

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Pharmacy Technician
Reports to	Line manager: Technician Supervisor Reports to on a daily basis, rotation dependent: Christchurch: Area Supervisor Other Sites: Senior Pharmacist Pharmacy Service Leadership: Chief Pharmacist, Pharmacy Service Manager, Pharmacy
Location	Canterbury
Department	Pharmacy
Date	July 2026
Salary band (indicative)ⁱ	PSA AHS&T or APEX Pharmacy, Non-Degree B Scale, Steps 3 to 7
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Support the safe, effective and efficient supply and clinical use of medicines across hospital services. This includes undertaking rostered duties contributing to dispensing, production, distribution, and medicines management (including ward-based and patient-facing) activities to ensure pharmacy operations run reliably and patient care is supported.

Key Result Area	Expected Outcomes / Performance Indicators
Dispensing and medicines supply	Inpatient and outpatient medicines dispensed accurately and efficiently within scope, in keeping with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice

	• Clinical trials and controlled drug processes supported appropriately • Administrative tasks associated with dispensing and distribution completed, including supporting assistant as necessary • Enquiries handled in an accurate and in a timely manner, with all clinical decisions referred to a pharmacist • Accurate and appropriate documentation and computer records maintained
Production and compounding	• Repacking and extemporaneous compounding is carried out in accordance with applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice • Satisfactory stock levels of repacking products are maintained • Cytotoxic and sterile product preparation completed as rostered • Required audits completed • Cytotoxic and other waste is disposed of according to guidelines • Accurate and appropriate documentation and computer records maintained • All clinical issues and formulation queries are referred to a pharmacist
Clinical and ward support	• Ward based medicines management activities supported within scope, with accurate and timely documentation • Medication histories, discharge support and patient counselling undertaken as rostered • Education sessions delivered within scope as required • Effective communication maintained with multidisciplinary teams, patients, carers, and community providers.
Medicines safety and Inventory	• Pharmaceutical requirements communicated to inventory teams • Medication safety and stock issues identified and responded to promptly
Quality, Professional, and Pharmacy Service Contribution	• Participation in late-night pharmacy services as rostered • Participation in education, training, and knowledge sharing • Orientation, training, and validations completed in each rotation within expected timeframes • Support provided to development of other staff where required • Pharmacy environment and equipment maintained in a clean and safe condition • Consumables maintained at required levels • Contribution to quality improvement activities • SOP and policy review supported • Completes incident reporting and undertakes effective self-reflection practices

	Undertake any other duties or activities consistent with those expected to be carried out in a pharmacy, as per the Pharmacy Service Standards, scopes of practice and/or competency standards which may be operationally required and requested by the Pharmacy leadership team.
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Operational issues
- Performance or competence concerns
- Situations that place patients, staff, or yourself at risk
- Professional issues
- Competence concerns
- Workforce issues
- Fitness to practice issues
- Health & Safety concerns

Relationships

External	Internal
• Clients / Patients / Whanau • Other hospitals (Health NZ and private as needed) and community health providers e.g., General Practitioners, community pharmacists, and other professional colleagues nationally • Support & consumer groups • New Zealand Hospital Pharmacy Association; Pharmaceutical Society of New Zealand; Special interest groups; and other professional bodies and associations • Other stakeholders e.g., NGOs; government departments and agencies, e.g., Pharmac; Ministry of Health, including but not limited to Sector Operations, Auditors, Medicines Control; Medsafe; Aged care • As required with suppliers, couriers, and transport providers	• Pharmacy leadership team (all sites); all other Pharmacy staff • Medical, Nursing and Allied Health staff • Information Services Group • Orderlies, Transport services, Supply department and other DHB staff • Other Health New Zealand staff

About you – to succeed in this role

You will have

Essential:

- Must have a NZ Pharmacy Technician's Certificate (Level 5), or be upgrading to this qualification
- Must be client focused and committed to providing a high-quality service.
- Competency in using IT tools and the ability to learn new programmes.
- Effective communication (written and oral) skills, sharing knowledge as appropriate.
- Must be committed to continuing education
- Good literacy and numeracy skills.
- Good organisation and time management skill
- Ability to identify and utilise strategies for problem solving
- Effective interpersonal skills and be able to work as part of a team
- Be in good physical health and possess normal manual dexterity

Desired:

- Hospital Pharmacy experience

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.