

Position Description

Position Title	Pharmacy Technician
Position Number	30100019
Division	Clinical Governance
Department	Pharmacy
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Pharmacy Tech G1 – G2
Classification Code	TF1 – TH6
Reports to	Director – Pharmacy
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> National Police Record Check Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Pharmacy Department at Bendigo Health is responsible for medication supply, information, and safety, supporting hospital staff and patients across inpatient, outpatient, and community settings. Pharmacy Technicians help ensure medications are provided safely, accurately, and promptly, deliver quality customer service, support pharmacists in medicine-related and safety activities, and perform a range of dispensary, technical, and administrative duties to maintain efficient departmental operations.

Responsibilities and Accountabilities

Key Responsibilities

- Assist with ordering, receiving, unpacking, invoicing, and credit processing for pharmaceutical stock.
- Maintain pharmacy shelves, rotate stock, manage expiries, and prepare unusable drugs for disposal.
- Provide imprest services to wards, including stock rotation, expiry checks, and processing returned stock.
- Perform delivery and messenger duties to wards, departments, external pharmacies, and the Post Office.
- Support pharmacists with basic manufacturing, packing, and repacking tasks.
- Maintain dispensary and non-restricted areas for efficient operation.
- Participate in drug recalls by coordinating notifications, retrieving and reconciling stock, and arranging returns.
- Use required computer systems (word processing, spreadsheets, barcode scanners, iPharmacy) for stock transactions and reporting.
- Provide clerical support including reception, photocopying, filing, stationery maintenance, and catering arrangements.
- Prepare documents such as memos, reports, agendas, minutes, and educational materials.
- Perform clerical tasks related to pharmaceutical supply and assist with drug usage statistics, cost reports, invoicing, and monthly reporting.
- Support administrative functions, quality improvement activities, and departmental meetings.
- Maintain effective, cooperative working relationships within pharmacy and other hospital departments.
- Select stock, prepare labels, attach cautionary labels, and arrange medicines for pharmacist checking.
- Assist with dose administration packaging under pharmacist supervision.
- Adhere to Pharmacy Board guidelines—cannot receive prescriptions by phone, counsel patients, prepare certain medicines, choose brands, hand out medications without pharmacist review, or alter storage conditions.
- Prepare collected funds for banking.
- Support PBS reimbursement activities including verifying patient details, checking claimable items, and submitting claims.
- Perform additional reasonable duties as required.
- Attend meetings, participate in training, and contribute to service development.
- Maintain accurate records, statistics, and reports.
- Follow lawful directions, position requirements, and relevant professional standards.

Key Selection Criteria

Essential

1. Willingness to complete the Certificate III in Hospital/Health Services Pharmacy Support (Grade 1) or completion of the certificate (Grade 2)
2. Capacity to produce work in an efficient manner whilst maintaining accuracy
3. Ability to interact and communicate accurate verbal and written information to a diverse range of people at all levels.
4. A personal approach which is positive, enthusiastic, friendly and helpful
5. A willingness and ability to learn
6. Ability to give excellent customer service to both internal and external customers
7. Ability to work as part of a team, as well as to work independently
8. Ability to operate in an environment of change and continuous improvement

Desirable

9. Experience in either hospital or community pharmacy is highly desirable
10. A working knowledge of computing, including relevant word processing and spreadsheet programs

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these

requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.