**Chillington Health Centre**

**Job Description & Person Specification – Pharmacy Technician**

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| **Job Title:**  Pharmacy Technician | **Department & Business**  Dispensary, Chillington Health Centre |
| **Responsible To:**  Practice Manager and GP Partners | **Responsible For:**  Dispensary staff |
| **Package:**  Salary negotiable depending on experience.  NHS Pension  Probationary period of six months | **Hours of Work:**  Negotiable – Monday to Friday but may include weekends if GP Contract changes. |
| **Length of Position:**  Permanent | |
| **Purpose Of Role:**  Management and day to day responsibility of a busy, rural General Practice dispensary. | |
| **Location:**  Chillington Health Centre, Orchard Way, Chillington, Devon, TQ7 2LB, 01548 580214 | |

**Education & Training**

* English and Maths to GCSE Level 3 or equivalent (Essential)
* Recognised Pharmacy Technician Qualification (Essential)
* Management Qualification (Desirable)

**Experience and Knowledge**

* Proven experience of managing staff, including supervision, appraisal and grievance procedures. (Essential)
* Experience of working in a Dispensary/Pharmacy/General Practice environment. (Essential)
* Proven experience of managing profitability in a Dispensing/Pharmacy/General Practice environment (Essential)
* Proven experience of using Microsoft Office (Word, Excel, Power Point) (Essential)
* Practical experience of dealing with the public/patients. (Essential)
* Previous experience and a working knowledge of DSQS/Prescribing audits (Desirable)
* Knowledge of SystmOne (Desirable)

**Skills and Personal Attributes**

* Excellent communication skills and telephone manner, with the ability to resolve issues appropriately.
* Ability to work as part of a team.
* Flexible, with the ability to work to deadlines.
* Excellent time keeping and time management.
* Proactive, motivated, organised and methodical with proven problem solving skills.
* High level of personal and professional commitment.
* The ability to build effective relationships throughout the organisation to inspire trust and confidence.
* The ability to take charge and manage a team and assist them in prioritising and organising their workload.
* Ability to perform under pressure.
* Ability to compose written correspondence to a high standard and in fluent English -including grammar and punctuation.
* Smart appearance and high standard of personal hygiene.
* Must be comfortable imparting knowledge and challenging individuals in the interests of maintaining standards.
* Ability to build rapport and relationships with people at all levels.
* Ability to gain credibility, respect and confidence.

**Key Performance Indicators:**

* To effectively manage the dispensary staff.
* To oversee and manage the day to day running of the dispensary.
* To ensure the Practice meets the current requirements with regard to audit and current legislation, including controlled drug legislation.
* To audit systems and processes and to instigate changes when appropriate.
* To work alongside the Practice Manager and Partners to maintain the quality of the service the Practice provides.
* Maintaining the reputation of the Practice and retaining the respect of the patients through effective management of the department (ie the Dispensary)
* Keeping up to date with current pricing and purchasing arrangements to ensure maximisation of Dispensary income. Communicating instructions to the team on a regular and timely basis.

**Main Areas of Responsibility:**

**Management:**

* Management of the dispensary team in line with best practice.
* Stock management/purchasing.
* Regular management meetings with GPs/Practice Manager (including occasional evening meetings).
* Involvement with recruitment and training of new dispensing staff.
* Responsibility for ensuring month end submissions to the PPA are on time and accurate.
* Liaison with drug company representatives and negotiation of discount terms.
* Liaison with Prescribing Team and responsibility for DSQS/Prescribing Audits.
* Use of appropriate bodies/ associations to maintain an up to date understanding of current dispensing issues
* Liaison with IT provider and IT Manager to ensure Dispensary IT system is effective and operational.
* Understanding of regulations associated with prescribing and dispensing of medications.
* Best practice prescribing
* Switching medications
* Medication reviews

**Health and Safety:**

* Ensuring statutory requirements are met including documentation, training and risk assessments.
* Providing assistance with the management of the Practice Health and Safety commitments
* Ensure full compliance of Health and Safety within the Dispensary and the Team.
* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified.
* Understanding of COSHH

**Performance Management:**

* Appraisal system for Dispensary team.
* To assist in identifying and overcoming areas of concern with employees to maximise employee morale and motivation.
* Management of performance of the Dispensary team.
* Hands on management of grievances.

**Employee Development:**

* Induction of new dispensary staff.
* Supporting and encouraging staff development through individual and group learning.
* Supporting job skills development and identifying potential.
* Design and delivery of skills development training.
* Sourcing relevant external training where appropriate.
* Personal development planning, promoting a culture of improvement and development.

**Dispensing:**

* Dispensing acute prescriptions.
* Dispensing repeat prescriptions requests received
* Updating patients’ repeat screens on Doctors’ instructions.
* Dispensing private prescriptions.
* Checking colleagues’ dispensing.
* Ensuring the Dispensary area remains clean and tidy

**Prescriptions:**

* Handing out prescriptions and collecting charges when appropriate.
* Collecting and recording private charges
* Sorting, stamping and endorsing prescriptions.
* Completing backs of prescriptions.
* Generating prescriptions.
* Ensuring prescriptions are endorsed correctly in order to ensure correct reimbursement.
* Claiming for reimbursement.
* Controlled drugs – handling, storage, record keeping and associated regulations.
* Liaising with local pharmacist

**Stock Control:**

* Ordering appropriate quantities of stock.
* Checking goods as and when they are delivered and recording generic details.
* Returning incorrect goods to the wholesalers.
* Stocking shelves, refrigerators and other storage areas using rotation method.
* Removing ‘out of date’ stock from the shelves, refrigerators and other storage areas.
* Disposal of returned unused medicines.

**Confidentiality**:

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation.  All such information from any source is to be regarded as strictly confidential
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of their employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality:**

The post-holder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk by means of documented risk management
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources.

**Contribution to the Implementation of Services:**

The post-holder will:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognize people’s needs for alternative methods of communication and respond accordingly.
* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect their own work.

**This is not an exhaustive list of responsibilities and these may change within reason according to the needs of the business.**