

POSITION DESCRIPTION

WNSWLHD - Pharmacy Technician Lead

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 Tech Gde 4
State Award	Health Employees (State) Award
Category	Allied Health Pharmacy
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

The Pharmacy Technician Lead is an important member of the Pharmacy Leadership Team and is responsible for ensuring that the training and education needs of the Pharmacy Assistants/Technicians are met.

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

- The Pharmacy Technician Lead will orientate new Pharmacy Assistants/Technicians to the role of a Pharmacy Assistant or Technician in collaboration with local Pharmacy staff.
- The Pharmacy Technician Lead will monitor work performance and undertake performance development reviews for Pharmacy Assistants/Technicians.
- The Pharmacy Technician Lead will provide education and training for Pharmacy Assistants/Technicians, including identifying training needs, organising regular continuing education, liaising with education providers, and acting as a mentor/supervisor for technical staff enrolled in Certificate III or IV Hospital Health Pharmacy Support.
- The Pharmacy Technician Lead will develop and implement quality programs and collect KPI data for the technical service.
- The Pharmacy Technician Lead will participate in the recruitment process for Pharmacy Assistants/Technicians.
- The Pharmacy Technician Lead will represent the technical workforce on the Pharmacy Leadership

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Team.

KEY CHALLENGES

- Managing a varied and busy workload with competing priorities and demands.
- Supporting staff across seven Pharmacy sites.

KEY RELATIONSHIPS

Who	Why
Pharmacy Staff	Communication purposes, to provide a high standard of service.
Allied Health and Nursing Staff	Communication purposes, to provide a high standard of service.
TAFE Course Coordinator	To manage coordinate staff undertaking certificate II and IV in Hospital Pharmacy.
Parents, Families, Carers and Visitors	Educational purposes, to deliver news and information in a delicate manner.

SELECTION CRITERIA

1. Qualifications required for classification as Grade 4 Pharmacy Technician (i.e. Hospital Health Pharmacy Support – Certificate IV).
2. Recent hospital pharmacy experience.
3. High level of self-motivation and ability to work both as part of a multidisciplinary team and independently.
4. Ability to liaise with people at all levels and to communicate information clearly and accurately.
5. Proven ability to train and support staff.
6. Demonstrated ability to plan and manage own workload, use initiative and apply problem solving skills.
7. Demonstrated organisational ability, including capable word processing and computer skills.
8. Licence to drive in NSW and ability to travel within LHD with potential for overnight stays

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. Consistent with this, all employees are:

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1. 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.

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Job Demands for: WNSWLHD - Pharmacy Technician Lead

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

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<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Not Applicable</p>	<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>
<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>	<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>
<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Not Applicable</p>	<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>
<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Not Applicable</p>	<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Not Applicable</p>
<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>	<p>Driving - Operating any motor powered vehicle</p> <p>Not Applicable</p>

Sensory Demands

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

Psychosocial Demands

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

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Environmental Demands

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

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Working At Heights -

ladders/stepladders/scaffolding are required to perform tasks

Not Applicable

Biological Hazards - exposure to body fluids, bacteria, infectious diseases

Not Applicable