

## POSITION DESCRIPTION

# WNSWLHD - Pharmacy Assistant (Grade 1-2) Technician (Grade 1-2)

**challenge yourself make an impact shape the future**

Western NSW is not your average Local Health District. We're a place where you can bring your purpose to life, fast track your career and broaden your scope through interesting and challenging work scenarios. We value autonomy and responsibility, and will always support you in an inclusive, collaborative and caring team environment. We strive for healthier rural people and thriving communities, bringing care closer to home through our virtual and integrated care services. With innovation at the heart of all roles, you'll be part of shaping the future of rural health. Sometimes it will be hard, other times demanding, but we promise it will always be extremely rewarding.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Pharmacy Assist Gde 1, Pharmacy Assist Gde 2, Pharmacy Tech Gde 1, Pharmacy Tech Gde 2
State Award	Health Employees (State) Award
Category	Allied Health   Pharmacy
Website	<a href="https://wnswlhd.health.nsw.gov.au">https://wnswlhd.health.nsw.gov.au</a>

## PRIMARY PURPOSE

Assist the registered pharmacists in the provision of a range of pharmacy services to inpatients and outpatients of the hospital.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

## KEY ACCOUNTABILITIES

- Assist with all activities involved in maintain inventory within the pharmacy department, including ordering, receipting, recalls, following up back orders, unpacking orders, stock rotation and ensuring credits and returns.
- Assist with all activities involved in ensuring ward areas have adequate and timely imprest medication supply including ordering, processing, delivering and unpacking medications. This may also include processing requisitions orders (and credits when required), repacking stock into smaller quantities and ensuring correct storage of medications in ward areas.
- Prepare and ensure comprehensive documentation is maintained for resuscitation kits, sepsis kits and/or and other kits as required.
- Monitor and maintain temperature charts for pharmacy fridges and freezers.

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- Assist with duties with dispensary including accurate and timely preparation of all medications (inpatient, outpatient, discharge etc.) in accordance with the Poisons Regulations, training provided and hospital policies.
  - Ensure the after-hours drug room is maintained by dispensing medication, ensuring adequate stock rotation, maintaining comprehensive records of medications resupplied and promoting cleanliness and organisation throughout this area.
  - Understand and utilise pharmacy software (iPharmacy) including for dispensing, reporting and inventory control. This may also include being involved in the upgrade of such software as required.
  - Communicate with colleagues and within the multidisciplinary team to ensure tasks are completed and all inquiries are responded to in a timely manner.
  - Participate in quality audits, DUEs, in-service provision, WHS audits and any other education or quality program as required by the organisation.
- Any other duties as required by the director of pharmacy or delegate.

## KEY CHALLENGES

- Maintain a strong customer service focus within a busy environment-often requires ability to multi-task and prioritise.
- Consistent high-level accuracy and extreme attention to detail with consistently high productivity.
- Acceptance of areas of responsibility within the limitations of the position.

## KEY RELATIONSHIPS

Who	Why
Pharmacy Staff	To ensure safe and efficient service to the hospital.
Medical Staff	To ensure safe and efficient service to the hospital.
Nursing Staff	To ensure safe and efficient service to the hospital.
External Suppliers	To ensure safe and efficient service to the hospital.

## SELECTION CRITERIA

1. Must hold an appropriate qualification as per the health employees' (state) award for the following classifications: Pharmacy Assistant grade 1- no formal qualification required, Pharmacy Assistant Grade 2- holds a qualification in the relevant field up to the level of Certification III in community pharmacy. Pharmacy Technician Grade 1- holds a qualification in a relevant field up to the level of Certification III in Hospital and Community Pharmacy, Pharmacy Technician Grade 2- holds a qualification in Certificate IV in Hospital pharmacy.
2. Demonstrated effective written and oral communication skills.
3. Demonstrated competency in dispensing, non-sterile production and distribution.
4. Demonstrated competency in using pharmacy computer systems.
5. Demonstrated excellent customer service skills.
6. Demonstrated ability to work both individually and in a team environment.
7. Demonstrated time management skills and ability to prioritise work flow.

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## OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.

1. Consistent with this, all employees are: Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high-quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

## POSITION DESCRIPTION

# WNSWLHD - Pharmacy Assistant (Grade 1-2) Technician (Grade 1-2)

**Job Demands for:** WNSWLHD - Pharmacy Assistant (Grade 1-2) Technician (Grade 1-2)

Physical Demands	
<b>Sitting</b> - remaining in a seated position to perform tasks  Frequent	<b>Standing</b> - remaining standing without moving about to perform tasks  Frequent
<b>Walking</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes  Frequent	<b>Running</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes  Not Applicable
<b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks  Occasional	<b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks  Occasional
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks  Infrequent	<b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks  Infrequent
<b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery  Infrequent	<b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps  Occasional

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# WNSWLHD - Pharmacy Assistant (Grade 1-2) Technician (Grade 1-2)



Health  
Western NSW  
Local Health District

<b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)  Frequent	<b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)  Infrequent
<b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)  Infrequent	<b>Reaching</b> - arms fully extended forward or raised above shoulder  Occasional
<b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body  Occasional	<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)  Occasional
<b>Hand and Arm Movements</b> - repetitive movements of hands and arms  Occasional	<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands  Frequent
<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work  Occasional	<b>Driving</b> - Operating any motor powered vehicle  Occasional

### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work	<b>Hearing</b> - use of hearing is an integral part of
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performance (e.g. viewing of X-Rays, computer screens)  Constant	work performance (e.g. Telephone enquiries)  Frequent
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)  Infrequent	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)  Not Applicable
<b>Touch</b> - use of touch is an integral part of work performance  Frequent	

## Psychosocial Demands

<b>Distressed People</b> - e.g. emergency or grief situations  Infrequent	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness  Occasional
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries  Infrequent	<b>Restraining</b> - involvement in physical containment of patients/clients  Not Applicable
<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies	

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Health  
Western NSW  
Local Health District

Not Applicable

### Environmental Demands

<b>Dust</b> - exposure to atmospheric dust  Infrequent	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures  Infrequent
<b>Fumes</b> - exposure to noxious or toxic fumes  Infrequent	<b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  Occasional
<b>Hazardous Substances</b> - e.g. dry chemicals, glues  Occasional	<b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard  Infrequent
<b>Inadequate Lighting</b> - risk of trips, falls or eyestrain  Infrequent	<b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight  Infrequent
<b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C  Not Applicable	<b>Confined Spaces</b> - areas where only one egress (escape route) exists  Occasional
<b>Slippery or Uneven Surfaces</b> - greasy or wet	<b>Inadequate Housekeeping</b> - obstructions to

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Health  
Western NSW  
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<b>floor surfaces, ramps, uneven ground</b>  Infrequent	<b>walkways and work areas cause trips and falls</b>  Infrequent
<b>Working At Heights -</b> ladders/stepladders/scaffolding are required to perform tasks  Infrequent	<b>Biological Hazards -</b> exposure to body fluids, bacteria, infectious diseases  Infrequent