

## **JOB DESCRIPTION**

**JOB TITLE: Dispensary Assistant**

**HOURS: Part-Time (16 hours per week)**

**SALARY: Dependant on experience**

**ANNUAL LEAVE: 5.8 weeks per year (including bank holidays pro rata)**

**REPORTS TO: Senior Dispenser  
Senior Management Team**

### **Job Summary:**

The post-holder will project a positive and friendly image to dispensary patients and other visitors and deal with queries in a professional, courteous and efficient way.

Assist in the preparation, dispensing and sale of prescriptions and assist with stock control, ordering and re-stocking of the dispensary.

In conjunction with other team members, the post-holder will be prepared to cover the work of colleagues when they are absent through annual leave or illness.

### **Duties and Responsibilities**

- Issuing stock items and prepared prescriptions.
- Using EMIS clinical system to ensure all relevant information is recorded onto individual patient records.
- Collection of prescription charges/checking patient exemption statements.
- Receiving requests for and accurate processing/dispensing of all prescriptions and accurate recording as per Practice protocol.
- Liaising with doctors, hospitals and other health professionals where indicated. Liaison with branch surgery and Practice nursing staff.
- Sharing the responsibility for the correct management, safe issuing and recording of controlled drugs.
- Sharing responsibility for maintaining equipment in a clean and tidy condition, this to include robotic dispenser.
- Assisting the Senior Dispenser in regular checking of all invoices and checking against delivery notes, taking responsibility for following up any discrepancies as appropriate.
- Checking, counting and filing of prescriptions.
- Receiving prescription charge monies and sharing responsibility for their accurate recording and safe keeping.

**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.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- 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.

**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 this employment, such training to include:

- Undertake an NVQ2 in Pharmacy Services, if not already qualified
- 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
- 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.

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.