical teams, safety and quality units and external partners to promote a culture of medication safety
  - Regular scheduled engagement and communication with pharmacists nursing and medical staff to embed sustainable process improvements
  - Lead or support research initiatives related to medication safety and publish findings to contribute to evidence based practice
  - Coordinate health promotion and education activities related to safe medication use that includes staff training and consumer awareness
- Maintain and manage drug formulary, ensuring timely updates and alignment with clinical needs, regulatory requirements and cost effective medicine use

- Lead the development, review and governance of drug protocols, procedures and clinical guidelines in consultation with the PLT to support safe and consistent medication management and provision of pharmacy services
- Ensure compliance with legislation, regulatory standards, HealthShare Victoria contracts, and the AWH Drug Formulary
- Develop and present regular reports on medication safety, performance, trends and risk indicators to the PLT and relevant governance committees
- Provide expert input and secretariat duties for the Medication Safety Committee

### **General**

- Maintain expert level knowledge of best practices, emerging trends and technological developments
- Actively engage in advanced professional development activities, that includes leadership, research and clinical specialisation relevant to the Directorate
- Provide high-level support for administrative and workforce planning activities as delegated
- Provide input and support for departmental business continuity and emergency response protocols
- Participate in extended weekday working hours, weekend, public holiday and on call services in accordance with the departmental roster
- Act for the DDOP, DOP and other Associate Deputy Director roles as required
- Maintain and document ongoing CPD consistent with the requirements of the Australian Health Practitioner Regulation Agency (AHPRA) and the scope of a senior leadership role
- Practice in accordance with the AHPRA Shared Code of Conduct and ensure compliance with all relevant legislation, accreditation standards and professional codes
- Undertake other duties as delegated by the DDOP or DOP
- Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role.**

**Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

## **QUALIFICATIONS AND EXPERIENCE**

### **1. Mandatory**

- Registered with the AHPRA Pharmacy Board of Australia
- Recognised as a subject matter expert and/or ANZCAP Consultant Pharmacist in a related specialty
- Demonstrated high-level knowledge, clinical judgement, and expertise in the provision of comprehensive clinical pharmacy services, with over 5 years' experience as a hospital pharmacist and at least 3 years in a relevant specialty area
- Effectiveness and proven experience in leadership and management roles, with a collaborative leadership style that values feedback, fosters inclusion and supports the development of a positive, high performance workplace culture
- Demonstrated exceptional self-leadership, emotional intelligence, resilience, and self-awareness, with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Excellent written and verbal communication skills, that includes the ability to prepare business cases, briefing notes, and reports, and to engage effectively across all levels of an organisation
- Proven effectiveness and ability to perform under pressure to meet time constraints and drive multiple quality improvement initiatives, services or projects that achieve measurable outcomes within the Pharmacy Department and / or across other departments
- A commitment to continuing education and the ability to keep abreast of current knowledge and practices
- Maintain membership with AdPha

- Hold a current unrestricted motor vehicle driver's licence

## 2. Desirable

- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - Formal Qualifications,
  - Advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced),
  - Micro credentials, or
  - Equivalent experience that demonstrates advanced capability and expertise
- Demonstrated active involvement in professional networks, that includes committee roles, conference presentations, or peer-reviewed publications, and membership with AdPha and relevant AdPha Communities
- Demonstrated experience in the supervision, mentorship and development of staff, consistent with quality human resource practices, equity, safety, ethical standards and effective conflict resolution
- Strong administrative and organisational capabilities, with a proven ability to be flexible and agile, manage complex tasks and competing priorities effectively
- Experience with digital health systems, such as Electronic Medical Records (EMR), and a sound knowledge and experience with health IT applications in clinical practice

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Strategic Leadership and Mentorship:** Proven ability to lead with vision, mentor emerging leaders and cultivate a high performance culture aligned with organisational priorities

**Collaborative Influence and Teamwork:** Advanced interpersonal and negotiation skills to build strategic partnerships, influence multidisciplinary teams and drive system wide improvements

**Emotional Intelligence and Professional Resilience:** High level self-awareness and composure, with the capacity to lead through complexity, conflict, ambiguity and change

**Commitment to Excellence and Innovation:** Demonstrated dedication to continuous improvement, emerging trends, evidence-based practice, and the integration of innovative models of care

**High Level Communication:** Proven ability to communicate with clarity, influence and respect across clinical, operational and executive areas that includes preparation of business cases and briefing notes. Demonstrates sensitivity, professionalism and respect in staff and human resource matters

**Operational and Organisational Skills:** Demonstrated exceptional time management, prioritisation, and resource management skills to lead complex projects, services and / or initiatives

**Effectiveness and Impact:** Demonstrated ability to successfully deliver initiatives, projects and pharmacy services that results in measurable outcomes and achievements

**Health and Safety:** A consistent demonstration to work, health and safety (WH&S) and contribute to the AWH positive patient focus, display behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

## KEY RELATIONSHIPS

### REPORTS TO:

Deputy Director of Pharmacy

### SUPERVISES:

Direct Supervision of the following staff:

- Grade 3 Pharmacists in the Directorate
- Grade 4 Head Pharmacy Technician

Provides indirect supervision of the following staff while working in the Directorate or performing Directorate related tasks:

- Grade 1 and Grade 2 Clinical Pharmacists
- Intern Pharmacists and Pharmacy Students

	<ul style="list-style-type: none"> <li>• Grade 1, Grade 2 and Grade 3 Pharmacy Technicians</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors, PLT, MSC</li> <li>• Medical Directors of the areas within the Directorate</li> <li>• Directors of Nursing for the Directorate</li> <li>• And other key stakeholders within the Directorate and the hospital</li> <li>• Community Pharmacies</li> <li>• Universities</li> <li>• Professional bodies including AHPRA and AdPha</li> </ul>

**PERFORMANCE APPRAISAL**

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

**QUALITY AND RISK MANAGEMENT**

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

**HEALTH AND WELLBEING**

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

**SCOPE OF AUTHORITY**

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

### CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

### CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

#### Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### ANNEXES

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

DOCUMENT CONTROL	
<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Deputy Director of Pharmacy
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

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## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

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**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines

**Department / Unit:** Pharmacy

**Facility / Site:** Cross Campus

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.				X		
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.				X		
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>TEAM LEADER PHARMACIST - CLINICAL PORTFOLIO</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 3
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' Pharmacists (State) Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

## OUR PURPOSE

*Together, we advance the health and wellbeing of our community.*

## OUR COMMITMENTS

We foster a **unified** culture of safety, inclusion, and learning.

We are **kind**, compassionate and supportive of each other, our consumers, and partners.

We are **trustworthy**, accountable, and transparent in our actions and communication.

We are **respectful** of others, actively listen, and are collaborative, consistent, and reliable.

We are visionary, **optimistic** and inspire solutions to support a healthier future.

## ROLE SUMMARY / PURPOSE

### Overview

The Team Leader Pharmacist (TLP) - Clinical Portfolio will lead, manage, and coordinate pharmacy services delivered by the assigned Pharmacy team, hereafter known as the Portfolio at Albury Wodonga Health. The role will coordinate and deliver advanced clinical training, education, research, and quality improvement initiatives that will ensure a comprehensive pharmacy service to clinical and/or operational streams within the Portfolio.

### Operations

The role will provide governance and leadership across the Portfolio and will ensure that team members are credentialed and competent. The TLP will provide leadership and direction to team members, along with professional development and performance management, to ensure excellence in the delivery of evidence-based pharmacy services that actively drives innovative service improvement and effectively manages risk. The role will be required to travel and work across the various AWH campuses.

### Leadership

The TLP will contribute to strategic planning, quality improvement initiatives and performance monitoring to ensure that pharmacy services are innovative, effective, patient centred and aligned with departmental and organisational policies and procedures. The role will report to the Associate Deputy Director of Pharmacy – Clinical. The TLP is a key member of the Pharmacy Leadership Team (PLT) and is required to collaborate, advise and assist the Directors and the other members of the PLT to ensure that pharmacy services are current, efficient, effective, patient centred and meet the needs of the Pharmacy Department and AWH.

## KEY RESPONSIBILITIES

### **Lead and Coordinate: Portfolio Pharmacy Services**

- Lead, manage and coordinate the day-to-day provision of service
- Develop, implement, deliver and maintain advanced level pharmacy service provision
- Ensure the provision of pharmacy services comply with organisational goals, Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

### **Lead and Manage: Team Members**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Implement and maintain routine, scheduled, documented and dedicated 1:1 sessions with team members
- Manage the performance of all staff relating to the Portfolio

### **Performance and Governance**

- Develop, update, and maintain a Portfolio Pharmacy Service Plan and model(s) of care that support AWH & departmental strategic and operational plans
- Co-design the development and maintain the Portfolio performance framework and Key Performance Indicators (KPIs)
- Ensure service delivery meets the agreed Service Plan, Performance Framework and KPIs
- Monitor, review and report Portfolio performance to the Directors and PLT
- Participate in cost centre management, budgetary and financial accountability
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure
- Actively contribute to the maintenance and improvement of departmental governance systems and processes
- Provide input and collaborate with ADDOP Operations and Quality Use of Medicines as required to investigate and respond to VHIMS Riskman reports

### **Educate, Train and Mentor**

- Develop, update, and maintain Portfolio orientation, credentialling and training programs with input from the Pharmacy Education and Training Team (PETT) and Clinical Education Pharmacist
- Educate, train, mentor and upskill rostered Portfolio team members
- Provide education, training, credentialling and mentorship to staff outside your Portfolio that include emerging leaders, pharmacists, pharmacy technicians, interns, students, and all other relevant groups that include (but not limited to) medical staff, nursing staff, and extended scope practitioners
- Assist with undergraduate and post graduate student placements
- Coordinate regular Portfolio team meetings

### **Residency Training Program Preceptor**

- Act as a preceptor for residency candidates as they join the portfolio
- Conduct workplace-based assessments (WBAs) on residency candidates as required or as directed by the PETT. These include Mini-CEX (Clinical Evaluation Exercise), DOPS (direct observation of procedural skills) & and case-based discussions (CBDs)

### **Research and Audit**

- Develop and contribute to research relevant to the Department or the Portfolio
- Present and publish in appropriate peer reviewed journals and conferences
- Develop and undertake regular audits to ensure appropriate governance within the Portfolio
- Actively contribute to drug utilisation and medication evaluation programs and audits

### **Service Development**

- Develop and update pharmacy practices and models of care to continually improve the pharmacy service
- Participate in the planning and development of the AWH Pharmacy Strategic Plan
- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PLT and broader pharmacy team to develop and contribute to projects and service improvements
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

### **General**

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development in relevant portfolio area(s) to support effective performance in the role
- In addition to the responsibilities of a Clinical Pharmacist, this role will:
  - Assist in general administrative and recruitment responsibilities when requested
  - Coordinate Allocated Day Off (ADO) and annual leave of Portfolio staff with Directors to ensure adequate coverage and clinical expertise during leave periods
  - Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster
  - Backfill Team Leader and Director roles when required
  - Maintain and document ongoing CPD at a level applicable to the position and consistent with the requirements of AHPRA
  - Practice within the AHPRA Shared Code of conduct
  - Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
  - Undertake other duties as delegated
  - Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role.**

**Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

## **QUALIFICATIONS AND EXPERIENCE**

### **1. Mandatory**

- Demonstrated exceptional leadership capability with a proven ability to engage, and build effective partnerships across all levels (superiors, peers, and junior staff). Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values
- Apply advanced knowledge and skills in hospital clinical pharmacy practice, supported by at least five years of experience as a Pharmacist in Australia and current registration with AHPRA
- Demonstrated strong self-leadership through emotional intelligence, self-awareness, and a collaborative mindset, with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Demonstrated ability to build and maintain strong professional relationships through high-level interpersonal, negotiation, and communication skills and collaborate within teams to influence others effectively
- Proven experience in implementing quality initiatives, services, or projects within the Pharmacy Department, with experience across other departments or divisions highly desirable, to drive continuous improvement and innovation in pharmacy practice
- Maintain membership with AdPha
- Hold a current unrestricted motor vehicle driver's licence

## 2. Desirable

- Extensive hospital pharmacy experience at Grade 2 Clinical Pharmacist level (NSW) or equivalent, with ANZCAP recognition at registrar or consultant level (or working towards), and/or credentialing for Partnered Pharmacist Medication Charting (PPMC)
- Proven experience in clinical education, supervision, and mentorship
- Demonstrated capability in Digital Health and IT systems that includes proficiency with Electronic Medical Records and other relevant technologies
- Experience in supporting the profession through conference presentations or peer-reviewed publications, and active contributions in relevant AdPha Communities
- Ongoing representation of the Pharmacy Department in committee and governance meetings as part of a permanent role, with strategic and operational decision input
- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - formal qualifications
  - advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced)
  - micro credentials
  - equivalent experience

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire pharmacists, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong ability to collaborate within multidisciplinary teams and with diverse stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

**Communication:** Demonstrated advanced communication skills and ability to negotiate, collaborate, consult and engage effectively with a wide range of stakeholders, including internal and external partners

**Organisational Skills:** Demonstrated exceptional organisational and time management skills, ability to manage programs, projects and initiatives

**Health and Safety:** A commitment to work, health and safety (WH&S); support AWH's positive patient focus, displaying behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

### KEY RELATIONSHIPS

<b>REPORTS TO:</b>	Associate Deputy Director of Pharmacy – Clinical
<b>SUPERVISES:</b>	<p>Provides direct supervision of the following staff:</p> <ul style="list-style-type: none"> <li>• Grade 1 and Grade 2 Clinical Pharmacists</li> </ul> <p>Provides indirect supervision of the following staff while working in the Portfolio or performing Portfolio-related tasks:</p> <ul style="list-style-type: none"> <li>• Intern Pharmacists and Pharmacy Students</li> <li>• Pharmacy Technicians</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors and PLT</li> <li>• Medical Directors of the areas within the Portfolio</li> <li>• Directors of Nursing for the Portfolio</li> <li>• And other key stakeholders within the portfolio and the hospital</li> </ul>

### PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

### QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

### HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.

- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

**SCOPE OF AUTHORITY**

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

**CLOSING THE GAP**

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

**CONFIDENTIALITY**

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

**Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ANNEXES**

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

DOCUMENT CONTROL	
<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Associate Deputy Director of Pharmacy – Clinical
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

DRAFT

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

DRAFT

**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** Team Leader Pharmacist

**Department / Unit:** Pharmacy

**Facility / Site:** Cross Campus

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.				X		
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>TEAM LEADER PHARMACIST - WODONGA CAMPUS</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 3
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' Pharmacists (State) Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

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We are visionary, **optimistic** and inspire solutions to support a healthier future.

## ROLE SUMMARY / PURPOSE

### Overview

The Team Leader Pharmacist (TLP) – Wodonga Campus leads and coordinates pharmacy services delivered by the Wodonga-based pharmacy team at Albury Wodonga Health and provides oversight of the Wodonga Pharmacy premises in accordance with relevant legislation and standards. The role supports advanced clinical training, education, research, and quality improvement to ensure comprehensive pharmacy services across inpatient, outpatient, and community settings, that includes specialised programs and regional supply.

### Operations

As the Pharmacist regularly and usually in charge (PRUIC) under the Pharmacy Regulation Act 2010 (Vic) and in accordance with Victorian Pharmacy Authority (VPA) Standards and Guidelines, the TLP – Wodonga Campus will ensure the compliance, management, records, policies and procedures, quality improvement and risk management of Wodonga Pharmacy services and premises. The role will also maintain current and valid Licence for the Wodonga Pharmacy and Poisons Permits for all applicable Victorian facilities of AWH to ensure safe handling, storage, and governance of scheduled medicines.

The TLP – Wodonga Campus provides governance and oversight of pharmacy services at Wodonga, to ensure staff are credentialed, competent, and supported in the delivery of safe, evidence-based care. The role includes operational leadership of services at Wodonga Pharmacy such as aseptic compounding, hospital in the home (HITH), subacute in the home (SITH), pain management, dialysis, day surgery, community mental health and regional public hospital supply. The TLP will assume the role of PRUIC and will rotate across all the pharmacist roster lines at the Wodonga Pharmacy. The role will be required to travel and work across the various AWH campuses and applicable Victorian facilities of AWH.

### **Leadership**

The TLP – Wodonga Campus contributes to strategic planning, service development, and performance monitoring to ensure pharmacy services are patient centred, efficient, and aligned with departmental and organisational policies and procedures. The role will report to Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines (ADDOP – Ops and QUM). The TLP is a key member of the Pharmacy Leadership Team (PLT) and is required to collaborate, advise and assist the Directors and the other members of the PLT to ensure that pharmacy services are current, efficient, effective, patient centred and meet the needs of the Pharmacy Department and AWH.

## **KEY RESPONSIBILITIES**

### **Wodonga Pharmacy Operations**

- PRUIC under the Pharmacy Regulation Act 2010 (Vic) and in accordance with Victorian Pharmacy Authority (VPA) will ensure Wodonga Pharmacy and premises operate in full compliance with the Act, VPA Standards and Guidelines as well as relevant legislative and regulatory frameworks
- Ensure compliance with all VPA legislative and regulatory requirements to maintain relevant licence and permits, that includes the VPA licence and registration for the Wodonga Pharmacy services
- Maintain current and valid Poisons Permits for all applicable Victorian facilities at AWH, for example:
  - Albury Wodonga Adult Mental Health (4 Watson St, Wodonga VIC)
  - Benambra Rehabilitation Service (Unit 2, 11 Wilson St, Wodonga VIC)
  - Dental Clinic, Albury Health – Wodonga Campus (155 High St, Wodonga VIC)
  - North East Child and Adolescent Mental Health Services (Unit 4, 155 High St, Wodonga VIC)
  - Kerferd Unit, Northeast Health (Dixon St, Wangaratta VIC)
- Lead and coordinate all pharmacy services across inpatient, outpatient, and community settings at Wodonga Pharmacy to ensure they are consistent with legal requirements and good pharmacy practice. This includes, but is not limited to:
  - Dispensary operations
  - Dispensary and Distributions
  - Storage and Handling (e.g. Schedule 8 Medication)
  - Aseptic Compounding Service
  - Quality Controls
  - Engineering Controls
  - Environmental Controls
  - Operations e.g. Procedures, Training, Validation, Credentialling etc
  - HITH and SITH patients
  - Day Procedure Unit
  - Pain Management
  - Regional Public Hospital Supply
  - Outpatients such as Renal Dialysis and Community Mental Health services
  - Clinical Pharmacist Services
  - Oversee Pharmacist in Charge if not acting in the role
  - Indirect oversight of Grade 1 and 2 pharmacists and pharmacy technicians rostered to the Wodonga Campus for day-to-day operations, with escalation to the ADDOP – Ops and QUM
- Collaborate with ADDOP - Ops and QUM to support roster planning and allocation

- Manage and adjust day-to-day resource allocation at Wodonga Pharmacy, in consultation with ADDOP - Ops and QUM and / or ADDOP - Clinical when required to support continuity of pharmacy services
- Maintain credentialling, orientation, and training programs for Wodonga Pharmacy staff, in partnership with the Clinical Education Pharmacist, Head Pharmacy Technician, and Pharmacy Education and Training Team (PETT)
- Troubleshoot operational issues using evidenced based resources escalating only when necessary

#### **Lead and Coordinate: Portfolio Pharmacy Services**

- Lead, manage and coordinate the day-to-day provision of service
- Develop, implement, deliver and maintain advanced level pharmacy service provision
- Ensure the provision of pharmacy services comply with organisational goals, Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

#### **Lead and Manage: Team Members (when required)**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Implement and maintain routine, scheduled, documented and dedicated 1:1 sessions with team members
- Manage the performance of all staff relating to the Portfolio

#### **Performance and Governance**

- Develop, update, and maintain a Portfolio Pharmacy Service Plan and model(s) of care that support AWH & departmental strategic and operational plans
- Co-design the development and maintain the Portfolio performance framework and Key Performance Indicators (KPIs)
- Ensure service delivery meets the agreed Service Plan, Performance Framework and KPIs
- Monitor, review and report Portfolio performance to the Directors and PLT
- Participate in cost centre management, budgetary and financial accountability
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure
- Actively contribute to the maintenance and improvement of departmental governance systems and processes
- Provide input and collaborate with ADDOP Operations and Quality Use of Medicines as required to investigate and respond to VHIMS Riskman reports

#### **Educate, Train and Mentor**

- Develop, update, and maintain Portfolio orientation, credentialling and training programs with input from the Pharmacy Education and Training Team (PETT) and Clinical Education Pharmacist
- Educate, train, mentor and upskill rostered Portfolio team members
- Provide education, training, credentialling and mentorship to staff outside your Portfolio that include emerging leaders, pharmacists, pharmacy technicians, interns, students, and all other relevant groups that include (but not limited to) medical staff, nursing staff, and extended scope practitioners
- Assist with undergraduate and post graduate student placements
- Coordinate regular Portfolio team meetings

#### **Residency Training Program Preceptor**

- Act as a preceptor for residency candidates as they join the portfolio

- Conduct workplace-based assessments (WBAs) on residency candidates as required or as directed by the PETT. These include Mini-CEX (Clinical Evaluation Exercise), DOPS (direct observation of procedural skills) & and case-based discussions (CBDs)

### **Research and Audit**

- Develop and contribute to research relevant to the Department or the Portfolio
- Present and publish in appropriate peer reviewed journals and conferences
- Develop and undertake regular audits to ensure appropriate governance within the Portfolio
- Actively contribute to drug utilisation and medication evaluation programs and audits

### **Service Development**

- Develop and update pharmacy practices and models of care to continually improve the pharmacy service
- Participate in the planning and development of the AWH Pharmacy Strategic Plan
- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PLT and broader pharmacy team to develop and contribute to projects and service improvements
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

### **General**

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development in relevant portfolio area(s) to support effective performance in the role
- In addition to the responsibilities of a Clinical Pharmacist, this role will:
  - Assist in general administrative and recruitment responsibilities when requested
  - Coordinate Allocated Day Off (ADO) and annual leave of Portfolio staff with Directors to ensure adequate coverage and clinical expertise during leave periods
  - Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster
  - Backfill Team Leader and Director roles when required
  - Maintain and document ongoing CPD at a level applicable to the position and consistent with the requirements of AHPRA
  - Practice within the AHPRA Shared Code of conduct
  - Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
  - Undertake other duties as delegated
  - Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role.**

**Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

## **QUALIFICATIONS AND EXPERIENCE**

### **1. Mandatory**

- Demonstrated exceptional leadership capability with a proven ability to engage, and build effective partnerships across all levels (superiors, peers, and junior staff). Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values

- Apply advanced knowledge and skills in hospital clinical pharmacy practice, supported by at least five years of experience as a Pharmacist in Australia and current registration with AHPRA
- Demonstrated strong self-leadership through emotional intelligence, self-awareness, and a collaborative mindset, with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Demonstrated ability to build and maintain strong professional relationships through high-level interpersonal, negotiation, and communication skills and collaborate within teams to influence others effectively
- Proven experience in implementing quality initiatives, services, or projects within the Pharmacy Department, with experience across other departments or divisions highly desirable, to drive continuous improvement and innovation in pharmacy practice
- Maintain membership with AdPha
- Hold a current unrestricted motor vehicle driver's licence

## 2. Desirable

- Extensive hospital pharmacy experience at Grade 2 Clinical Pharmacist level (NSW) or equivalent, with ANZCAP recognition at registrar or consultant level (or working towards), and/or credentialing for Partnered Pharmacist Medication Charting (PPMC)
- Proven experience in clinical education, supervision, and mentorship
- Demonstrated capability in Digital Health and IT systems that includes proficiency with Electronic Medical Records and other relevant technologies
- Experience in supporting the profession through conference presentations or peer-reviewed publications, and active contributions in relevant AdPha Communities
- Ongoing representation of the Pharmacy Department in committee and governance meetings as part of a permanent role, with strategic and operational decision input
- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - formal qualifications
  - advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced)
  - micro credentials
  - equivalent experience

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire pharmacists, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong ability to collaborate within multidisciplinary teams and with diverse stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

**Communication:** Demonstrated advanced communication skills and ability to negotiate, collaborate, consult and engage effectively with a wide range of stakeholders, including internal and external partners

**Organisational Skills:** Demonstrated exceptional organisational and time management skills, ability to manage programs, projects and initiatives

**Health and Safety:** A commitment to work, health and safety (WH&S); support AWH's positive patient focus, displaying behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

## KEY RELATIONSHIPS

<b>REPORTS TO:</b>	Associate Director of Pharmacy – Operations and Quality Use of Medicines
<b>SUPERVISES:</b>	<p>Provides direct supervision of the following staff:</p> <ul style="list-style-type: none"> <li>• Not applicable</li> </ul> <p>Provides indirect supervision of the following staff while working in the Portfolio or performing Portfolio-related tasks:</p> <ul style="list-style-type: none"> <li>• Grade 1 and Grade 2 Clinical Pharmacists</li> <li>• Intern Pharmacists and Pharmacy Students</li> <li>• Pharmacy Technicians</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors and PLT</li> <li>• Medical Directors of the areas within the Portfolio</li> <li>• Directors of Nursing for the Portfolio</li> <li>• And other key stakeholders within the portfolio and the hospital.</li> </ul>

## PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

## QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

## HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.

- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

#### SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

#### CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

#### CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

#### Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### ANNEXES

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

DOCUMENT CONTROL	
<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

DRAFT

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

DRAFT

**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** Team Leader Pharmacist – Wodonga Campus

**Department / Unit:** Pharmacy

**Facility / Site:** Cross Campus

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 of the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.				X		
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

**POSITION DESCRIPTION**

<b>Position Title:</b>	<b>CLINICAL EDUCATION PHARMACIST</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 3
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' Pharmacists (State) Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
<b>OUR PURPOSE</b>	
<i>Together, we advance the health and wellbeing of our community.</i>	
<b>OUR COMMITMENTS</b>	
We foster a <b>unified</b> culture of safety, inclusion, and learning.	
We are <b>kind</b> , compassionate and supportive of each other, our consumers, and partners.	
We are <b>trustworthy</b> , accountable, and transparent in our actions and communication.	
We are <b>respectful</b> of others, actively listen, and are collaborative, consistent, and reliable.	
We are visionary, <b>optimistic</b> and inspire solutions to support a healthier future.	
<b>ROLE SUMMARY / PURPOSE</b>	
<b>Overview</b>	
<p>The Clinical Education Pharmacist (CEP) will lead and co-ordinate the delivery of the education and training Portfolio, hereafter known as the Portfolio at the AWH Pharmacy Department. The role will spearhead the development and implementation of a sustainable, scalable, high-quality education and training strategy and deliver a holistic program that aligns with organisational and departmental goals to drive excellence in the delivery of pharmacy services.</p>	
<b>Operations</b>	
<p>The CEP will lead and deliver workplace onboarding and orientation, advanced clinical training, education, performance evaluations, research and quality improvement initiatives to ensure a comprehensive pharmacy service to clinical and operational streams. Structured performance evaluations and assessments will be undertaken using validated, evidence-based tools such as MiniCex and ClinCAT. The role will ensure the development of a skilled, adaptable and future ready pharmacy workforce.</p>	

In collaboration with the Associate Deputy Director of Pharmacy (ADDOP) - Clinical, the CEP will contribute and co-deliver Advanced Pharmacy Australia (AdPha) training programs and the AWH Pharmacy Upskill program and will share responsibility for the development and implementation of these programs. The CEP will act as the Residency Training Program Lead (RTRL), oversee residency evaluations and structured learning experiences in partnership with the residency candidate to ensure each resident's portfolio reflects progressive development, competency achievement and readiness for advanced practice.

The CEP will assume ownership for the assessment of the extended scope of practice competencies and the assurance that pharmacists are equipped to deliver advanced clinical pharmacy services safely and effectively. The CEP will oversee pharmacy-related interprofessional education across the clinical units and will deliver education programs for staff and patient/carer groups within the organisation, and where appropriate, in external settings. All education initiatives will be evidence-based, fit for purpose, and designed to support safe, high-quality, patient centred care. The role will be required to travel and work across the various AWH campuses.

### **Leadership**

The CEP will contribute to the strategic plan, quality improvement initiatives and performance monitoring to ensure that pharmacy services are innovative, effective, patient-centred and aligned with departmental and organisational policies and procedures. The CEP is an integral member of the Pharmacy Education and Training Team (PETT) and will be accountable to the PETT and ADDOP - Clinical. The CEP is a key member of the Pharmacy Leadership Team (PLT) and will collaborate, advise and assist the Directors and the other members of the PLT to ensure that Pharmacy services are contemporary, efficient, effective, patient-centred and meet the needs of the Department and AWH.

## **KEY RESPONSIBILITIES**

### **Education and Training Portfolio**

- Develop and implement a sustainable, scalable, and high-quality evidence informed education and training strategy that aligns with organisational and departmental goals, that includes:
  - Pharmacy Onboarding and Orientation
  - Pharmacy Upskill Program
  - Pharmacy Workplace Based Assessments (WBA's)
  - Pharmacy Education Program (Pharmacists, Technician, Interprofessional)
  - AdPha Training Programs (e.g. Pharmacy Residency Program)
  - Regional Partnerships
- Lead and deliver structured workplace orientation and Upskill programs to support a skilled and future-ready pharmacy workforce
- Conduct structured performance evaluations using validated tools (e.g. MiniCEX, ClinCAT) to assess clinical competency, support professional development and safe, consistent and high-quality pharmacy services
- Lead the design, scheduling and delivery of all pharmacy education programs (Pharmacist, Technician, Interprofessional) and alignment with AdPha Clinical Pharmacy Standards of Practice
- Develop the annual schedule for the Pharmacy Education program
  - Design core modules to be covered across the year and link to case-based learning
  - Establish continuous evaluation and feedback mechanisms e.g. post session survey, structured peer and self-assessment and annual training needs analysis
  - Provide train the trainer workshops for new or junior pharmacy staff
  - Ensure content is evidence-based and mapped to competency standards
- Oversee pharmacy-related interprofessional education across clinical units and facilitate collaborative learning opportunities with nursing, medical and allied health teams
- Design and deliver evidence-based education programs for staff, patients, and carers within AWH and, where appropriate, in external settings

- Lead the design, delivery, and continuous improvement of the Pharmacy Upskill Program and Pharmacy Residency Program
- Act as the RTPL and ensure alignment with AdPha Resident Training Framework
- Manage Pharmacy Upskill and residency assessments (e.g. Mini-CEX, ClinCAT, DOPs) and maintain consistency, quality, and alignment with competency standards

#### **Lead and Coordinate: Portfolio Pharmacy Services**

- Lead, manage and coordinate the day-to-day provision of service
- Develop, implement, deliver and maintain advanced level pharmacy service provision
- Ensure the provision of pharmacy services comply with organisational goals, Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

#### **Lead and Manage: Team Members (when required)**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Implement and maintain routine, scheduled, documented and dedicated 1:1 sessions with team members
- Manage the performance of all staff relating to the Portfolio

#### **Performance and Governance**

- Develop, update, and maintain a Portfolio Pharmacy Service Plan and model(s) of care that support AWH & departmental strategic and operational plans
- Co-design the development and maintain the Portfolio performance framework and Key Performance Indicators (KPIs)
- Ensure service delivery meets the agreed Service Plan, Performance Framework and KPIs
- Monitor, review and report Portfolio performance to the Directors and PLT
- Participate in cost centre management, budgetary and financial accountability
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure
- Actively contribute to the maintenance and improvement of departmental governance systems and processes
- Provide input and collaborate with ADDOP Operations and Quality Use of Medicines as required to investigate and respond to VHIMS Riskman reports

#### **Educate, Train and Mentor (when required)**

- Develop, update, and maintain Portfolio orientation, credentialling and training programs with input from the Pharmacy Education and Training Team (PETT) and Clinical Education Pharmacist
- Educate, train, mentor and upskill rostered Portfolio team members
- Provide education, training, credentialling and mentorship to staff outside your Portfolio that include emerging leaders, pharmacists, pharmacy technicians, interns, students, and all other relevant groups that include (but not limited to) medical staff, nursing staff, and extended scope practitioners
- Assist with undergraduate and post graduate student placements
- Coordinate regular Portfolio team meetings

#### **Residency Training Program Preceptor (when required)**

- Act as a preceptor for residency candidates as they join the portfolio

- Conduct workplace-based assessments (WBAs) on residency candidates as required or as directed by the PETT. These include Mini-CEX (Clinical Evaluation Exercise), DOPS (direct observation of procedural skills) & and case-based discussions (CBDs)

#### **Research and Audit**

- Develop and contribute to research relevant to the Department or the Portfolio
- Present and publish in appropriate peer reviewed journals and conferences
- Develop and undertake regular audits to ensure appropriate governance within the Portfolio
- Actively contribute to drug utilisation and medication evaluation programs and audits

#### **Service Development**

- Develop and update pharmacy practices and models of care to continually improve the pharmacy service
- Participate in the planning and development of the AWH Pharmacy Strategic Plan
- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PLT and broader pharmacy team to develop and contribute to projects and service improvements
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

#### **General**

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development in relevant portfolio area(s) to support effective performance in the role
- In addition to the responsibilities of a Clinical Pharmacist, this role will:
  - Assist in general administrative and recruitment responsibilities when requested
  - Coordinate Allocated Day Off (ADO) and annual leave of Portfolio staff with Directors to ensure adequate coverage and clinical expertise during leave periods
  - Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster
  - Backfill Team Leader and Director roles when required
  - Maintain and document ongoing CPD at a level applicable to the position and consistent with the requirements of AHPRA
  - Practice within the AHPRA Shared Code of conduct
  - Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
  - Undertake other duties as delegated
  - Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role. Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

### **QUALIFICATIONS AND EXPERIENCE**

#### **1. Mandatory**

- Demonstrated exceptional leadership capability with a proven ability to engage, and build effective partnerships across all levels (superiors, peers, and junior staff). Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values

- Apply advanced knowledge and skills in hospital clinical pharmacy practice, supported by at least five years of experience as a Pharmacist in Australia and current registration with AHPRA
- Demonstrated strong self-leadership through emotional intelligence, self-awareness, and a collaborative mindset, with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Demonstrated ability to build and maintain strong professional relationships through high-level interpersonal, negotiation, and communication skills and collaborate within teams to influence others effectively
- Proven experience in implementing quality initiatives, services, or projects within the Pharmacy Department, with experience across other departments or divisions highly desirable, to drive continuous improvement and innovation in pharmacy practice
- Maintain membership with AdPha
- Hold a current unrestricted motor vehicle driver's licence

## 2. Desirable

- Extensive hospital pharmacy experience at Grade 2 Clinical Pharmacist level (NSW) or equivalent, with ANZCAP recognition at registrar or consultant level (or working towards), and/or credentialing for Partnered Pharmacist Medication Charting (PPMC)
- Proven experience in clinical education, supervision, and mentorship
- Demonstrated capability in Digital Health and IT systems that includes proficiency with Electronic Medical Records and / or other relevant technologies
- Experience in supporting the profession through conference posters, presentations or peer-reviewed publications, and active contributions in relevant AdPha Communities
- Ongoing representation of the Pharmacy Department in committee and governance meetings as part of a permanent role, with strategic and operational decision input
- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - formal qualifications
  - advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced)
  - micro credentials
  - equivalent experience

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire pharmacists, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong ability to collaborate within multidisciplinary teams and with diverse stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

**Communication:** Demonstrated advanced communication skills and ability to negotiate, collaborate, consult and engage effectively with a wide range of stakeholders, including internal and external partners

**Organisational Skills:** Demonstrated exceptional organisational and time management skills, ability to manage programs, projects and initiatives

**Health and Safety:** A commitment to work, health and safety (WH&S); support AWH's positive patient focus, displaying behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

**KEY RELATIONSHIPS**

<b>REPORTS TO:</b>	Associate Deputy Director of Pharmacy – Clinical
<b>SUPERVISES:</b>	<p>Provides direct supervision of the following staff:</p> <p>Not applicable</p> <p>Provides indirect supervision of the following staff while working in the Portfolio or performing Portfolio-related tasks:</p> <p>Grade 1 and Grade 2 Clinical Pharmacists Resident Pharmacists, Intern Pharmacists and Students Pharmacy Technicians</p>
<b>OVERALL:</b>	<p>Pharmacy Directors, PLT and PETT Medical Directors of the areas within the Portfolio Directors of Nursing for the Portfolio And other key stakeholders within the portfolio and the hospital.</p>

**PERFORMANCE APPRAISAL**

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

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- In order to help ensure continued employee and patient safety and quality of care:
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- The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.
- I commit to:
- **Reporting through the Incident Management System any near misses or incidents as they occur.**
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  - Contributing to an inclusive and health promoting environment.
  - Promoting our values and vision.

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#### SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

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As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

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Name of Incumbent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### ANNEXES

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

DOCUMENT CONTROL	
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<b>Manager Responsible:</b>	Associate Deputy Director of Pharmacy – Clinical
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

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- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

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- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

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- Influence an environment free from horizontal and vertical violence.

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** *Clinical Education Pharmacist*

**Department / Unit:** *Pharmacy*

**Facility / Site:** *Cross Campus*

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

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Demands	Description	Frequency					
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<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.				X		
Standing	Remaining standing without moving about to perform tasks.		X				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.			X			
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					

Demands	Description	Frequency					
		I	O	F	C	R	N
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>CLINICAL INFORMATICS PHARMACIST</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 3 (NSW) / Grade 3 (VIC)
<b>EBA / Award:</b>	Health Employees' Pharmacists (State) Award 2024 Medical Scientists, Pharmacists and Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

### OUR PURPOSE

*Together, we advance the health and wellbeing of our community.*

### OUR COMMITMENTS

We foster a **unified** culture of safety, inclusion, and learning.

We are **kind**, compassionate and supportive of each other, our consumers, and partners.

We are **trustworthy**, accountable, and transparent in our actions and communication.

We are **respectful** of others, actively listen, and are collaborative, consistent, and reliable.

We are visionary, **optimistic** and inspire solutions to support a healthier future.

### ROLE SUMMARY / PURPOSE

#### Overview

The Clinical Informatics Pharmacist (CIP) will oversee the clinical information systems Portfolio (Portfolio) at the Pharmacy Department to ensure safe, effective and efficient use of digital systems and technologies at Albury Wodonga Health. This includes current and future pharmacy digital systems such as dispensing applications, pharmacy automation, medication management, electronic medical record and related hardware, software and integration.

#### Operations

The CIP will play a key role in the evaluation, implementation, upgrade and maintenance of pharmacy information systems and assume ownership and oversight of system configuration, interfaces, functional and integration testing, support, training and database maintenance. The CIP will also ensure robust governance processes are in place and will

be the primary liaison between the Pharmacy Department, Information Communication Technology and external vendors. The role will be required to travel and work across the various AWH campuses.

### **Leadership**

The CIP will contribute to strategic planning, quality improvement initiatives and performance monitoring to ensure that digital systems are innovative, effective, patient centred and aligned with departmental and organisational policies and procedures. The role will report to the Associate Deputy Director of Pharmacy - Operations and Quality Use of Medicines. The CIP is a key member of the Pharmacy Leadership Team (PLT) and is required to collaborate, advise and assist the Directors and the other members of the PLT to ensure that Pharmacy services are contemporary, efficient, effective, patient centred and meet the needs of the Pharmacy Department and AWH.

## **KEY RESPONSIBILITIES**

### **Clinical Information Systems Portfolio**

- Oversee the clinical information systems portfolio within the Pharmacy Department
- Ensure safe, effective, and efficient use of digital systems and technologies that includes dispensing applications, pharmacy automation, medication management systems, electronic medical records, and related hardware/software
- Lead evaluation, implementation, upgrade, and maintenance of pharmacy information systems
- Assume ownership of system configuration, interfaces, functional and integration testing, support, training, and database maintenance
- Establish and maintain robust governance processes for digital systems
- Coordinate requests for purchase, maintenance, and replacement of pharmacy ICT hardware (e.g. desktops, mobile devices and docking stations, scanners, barcode and dispensing label printers, automated dispensing cabinets)
- Report and follow up on pharmacy ICT hardware issues or defects with ICT and / or Vendor
- Act as the primary liaison between Pharmacy, ICT, and external vendors regarding digital systems

### **Lead and Coordinate: Portfolio Pharmacy Services**

- Lead, manage and coordinate the day-to-day provision of service
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Develop, implement, deliver and maintain advanced level pharmacy service provision
- Ensure the provision of pharmacy services complies with organisational goals, Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

### **Performance and Governance**

- Develop, update, and maintain a Portfolio pharmacy Service Plan and model(s) of care that support AWH & departmental strategic and operational plans
- Co-design the development and maintain the Portfolio performance framework and Key Performance Indicators (KPIs)
- Ensure service delivery meets the agreed Service Plan, Performance Framework and KPIs
- Monitor, review and report Portfolio performance to the Directors and PLT
- Develop, update, and maintain Portfolio orientation, credentialing and training programs with input from the Pharmacy Education and Training Team (PETT) or equivalent

- Participate in cost centre management, budgetary and financial accountability for the Portfolio to ensure performance metrics are achieved
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure
- Actively contribute to the maintenance and improvement of departmental governance systems and processes
- Provide input and collaborate with ADDOP Operations and Quality Use of Medicines as required to investigate and respond to VHIMS Riskman reports

#### **Lead and Manage: Team Members (if applicable)**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Implement and maintain routine, scheduled, documented and dedicated 1:1 sessions with team members
- Manage the performance of all staff relating to the Portfolio

#### **Educate, Train and Mentor**

- Educate, train, mentor and upskill rostered Portfolio team members
- Provide education, training, credentialling and mentorship to staff outside your Portfolio that include emerging leaders, pharmacists, pharmacy technicians, interns, students, and all other relevant groups that include (but not limited to) medical staff, nursing staff, and extended scope practitioners
- Assist with undergraduate and postgraduate student placements

#### **Research and Audit**

- Develop and contribute to research relevant to the Department or the Portfolio
- Present and publish in appropriate peer reviewed journals and conferences
- Develop and undertake regular audits to ensure appropriate governance within the Portfolio
- Actively contribute to drug utilisation and medication evaluation programs and audits

#### **Service Development**

- Develop and update pharmacy practices and models of care to continually improve the pharmacy service
- Participate in the planning and development of the AWH Pharmacy Strategic Plan
- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PLT and broader pharmacy team to develop and contribute to projects and service improvements, such as but not limited to:
  - medication safety initiatives
  - accreditation activities
  - policy and procedure review
  - quality improvement initiatives
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

#### **General**

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development, including upskilling in relevant portfolio areas to support effective performance in the role.
- In addition to the responsibilities of a Clinical Pharmacist, the role will:
  - Assist in general administrative and recruitment responsibilities when requested
  - Coordinate Allocated Day Off (ADO) and annual leave of Portfolio staff with Directors to ensure adequate coverage and clinical expertise during leave periods
  - Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster

- Backfill Pharmacy Leadership roles when required
- Maintain and document ongoing CPD at a level applicable to the position and consistent with the requirements of AHPRA
- Practice within the AHPRA Shared Code of conduct
- Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
- Undertake other duties as delegated
- Ensure the condition of employment: mandatory e-learning modules are completed

## QUALIFICATIONS AND EXPERIENCE

### 1. Mandatory

- Demonstrated exceptional leadership capability with a proven ability to engage, and build effective partnerships across all levels (superiors, peers, and junior staff). Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values
- Advanced knowledge and skills preferably in hospital pharmacy setting, supported by at least five years of experience as a Pharmacist in Australia and current registration with AHPRA
- Demonstrated strong self-leadership through emotional intelligence, self-awareness, and a collaborative mindset with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Demonstrated ability to build and maintain strong professional relationships through high-level interpersonal, negotiation, and communication skills and collaborate within teams to influence others effectively
- Proven experience in implementing quality initiatives, services, or projects within the Pharmacy Department, with experience across other departments or divisions highly desirable, to drive continuous improvement and innovation in pharmacy practice
- Maintain membership with AdPha
- Hold a current unrestricted motor vehicle driver's licence

### 2. Desirable

- Extensive hospital pharmacy experience at Grade 2 Clinical Pharmacist level (NSW) or equivalent, with ANZCAP recognition at registrar or consultant level (or working towards), and/or credentialing for Partnered Pharmacist Medication Charting (PPMC)
- Proven experience in clinical education, supervision, and mentorship
- Demonstrated capability in Digital Health and IT systems that includes proficiency with Electronic Medical Records and other relevant technologies
- Experience in supporting the profession through conference presentations or peer-reviewed publications, and active contributions in relevant AdPha Communities
- Ongoing representation of the Pharmacy Department in committee and governance meetings as part of a permanent role, with strategic and operational decision input
- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - formal qualifications
  - advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced)
  - micro credentials
  - equivalent experience

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire peers, juniors and superiors, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong ability to collaborate within multidisciplinary teams and with diverse stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

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Name of Incumbent:

Signature: _____	Date: _____
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<b>Manager Responsible:</b>	Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
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**Position:** *Clinical Informatics Pharmacist*

**Department / Unit:** *Pharmacy*

**Facility / Site:** *Cross Campus*

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Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).		X				
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					

Demands	Description	Frequency					
		I	O	F	C	R	N
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg.: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>LEAD PHARMACIST - PRECEPTOR</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 3
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' Pharmacists (State) Award 2023
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

## OUR PURPOSE

*Together, we advance the health and wellbeing of our community.*

## OUR COMMITMENTS

We foster a **unified** culture of safety, inclusion, and learning.

We are **kind**, compassionate and supportive of each other, our consumers, and partners.

We are **trustworthy**, accountable, and transparent in our actions and communication.

We are **respectful** of others, actively listen, and are collaborative, consistent, and reliable.

We are visionary, **optimistic** and inspire solutions to support a healthier future.

## ROLE SUMMARY / PURPOSE

### Overview

The Lead Pharmacist – Preceptor (LPP) will report to and collaborate with the Associate Deputy Director of Pharmacy (ADDOP) - Clinical and the Pharmacy Education and Training Team (PETT) for the coordination of the pharmacy intern and student education programs and lead the day-to-day implementation of the program across Albury Wodonga Health. The role ensures alignment with organisational priorities, accreditation standards, and national professional frameworks. The role supports the development of capable, confident, and future-ready practitioners and will foster a culture of learning and continuous professional growth. Coordination of this program will occur one day per week and the LPP will serve as a key point of contact for clinical pharmacists that provide supervision to interns and students for the rest of the week.

### Operations

The LPP is responsible for the co-design, delivery and evaluation of structured learning experiences for pharmacy interns and students, in accordance with the Pharmacy Board of Australia's supervised practice requirements, the Australian Pharmacy Council's Performance Outcomes Framework and relevant university and intern program expectations. The

LPP operates under the strategic oversight of the PETT to ensure intern and student programs are integrated with broader departmental education initiatives and aligned to credentialed educator standards such as the Monash Credentialed Clinical Educator Training Program or equivalent. The role serves as a role model to interns, students and new preceptors and will oversee the operational delivery of the pharmacy intern and student programs. The LPP will maintain active clinical practise in a rostered area, maintain current clinical pharmacy expertise and contribute to the broader goals of the pharmacy department through collaboration, innovation and mentorship. The role will be required to travel and work across the various AWH campuses.

### **Leadership**

The role will report to the Associate Deputy Director of Pharmacy – Clinical and work under the strategic guidance of the PETT. The LPP collaborates closely with the PETT to ensure alignment with departmental priorities and educational standards and will contribute through the provision of monthly reports to the PETT.

## **KEY RESPONSIBILITIES**

### **Intern and Student Program Coordination**

- Oversee recruitment, onboarding, orientation, supervision and assessment of pharmacy interns and students
- In collaboration with PETT, co-design, deliver, and evaluate intern and student programs in alignment with national frameworks and credentialed educator standards such as the Monash Credentialed Clinical Educator Program. that includes:
  - Development of individualised Training Plans
- Roster structured learning experiences and practice exposure
- Roster regular 1:1 meetings with interns and students
  - Formal assessments and feedback
- Assist in the planning and adjustment of intern and student rosters to reflect clinical priorities and educational needs, reporting via PETT to PLT for escalation and roster allocation
- Ensure education programs meet the requirements of AHPRA, APC, and affiliated universities
- Maintain accurate documentation of intern and student progress, supervision records, and assessment outcomes
- Provision of mentorship to new or junior preceptor(s) to support their development and confidence in educational supervision
- Support continuous improvement through feedback collection, program evaluation, and data reporting
- Collaborate and serve as a key contact for peer pharmacists to support day-to-day clinical supervision and promote positive and developmental feedback

### **Clinical Education and Mentorship**

- Once weekly, directly supervise and mentor interns and students through one-on-one meetings, structured learning activities, and workplace-based assessments to support professional growth
- Apply principles from Credentialed Clinical Educator (CE) training to foster reflective practice, professional growth, and readiness for independent practice
- Promote a safe and supportive learning environment that encourages inquiry, feedback, and collaboration
- Provide mentorship to new or junior preceptors to build confidence and capability in educational supervision

### **Lead and Coordinate: Portfolio Pharmacy Services**

- Lead, manage and coordinate the day-to-day provision of service
- Develop, implement, deliver and maintain advanced level pharmacy service provision
- Ensure the provision of pharmacy services comply with organisational goals, Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

### **Performance and Governance**

- Develop, update, and maintain a Portfolio Pharmacy Service Plan and model(s) of care that support AWH & departmental strategic and operational plans
- Co-design the development and maintain the Portfolio performance framework and Key Performance Indicators (KPIs)
- Ensure service delivery meets the agreed Service Plan, Performance Framework and KPIs
- Monitor, review and report Portfolio performance to the Directors and PLT
- Participate in cost centre management, budgetary and financial accountability
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure
- Actively contribute to the maintenance and improvement of departmental governance systems and processes
- Provide input and collaborate with ADDOP Operations and Quality Use of Medicines as required to investigate and respond to VHIMS Riskman reports
- Actively participate in governance and professional groups including:
  - Pharmacy Education and Training Team (PETT)
  - Regional communities of practice (e.g. Northeast Health Wangaratta Intern Group)
  - AdPha Specialty Practice Groups
- Prepare and submit a monthly report to the PETT to inform program progress and highlight key outcomes

#### **Lead and Manage: Team Members (when required)**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Implement and maintain routine, scheduled, documented and dedicated 1:1 sessions with team members
- Manage the performance of all staff relating to the Portfolio

#### **Educate, Train and Mentor (when required)**

- Develop, update, and maintain Portfolio orientation, credentialling and training programs with input from the Pharmacy Education and Training Team (PETT) and Clinical Education Pharmacist
- Educate, train, mentor and upskill rostered Portfolio team members
- Provide education, training, credentialling and mentorship to staff outside your Portfolio that include emerging leaders, pharmacists, pharmacy technicians, interns, students, and all other relevant groups that include (but not limited to) medical staff, nursing staff, and extended scope practitioners
- Assist with undergraduate and post graduate student placements
- Coordinate regular Portfolio team meetings

#### **Residency Training Program Preceptor (when required)**

- Act as a preceptor for residency candidates as they join the portfolio
- Conduct workplace-based assessments (WBAs) on residency candidates as required or as directed by the PETT. These include Mini-CEX (Clinical Evaluation Exercise), DOPS (direct observation of procedural skills) & and case-based discussions (CBDs)

#### **Research and Audit**

- Develop and contribute to research relevant to the Department or the Portfolio
- Present and publish in appropriate peer reviewed journals and conferences
- Develop and undertake regular audits to ensure appropriate governance within the Portfolio

- Actively contribute to drug utilisation and medication evaluation programs and audits

**Service Development**

- Develop and update pharmacy practices and models of care to continually improve the pharmacy service
- Participate in the planning and development of the AWH Pharmacy Strategic Plan via input through the PETT
- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PETT and broader pharmacy team to develop and contribute to projects and service improvements
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

**General**

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development in relevant portfolio area(s) to support effective performance in the role
- In addition to the responsibilities of a Clinical Pharmacist, this role will:
- Assist in general administrative and recruitment responsibilities when requested
- Coordinate Allocated Day Off (ADO) and annual leave of Portfolio staff with Directors to ensure adequate coverage and clinical expertise during leave periods
- Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster
- Backfill Team Leader and Director roles when required
- Maintain and document ongoing CPD at a level applicable to the position and consistent with the requirements of AHPRA
- Practice within the AHPRA Shared Code of conduct
- Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
- Undertake other duties as delegated
- Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role. Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

**QUALIFICATIONS AND EXPERIENCE**

**1. Mandatory**

- Demonstrated exceptional leadership capability with a proven ability to engage, and build effective partnerships across all levels (superiors, peers, and junior staff). Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values
- Apply advanced knowledge and skills in hospital clinical pharmacy practice, supported by at least five years of experience as a Pharmacist in Australia and current registration with AHPRA
- Demonstrated strong self-leadership through emotional intelligence, self-awareness, and a collaborative mindset, with the ability to be receptive to and act on feedback to drive continuous personal and professional development
- Demonstrated ability to build and maintain strong professional relationships through high-level interpersonal, negotiation, and communication skills and collaborate within teams to influence others effectively
- Proven experience in implementing quality initiatives, services, or projects within the Pharmacy Department, with experience across other departments or divisions highly desirable, to drive continuous improvement and innovation in pharmacy practice

- Maintain membership with AdPha
- Hold a current unrestricted motor vehicle driver's licence

## 2. Desirable

- Extensive hospital pharmacy experience at Grade 2 Clinical Pharmacist level (NSW) or equivalent, with ANZCAP recognition at registrar or consultant level (or working towards), and/or credentialing for Partnered Pharmacist Medication Charting (PPMC)
- Proven experience in clinical education, supervision, and mentorship
- Demonstrated capability in Digital Health and IT systems that includes proficiency with Electronic Medical Records and other relevant technologies
- Experience in supporting the profession through conference presentations or peer-reviewed publications, and active contributions in relevant AdPha Communities
- Ongoing representation of the Pharmacy Department in committee and governance meetings as part of a permanent role, with strategic and operational decision input
- Relevant postgraduate qualification(s) and / or other recognised credentials for example Clinical Pharmacy, Leadership and Management, Information Technology, Education or Research. This may include:
  - formal qualifications
  - advanced short courses (e.g. Alfred Hospital Emergency Medicine Course - Advanced)
  - micro credentials
  - equivalent experience

## PERSONAL ATTRIBUTES / SOFT SKILLS

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire pharmacists, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong ability to collaborate within multidisciplinary teams and with diverse stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

**Communication:** Demonstrated advanced communication skills and ability to negotiate, collaborate, consult and engage effectively with a wide range of stakeholders, including internal and external partners

**Organisational Skills:** Demonstrated exceptional organisational and time management skills, ability to manage programs, projects and initiatives

**Health and Safety:** A commitment to work, health and safety (WH&S); support AWH's positive patient focus, displaying behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

## KEY RELATIONSHIPS

<b>REPORTS TO:</b>	Associate Director of Pharmacy – Clinical
<b>SUPERVISES:</b>	Provides indirect supervision of the following staff while working in the Portfolio or performing Portfolio-related tasks: <ul style="list-style-type: none"> <li>• Intern Pharmacists</li> <li>• Pharmacy Students</li> <li>• Grade 1 and Grade 2 Pharmacists</li> <li>• Pharmacy Technicians</li> </ul>

<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors and PETT</li> <li>• Medical Directors of the areas within the Portfolio</li> <li>• Directors of Nursing for the Portfolio</li> <li>• And other key stakeholders within the portfolio and the hospital</li> </ul>
<b>PERFORMANCE APPRAISAL</b>	
<p>A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).</p>	
<b>QUALITY AND RISK MANAGEMENT</b>	
<p>In order to help ensure continued employee and patient safety and quality of care:</p> <ul style="list-style-type: none"> <li>– Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.</li> <li>– Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.</li> <li>– <b>A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.</b></li> <li>– Staff are required to abide by the Code of Conduct for AWH.</li> </ul>	
<b>HEALTH AND WELLBEING</b>	
<p>The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.</p> <p>I commit to:</p> <ul style="list-style-type: none"> <li>– <b>Reporting through the Incident Management System any near misses or incidents as they occur.</b></li> <li>– Partaking in the promotion of the health and wellbeing of employees.</li> <li>– Contributing to an inclusive and health promoting environment.</li> <li>– Promoting our values and vision.</li> <li>– An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.</li> </ul>	
<b>SCOPE OF AUTHORITY</b>	
<p>Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.</p>	
<b>CLOSING THE GAP</b>	
<p>AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.</p>	

## CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

### Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ANNEXES

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

DOCUMENT CONTROL	
<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Associate Deputy Director of Pharmacy – Clinical
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

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## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

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**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** *Lead Pharmacist - Preceptor*

**Department / Unit:** *Pharmacy*

**Facility / Site:** *Cross Campus*

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.				X		
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>HEAD PHARMACY TECHNICIAN</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 4
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' State Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
<b>OUR PURPOSE</b>	
<i>Together, we advance the health and wellbeing of our community.</i>	
<b>OUR COMMITMENTS</b>	
We foster a <b>unified</b> culture of safety, inclusion, and learning.	
We are <b>kind</b> , compassionate and supportive of each other, our consumers, and partners.	
We are <b>trustworthy</b> , accountable, and transparent in our actions and communication.	
We are <b>respectful</b> of others, actively listen, and are collaborative, consistent, and reliable.	
We are visionary, <b>optimistic</b> and inspire solutions to support a healthier future.	
<b>ROLE SUMMARY / PURPOSE</b>	
<b>Overview</b>	
<p>The Head Pharmacy Technician (HPT) will lead, manage and coordinate technician pharmacy services, hereafter referred to as the Pharmacy Technician Support Service (PTSS), at Albury Wodonga Health (AWH). This role will oversee the technician team, dispensing, procurement and distribution services. The HPT will also contribute to education, training, and quality improvement initiatives to ensure a safe, efficient, and comprehensive pharmacy service.</p>	
<b>Operations</b>	
<p>The HPT holds direct responsibility and accountability for procurement activities. This includes inventory management, purchasing of medicines and consumables, coordination with suppliers, and compliance with relevant procurement policies and procedures, AWH Drug Formulary and HealthShare Victoria (HSV) contract.</p>	
<p>The HPT will also participate and co-ordinate the dispensing and distribution services with a supervising pharmacist to manage services delivered by the technician team to ensure completion of duties and the safe, timely, and efficient supply</p>	

of medicines across AWH. The role drives continuous improvement and innovation in technician service delivery, risk management, and operational efficiency.

The HPT works in collaboration with the Pharmacy Education and Training Team (PETT) to ensure the technician team are properly orientated, receive high-quality training and undergo appropriate assessment to confirm they are credentialed and competent. The HPT provides ongoing support to the technician team through structured performance management, professional development, and continuous improvement initiatives. The role will be required to travel and work across the various AWH campuses.

### **Leadership**

The HPT will contribute to the strategic plan, quality improvement and performance monitoring to ensure pharmacy services are innovative, effective, and patient centred, in line with departmental and organisational policies. The HPT is an integral member of the PETT and will report to the Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines (ADDOP - Ops and QUM). The HPT is a key member of the Pharmacy Leadership Team (PLT) and will collaborate, advise and assist the Directors and the other members of the PLT to ensure services are contemporary, efficient, effective and responsive to the needs of the Pharmacy Department and AWH.

## **KEY RESPONSIBILITIES**

### **Procurement and Inventory Management**

- Responsible for day-to-day operation and oversight of pharmacy procurement services, inventory management and stock control that includes pharmaceuticals, consumables and related goods
- Manage all procurement activities:
  - purchase orders
  - price management
  - inventory management
  - invoice receipting
  - substitutions and brand changes
- Oversee the daily activities and performance of the wholesaler services and manage substitutions and brand changes in alignment with the AWH formulary and HSV Contract requirements
- Co-ordinate timely order generation to suppliers and maintain automated ordering for regularly stocked items, using minimum and maximum stock levels
- Monitor inventory turnover to keep stock levels aligned with service needs
- Ensure backorders and stock discrepancies are followed up immediately, and maintain monthly stock balance management across all dispensaries
- Provide daily report on stock issues, alternatives and brand changes and collaborate with the Clinical Informatics Pharmacist to ensure timely and accurate updates to pharmacy system product file
- Coordinate and document actions related to medicine recalls in collaboration with the ADDOP Ops and QUM
- Design, implement and maintain procedures and reports for ordering, invoicing, receipting, stock reconciliation, and monitoring of out of stock and critical medicines
- Identify opportunities for cost reduction and proactively liaise and collaborate with the ADDOP Ops and QUM to implement initiatives that reduce and minimise cost

### **Distribution Services**

- Supervise and co-ordinate the day-to-day operations of the distribution technician team to ensure timely and accurate completion of duties
- Oversee order generation and delivery of medicines, consumables and stationery to dispensaries, wards and departments across AWH according to set schedules

- Co-ordinate regular review of imprest medicines and monitor storage compliance in collaboration with the ADDOP Ops and QUM and Team Leader Pharmacists to optimise stock distribution, minimise outages and wastage
- Develop and maintain efficient processes for ward returns and ensure safe and efficient recycling of medicines
- Establish and maintain procedures and guidelines for all distribution activities
- Co-ordinate distribution of stock to external sites in partnership with the technician team

### **Dispensing Services**

- Supervise daily operations of the dispensing technician team to ensure delivery of service
- Participate in and coordinate all functions of the Dispensing Area with the supervising Pharmacist, that includes:
  - Technician roster and task allocation in partnership with the ADDOP – Ops and QUM
  - Workflow prioritisation and escalation protocols to meet service demand and key performance indicators (KPIs)
  - Oversight of non-formulary dispensing and follow up of necessary approvals
- Develop, implement and maintain standardised dispensary procedures in alignment for triage, dispensing and labelling, dose administration aids, provision of patient-centred medicine lists, receipt, dispatch and prescription management

### **Inventory Quality Assurance**

- Organise the delivery of medicines to patients via courier or post
- Assist with identification and investigation of stock management problems and ensure action is taken to prevent or minimise recurrence
- Co-ordinate expiry date check process for AWH sites:
  - Proactively manage short date stock via appropriate stock movement practices to minimise wastage and cost of expired medicines across the organisation
  - Provision of expiry report to the ADDOP – Ops and QUM and
  - Removal of short dated or expired items
- Act as the point of reference for all refrigerator issues:
  - Coordinate timely response to temperature excursions
  - Liaise with key stakeholders and ADDOP Ops and QUM to formulate and implement appropriate stock recovery and cost minimisation plan
  - Liaise with Engineering team to ensure regular refrigerator maintenance and service
- Ensure safe, secure and appropriate storage of medicines in accordance with local and national legislation and guidelines (e.g. cold chain management and vaccine storage) and that evidence is retained for audit and accreditation
- Lead and coordinate annual stock take and ensure ongoing maintenance of stock control processes
- Provide oversight and delegate responsibility to the Deputy Head Pharmacy Technician (DHPT) for the accurate reconciliation of all pharmacy transactions and end of month activities in compliance with AWH financial policies and PBS requirements
  - Review and reconcile purchase orders, invoices, and stock adjustments
  - Generate and review inventory reports to confirm monthly stock levels, and identify discrepancies for follow up and resolution
  - Confirm monthly expiry date checking completed
  - Confirm monthly submission of PBS claim through PBS Online
  - Ensure timely submission of financial and operational reports to the Pharmacy Leadership Team (PLT)
- Manage a tidy and organised work environment through delegation that includes replenishment of all consumables and stationery required for efficient operations

### **Lead and Coordinate: Pharmacy Technician Support Services (PTSS)**

- Lead, manage and coordinate the day-to-day provision of PTSS
- Develop, implement and maintain advanced levels of PTSS
- Ensure the provision of PTSS comply with organisational goals, Advanced Pharmacy Australia (AdPha) Standards of Practice, National Safety Quality Healthcare Service (NSQHS) Standards, AWH Policy and Procedures, legislation, codes and regulatory standards

#### **Lead and Manage: Team Members**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Lead and champion a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Implement and maintain routine, scheduled, documented and dedicated 1:1 sessions with team members
- Manage the performance of all staff relating to the PTSS

#### **Performance and Governance**

- Develop, update, and maintain a PTSS Pharmacy Service Plan and model(s) of care that support AWH & departmental strategic and operational plans
- Co-design the development and maintain the PTSS performance framework and Key Performance Indicators (KPIs)
- Ensure PTSS delivery meets the agreed Service Plan, Performance Framework and KPIs
- Monitor, review and report PTSS performance to the Directors and PLT
- Participate in cost centre management, budgetary and financial accountability
- Promote safe, effective and economical use of medicines and assume delegated responsibility to proactively monitor and influence financial expenditure
- Actively contribute to the maintenance and improvement of departmental governance systems and processes
- Provide input and collaborate with ADDOP Ops and QUM as required to investigate and respond to VHIMS Riskman reports

#### **Educate, Train and Mentor**

- Develop, update, and maintain PTSS orientation, credentialling and training programs with input from the Pharmacy Education and Training Team (PETT) and Clinical Education Pharmacist
- Educate, train, mentor and upskill rostered PTSS team members
- Assist with the orientation and onboarding of staff outside the PTSS that includes new Pharmacists, Intern Pharmacists, Pharmacy Students
- Coordinate regular PTSS team meetings

#### **Research and Audit**

- Collaborate in research relevant to the Department or the PTSS, providing expertise and technical input as required
- Support and facilitate dissemination of research findings, assist colleagues with preparation for publication in peer reviewed journals and conferences
- Undertake regular audits to ensure appropriate governance, compliance and quality standards within the PTSS
- Actively contribute to drug utilisation and medication evaluation programs and audits

#### **Service Development**

- Develop and update pharmacy practices and models of care to continually improve the PTSS
- Participate in the planning and development of the AWH Pharmacy Strategic Plan

- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PLT and broader pharmacy team to develop and contribute to projects and service improvements
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

### General

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development, including upskilling in relevant PTSS area(s) to support effective performance in the role
- In addition to the responsibilities of a Pharmacy Technician this role will:
  - Assist in general administrative and recruitment responsibilities when requested
  - Coordinate Allocated Day Off (ADO) and annual leave of PTSS staff with Directors to ensure adequate coverage and clinical expertise during leave periods
  - Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster
  - Backfill pharmacy technician roles when required
  - Maintain and document ongoing CPD at a level applicable to the position
  - Practice within the AHPRA Shared Code of conduct and AdPha Technician Competency Standards Framework
  - Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
  - Undertake other duties as delegated
  - Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role.**

**Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

## QUALIFICATIONS AND EXPERIENCE

### Mandatory

- Certificate IV in Hospital/Health Services Pharmacy Support (or equivalent) and extensive experience working in pharmacy technician roles
- Demonstrated leadership and management experience overseeing pharmacy technician services, including performance management, mentoring, and team coordination with a proven ability to engage and build effective partnerships across all levels (superiors, peers, and junior staff)
- Formal qualification in Management, Business Administration, Health Management or equivalent (external or internal program), or working towards the same with a demonstrated commitment to complete within 12 months of appointment
- Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values
- Proven excellent expertise in procurement and inventory management, including automated ordering, supplier coordination, invoice processing, and compliance with HSV contracts and formulary requirements
- Demonstrated experience in triaging and resolving inpatient, outpatient, and discharge supply requests, patient and staff enquiries, and coordinating technician workflows
- Strong understanding of dispensing and distribution operations, including PBS/non-PBS supply, non-formulary and special access schemes, cold chain management, vaccine storage and ward returns

- Excellent communication and collaboration skills, with a demonstrated ability to contribute to audits, quality improvement and education
- High-level understanding of pharmacy systems such as iPharmacy or Merlin, and automated dispensing cabinets that includes the ability to generate reports and monitor KPIs

**Desirable**

- Extensive pharmacy technician experience that may include a combination of community and hospital experience, that includes a minimum of 5 years' hospital pharmacy technician experience
- Demonstrated ability to manage workload autonomously, prioritising tasks effectively and maintaining accountability to meet deadlines and service requirements
- Experience in training and competency-based assessment of pharmacy staff
- Experience in leading or contributing to service improvement projects, change management initiatives and development of procedures
- Demonstrated ability to supervise and manage staff in line with quality human resource management practices, including employment equity, anti-discrimination, occupational health and safety and ethical behaviour
- Active Member of relevant AdPha Communities

**PERSONAL ATTRIBUTES / SOFT SKILLS**

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire technicians, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong collaboration skills to work effectively within multidisciplinary teams and with a variety of stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

**Organisational Skills:** Demonstrated exceptional organisational and time management skills with a strong ability to manage complex workflows, inventory systems, and procurement processes across multiple sites

**Communication:** Demonstrated advanced communication skills and ability to negotiate, collaborate, and consult with a wide range of stakeholders, including internal and external partners

**Health and Safety:** A commitment to work, health and safety (WH&S) and contributing to the AWH positive patient focus, displaying behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

**KEY RELATIONSHIPS**

<b>REPORTS TO:</b>	Associate Deputy Director of Pharmacy – Operations and Quality Use of Medicines
<b>SUPERVISES:</b>	<p>Direct supervision of the following, under direction and oversight from supervising Pharmacist:</p> <ul style="list-style-type: none"> <li>• Grade 1, Grade 2 and Grade 3 Pharmacy Technicians working in the PTSS</li> </ul> <p>Assist with supervision of the following, under direction and oversight from the supervising Pharmacist:</p> <ul style="list-style-type: none"> <li>• Intern Pharmacists and Pharmacy Students rostered in the PTSS</li> <li>• Pharmacy Technicians rostered in the in the PTSS</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors and PLT</li> <li>• And other key stakeholders within the PTSS and the hospital.</li> </ul>

## PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

## QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

## HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

## SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

## CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

## CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

**Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ANNEXES**

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

**DOCUMENT CONTROL**

<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Associate Deputy Director of Pharmacy – Operations and Quality of Medicines
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

DRAFT

**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** *Head Pharmacy Technician*

**Department / Unit:** *Pharmacy*

**Facility / Site:** *Cross Campus*

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 of the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.				X		
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.			X			
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.		X				
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>DEPUTY HEAD PHARMACY TECHNICIAN</b>
<b>Department:</b>	Pharmacy
<b>Classification:</b>	Grade 3
<b>EBA / Award:</b>	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 Health Employees' State Award 2024
<b>Primary Site:</b>	Cross Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care

## OUR PURPOSE

*Together, we advance the health and wellbeing of our community.*

## OUR COMMITMENTS

We foster a **unified** culture of safety, inclusion, and learning.

We are **kind**, compassionate and supportive of each other, our consumers, and partners.

We are **trustworthy**, accountable, and transparent in our actions and communication.

We are **respectful** of others, actively listen, and are collaborative, consistent, and reliable.

We are visionary, **optimistic** and inspire solutions to support a healthier future.

## ROLE SUMMARY / PURPOSE

### Overview

The Deputy Head Pharmacy Technician (DHPT) supports the Head Pharmacy Technician (HPT) to coordinate technician pharmacy services, hereafter referred to as the Pharmacy Technician Support Service (PTSS) at Albury Wodonga Health. The key focus of this role will be to triage and resolve enquiries, provide administrative assistance, support dispensary operations, and acts as deputy to the HPT. The DHPT backfills the HPT and other technician roles when required to ensure continuity of service delivery.

### Operations

The DHPT provides administrative support to the Directors and the broader pharmacy team. This includes support for departmental communication, meeting duties, filing and scanning, end of month reporting, pharmacy inbox and calendars, BEIMS and Oracle tasks and other delegated administrative tasks such as documentation, reporting, and PBS claims.

The DHPT will triage and resolve enquiries, that includes inpatient, outpatient, and discharge supply requests, phone calls, front window interactions, and queries from patients and staff. The DHPT will develop and maintain a system to track and resolve enquiries, to ensure timely escalation to the rostered pharmacist, or Directors when required.

During peak periods, the DHPT is expected to assist in the dispensary to promote efficient medicine supply, support timely patient discharge and meet service demand and turnaround targets. The role also includes backfilling the HPT and other technician roles as needed to maintain service continuity across AWH. The role will be required to travel and work across the various AWH campuses.

### **Leadership**

The DHPT will be accountable to the HPT and will provide leadership support across PTSS. The DHPT acts as a proxy member of the Pharmacy Leadership Team (PLT) on behalf of the HPT and will collaborate, advise and assist the Directors and the other members of the PLT to ensure services are contemporary, efficient, effective and responsive to the needs of the Pharmacy Department and AWH.

## **KEY RESPONSIBILITIES**

### **Administrative Support**

- Provide administrative support to the Directors and Pharmacy Leadership Team
- Co-ordinate departmental communication and information release
- Assist with meeting duties (e.g. scheduling, room bookings, agenda preparation, information dissemination, minute taking and follow up actions)
- Assist Directors with service improvement projects, invoice reconciliation and overall administrative activities
- Assist in preparation of monthly key performance indicator summaries for all areas
- Perform filing and scanning of pharmacy documentation to maintain accurate and accessible records
- Assist HPT with end-of-month reporting for pharmacy operations and performance indicators
- Manage the pharmacy inbox and calendars, ensure timely responses and coordinate appointments and tasks
- Submit and follow up on BEIMS maintenance tasks
- Perform Oracle-related, ICT tickets and other types or requests for work
- Maintain comprehensive database and filing systems
- Participate and maintain competency for Fire Warden
- Participate in meetings and complete tasks to support OHS activities (walkaround, reporting, procedures)
- Assist with reconciliation of invoices for payment, incoming and outgoing mail and administrative supplies
- Undertake other delegated administrative tasks that includes documentation, internal reporting, and PBS claims processing

### **Dispensing and Distribution**

- Assist with day-to-day operations of the dispensary and distribution services under the guidance of the HPT and the supervising Pharmacist to ensure safe and timely supply of medicines
- Support stock management that includes order generation, stock rotation and replenish stock across dispensaries and imprest locations
- Generate and process medicine orders as required, liaise with suppliers and pharmacy staff to ensure accurate and timely delivery
- Contribute to inventory control that includes monitoring expiry dates, managing ward returns, and maintaining accurate records in line with regulatory and organisational standards
- Assist with PBS and non-PBS supply processes, including special access schemes, non-formulary items, and cold chain management
- Ensure compliance with vaccine storage protocols and support the handling of temperature-sensitive medicines
- Participate in audits and quality improvement initiatives related to dispensing and distribution workflows
- Collaborate with pharmacists and technicians to identify and resolve supply issues, ensuring continuity of patient care

- Maintain proficiency in pharmacy IT systems (e.g. iPharmacy, Merlin) to support dispensing accuracy, stock tracking, and reporting

#### **Pharmacy Technician Support Service (PTSS)**

- Support the HPT to co-ordinate the day-to-day provision of PTSS
- Assist with triage and resolution of inpatient, outpatient, and discharge supply requests, phone calls, front window interactions, and patient/staff enquiries
- Develop and maintain system(s) to track and resolve enquiries and ensure timely escalation to the rostered pharmacist or Directors when required
- Assist in the Dispensary Area during peak periods to promote efficient medicine supply and timely patient discharge
- Assist with quality improvement activities

#### **Inventory Quality Assurance**

- Complete accurate reconciliation of all pharmacy transactions and end of month activities in compliance with AWH financial policies and PBS requirements
  - Review and reconcile purchase orders, invoices, and stock adjustments
  - Generate and review inventory reports to confirm monthly stock levels, and identify discrepancies for follow up and resolution
  - Confirm monthly expiry date checking completed
  - Confirm monthly submission of PBS claim through PBS Online
- Ensure timely submission of financial and operational reports to the Pharmacy Leadership Team (PLT)

#### **Lead and Manage: Team Members**

- Exemplify standards and behaviours consistent with the AWH values, vision, mission and code of conduct
- Foster a positive, kind, and inclusive workplace culture that supports staff wellbeing, encourages innovation and excellence, and promotes psychological safety
- Support a culture of openness and speaking up, where team members feel safe, respected and empowered to raise concerns and share ideas
- Promote timely, responsive and effective communication with team members and facilitate regular team meetings to promote engagement and collaboration
- Assist the HPT as required with routine, scheduled, documented and dedicated 1:1 sessions with team members
- Assist the HPT to manage the performance of all staff relating to the PTSS

#### **Educate, Train and Mentor**

- Assist the HPT with orientation, credentialing and training programs with input from the Pharmacy Education and Training Team (PETT) and Clinical Education Pharmacist
- Assist the HPT to educate, train, mentor and upskill rostered PTSS team members
- Assist with the orientation and onboarding of staff outside the PTSS that includes new Pharmacists, Intern Pharmacists, Pharmacy Students
- Assist the HPT to coordinate regular PTSS team meetings

#### **Research and Audit**

- Collaborate in research relevant to the Department or the PTSS, providing expertise and technical input as required
- Support and facilitate dissemination of research findings, assist colleagues with preparation for publication in peer reviewed journals and conferences
- Undertake regular audits to ensure appropriate governance, compliance and quality standards within the PTSS
- Actively contribute to drug utilisation and medication evaluation programs and audits

## Service Development

- Assist with updates to pharmacy practices and models of care to continually improve the PTSS
- Participate in the planning and development of the AWH Pharmacy Strategic Plan
- Liaise with key stakeholders across inpatient, outpatient and community teams to resolve issues and implement quality improvements
- Collaborate with the PLT and broader pharmacy team to develop and contribute to projects and service improvements
- Represent the pharmacy department to provide professional leadership and advocacy in various forums, as well as contribute expertise in medicines management to multi-disciplinary groups and team meetings

## General

- Maintain knowledge of best practices, current trends and technological developments
- Actively engage in professional development, that includes upskilling in relevant PTSS area(s) to support effective performance in the role
- In addition to the responsibilities of a Pharmacy Technician this role will:
  - Assist in general administrative and recruitment responsibilities when requested
  - Participate in extended weekday working hours, weekend, public holiday and on call services according to the departmental roster
- Act as deputy to the HPT and backfill the HPT role during periods of leave
  - Backfill Pharmacy Technician roles as required to maintain service continuity
  - Maintain and document ongoing CPD at a level applicable to the position
  - Practice within the AHPRA Shared Code of conduct and AdPha Technician Competency Standards Framework
  - Ensure that relevant legislation requirements, procedures, accreditation, and professional standards are met
  - Undertake other duties as delegated
  - Ensure the condition of employment: mandatory e-learning modules are completed

**This position description serves as a guide to the principal duties and responsibilities of the role.**

**Responsibilities will be reviewed periodically in response to service priorities as they evolve. Duties may be amended or new responsibilities introduced following consultation with the incumbent, to ensure continued alignment with the organisational needs and strategic direction.**

## QUALIFICATIONS AND EXPERIENCE

### Mandatory

- Certificate IV in Hospital/Health Services Pharmacy Support (or equivalent) and has relevant pharmacy experience working in pharmacy technician roles
- Demonstrated leadership capability with a proven ability to engage, and build effective partnerships across all levels (superiors, peers, and junior staff). Able to manage diverse stakeholder expectations, create win-win outcomes, and foster a high-performance, positive workplace culture aligned with organisational values
- Proven excellent expertise in procurement and inventory management, including automated ordering, supplier coordination, invoice processing, and compliance with HSV contracts and formulary requirements
- Demonstrated experience in triaging and resolving inpatient, outpatient, and discharge supply requests, patient and staff enquiries, and coordinating technician workflows
- Strong understanding of dispensing and distribution operations, including PBS/non-PBS supply, non-formulary and special access schemes, cold chain management, vaccine storage and ward returns
- Excellent communication and collaboration skills, with a demonstrated ability to contribute to audits, quality improvement and education

- High-level understanding of pharmacy systems such as iPharmacy or Merlin, and automated dispensing cabinets that includes the ability to generate reports and monitor KPIs

**Desirable**

- Significant pharmacy technician experience that may include a combination of community and hospital experience, with a total of 10 years pharmacy technician experience overall
- Demonstrated leadership and management experience overseeing pharmacy technician services, including performance management, mentoring, and team coordination
- Demonstrated ability to manage workload autonomously, prioritising tasks effectively and maintaining accountability to meet deadlines and service requirements
- Experience in training and competency-based assessment of pharmacy staff
- Experience in leading or contributing to service improvement projects, change management initiatives and development of procedures
- Demonstrated ability to supervise and manage staff in line with quality human resource management practices, including employment equity, anti-discrimination, occupational health and safety and ethical behaviour
- Active Member of relevant AdPha Communities

**PERSONAL ATTRIBUTES / SOFT SKILLS**

**To be successful in this position, you will need to have the following attributes:**

**Leadership and Mentorship:** Ability to lead, mentor, and inspire technicians, foster professional growth and development, team cohesion and a positive workplace culture

**Collaboration and Teamwork:** Strong collaboration skills to work effectively within multidisciplinary teams and with a variety of stakeholders to deliver successful outcomes and build lasting professional relationships

**Adaptability and Innovation:** Ability to adapt to changes in healthcare environments to innovate and integrate new practices, digital health solutions and quality improvement initiatives that enhance patient care and pharmacy services

**Commitment to Excellence:** A commitment to the promotion and delivery of evidence-based practice, continuous learning, and quality improvement

**Organisational Skills:** Demonstrated exceptional organisational and time management skills with a strong ability to manage complex workflows, inventory systems, and procurement processes across multiple sites

**Communication:** Demonstrated advanced communication skills and ability to negotiate, collaborate, and consult with a wide range of stakeholders, including internal and external partners

**Health and Safety:** A commitment to work, health and safety (WH&S) and contributing to the AWH positive patient focus, displaying behaviours consistent with the organisational values of Unity, Kindness, Trustworthiness, Respectfulness and Optimism

**KEY RELATIONSHIPS**

<b>REPORTS TO:</b>	Head Pharmacy Technician
<b>SUPERVISES:</b>	<p>Direct supervision of the following:</p> <ul style="list-style-type: none"> <li>• Not applicable</li> </ul> <p>Assist with supervision of the following, under direction and oversight from the supervising Pharmacist:</p> <ul style="list-style-type: none"> <li>• Intern Pharmacists and Pharmacy Students rostered in the Portfolio</li> <li>• Grade 1 and Grade 2 Pharmacy Technicians rostered in the Portfolio</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Pharmacy Directors and PLT</li> <li>• Medical Directors of the areas within the Portfolio</li> <li>• Directors of Nursing for the Portfolio</li> <li>• And other key stakeholders within the portfolio and the hospital.</li> </ul>

## PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

## QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

## HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

## SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

## CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

## CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

**Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: .....

Signature: .....

Date: .....

**ANNEXES**

1. Organisational Responsibilities.
2. Jobs Demand Checklist.

**DOCUMENT CONTROL**

<b>Executive Sponsor:</b>	Chief Medical Officer
<b>Manager Responsible:</b>	Head Pharmacy Technician
<b>Author(s):</b>	Deputy Director of Pharmacy
<b>Reviewed by People &amp; Culture:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	1
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

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**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** *Deputy Head Pharmacy Technician*

**Department / Unit:** *Pharmacy*

**Facility / Site:** *Cross Campus*

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.				X		
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.			X			
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.		X				
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.		X				
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).		X				
	Heavy lifting and carrying (16 kg and above).	X					
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward).			X			
Hand & Arm Movements	Repetitive movements of hands and arms.				X		
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.				X		

Demands	Description	Frequency					
		I	O	F	C	R	N
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.	X					
Driving	Operating any motor powered vehicle.	X					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				X		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.				X		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.	X					
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X					
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.			X			
Hazardous Substances	Eg: Dry chemicals, glues.		X				
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X				
Inadequate Lighting	Risk of trips, falls or eyestrain.		X				
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.		X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.		X				
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.	X					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				

The area below is for any special comments or notes on significant physical or other demands required to perform this job.