

JOB DESCRIPTION

JOB TITLE: DISPENSARY COUNTER ASSISTANT

REPORTS TO: OPERATIONS MANAGER & DISPENSING LEAD

HOURS: 23 hours per week

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 of prescriptions, ordering and re-stocking of the dispensary.

Duties & Responsibilities:

The duties and responsibilities to be undertaken by members of the dispensary team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Managing Partner, dependent on current and evolving practice workload and staffing levels:

- Issuing stock items and prepared prescriptions
 - Collection of prescription charges/checking patient exemption statements
 - Handling prescription money and operating/balancing the till.
 - Dealing with queries from patients regarding their prescriptions.
 - Taking orders for repeats and dealing with queries from district nurses and support staff.
 - Checking with GP's or in-patient records if concerned about the appropriateness of requests for medication.
 - Operation of efficient stock control appropriate to the needs of the dispensary with the objective of ensuring continuity of supply for patients and minimising wastage
 - Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturers' instructions
 - Cleaning work surfaces and shelving on a regular basis and ensuring that that all dispensary equipment is kept clean and kept in good working order.
 - Maintaining full and accurate records of all dispensing transactions.
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- Issuing repeat prescriptions and prescriptions from surgeries under the supervision of a dispenser.

- Using the computer to keep records up to date.
- Handling controlled drugs (and keeping register).
- Assisting when required to meet targets in relation to dispensing doctors scheme
- Assisting in stock checks.
- Providing cover for annual leave/sickness.
- Performs any other duties as may be reasonably required by manager.
- To cover the Medication delivery van route when needed.

Physical, emotional and mental effort:

- The role is predominantly office based, using VDU & telephone equipment as a major part of the daily role.
- Frequent periods of concentration are required
- The pattern of the work will be unpredictable
- The post holder will be expected to change between tasks and expect interruptions in their daily work
- Post holders are expected to work at all locations to maintain the correct level of cover
- The role will expose the post holder to occasional distressing or emotional circumstances.

Safeguarding Children and vulnerable adults:

- Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability:

- It is the responsibility of all staff to minimise the Group's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

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, and the practice infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to group 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, free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- 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 recognises 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 that 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, with 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
- Attend monthly team meetings

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 recognise 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