

Position Description

Position title	Pharmacy Technician – Rotational
Department / Division	Pharmacy / Access and Clinical Operations
Classification	Grade 2 (TH6)
Position reports to	Lead Pharmacy Technician
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

The Pharmacy Department works within the Directorate of Access and Clinical Operations and is comprised of Pharmacists and Pharmacy Technicians, providing specialist paediatric pharmacy services to inpatients and outpatients at RCH. Our mission is to improve the health and wellbeing of children through safe, effective and innovative medication management, delivered in partnership with patients, families and healthcare teams.

ROLE PURPOSE
The Pharmacy Technician will assist in the smooth running of the Pharmacy Department through both direct and indirect services to patients and clinical areas. The Pharmacy Technician supports the Pharmacy service through a range of activities including, but not limited to, dispensing of medications, impresting, stock control, manufacturing or sterile and non-sterile medications, cleaning and maintenance of equipment, and organising and maintaining efficient day-to-day operation of the pharmacy services.
KEY ACCOUNTABILITIES
Provision of Care • Deliver rostered pharmacy services under the direction of the pharmacist responsible for the area. • Complete tasks within the area rostered and promptly report changes or issues that arise with equipment or other factor that may impact service delivery to the supervising pharmacist. • Assist pharmacists to plan, prepare for and implement pharmacy services as required • Be familiar with hospital procedures relevant to the pharmacy department and other designated areas within RCH • Maintain documentation, records and data as per specific Pharmacy Standard Operating Procedures and RCH procedures • Clearly and accurately communicate to the patient and family, and other staff members within RCH • Adhere to infection control policies and procedures, and constructively raise any concerns with colleagues/managers • Work as part of the Pharmacy Technician weekend, public holiday and on-call rosters as required • Undertake other technician duties as directed by the Lead Pharmacy Technician, Director or Deputy Director of Pharmacy Lifelong Learning • Demonstrate an interest in, and enthusiasm for learning • Supporting other team members new to an area to learn new technical skills • Obtain and act on advice from supervisors and other professionals regarding actions to improve own practice Collaborative Practice • Provide child centred, family focused care through partnership with patients/families • Understand own role and the roles of others in the provision and coordination of care, and use this knowledge appropriately when working to meet patient needs and goals • Recognise that a collaborative approach is the best way to deliver care, and actively involve others, as appropriate, in the performance and management of daily activities • Maintain flexibility and adaptability when working with others and the ability to work across multiple areas of the department depending upon service requirements Communication • Communicate effectively with patients and families to ensure their understanding and that their needs and views are included in plans and actions • Contribute to, and participate in, handover processes • Liaise with a variety of staff both in the department and across the hospital • Share information promptly, accurately and willingly with others, as appropriate, to support them in undertaking their role • Where appropriate, ensure conflict situations are escalated for advice and resolution

Continuous Improvement

- Attend to the detail of work being undertaken
- Support the implementation of safety and quality initiatives
- Recognise areas for improvements, and suggest new ways of working to improve team functioning and effectiveness

Supervision, Leadership and People Management

- Operate within the specified responsibilities of the work role, and obtain clarification when unsure of scope
- Solicit formal and informal feedback on a regular basis, and act upon it as appropriate to improve performance
- Recognise accountability to the supervising pharmacist, who has responsibility for overall provision of care, and work within the guidelines of supervision/delegation

Organisation and Planning

- Manage own work schedule, contribute to the management of department workload, and notify supervisor when working to full capacity
- Accurately recognise own limits, and see assistance/guidance from the supervising pharmacist as necessary
- Consistently follow through on promised actions
- Prioritise workload appropriately, and establish realistic timeframes for the completion of work
- Make appropriate arrangements for work to be completed in own absence
- Assist with administrative tasks to support efficient patient care including the Pharmaceutical Benefits Scheme

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience as a Pharmacy Technician OR experience working in a science or laboratory-based field
- Suitable Hospital Pharmacy Technician course (Certificate III or IV), or working towards a qualification

Desirable:

- Experience working with patients in acute hospital or healthcare environments
- Familiarity with the Pharmaceutical Benefits Scheme
- Certification or experience in manufacturing intravenous solutions and other sterile pharmaceutical products

KEY SELECTION CRITERIA

- Excellent verbal and written communication skills
- Excellent interpersonal skills and the ability to communicate with multiple stakeholders
- Demonstrated attention to accuracy and detail
- Effective time management skills and the ability to balance sometimes competing and conflicting priorities
- Excellent computer literacy
- Demonstrate initiative, problem solving skills and flexibility

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment

- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

June 2026