



# JOB PROFILE

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<b>Post Title:</b>	Counter Assistant/Dispenser (Pharmacy)
<b>Portfolio:</b>	Health & Social Care
<b>Responsible to:</b>	<i>Pharmacist</i>
<b>Responsible for:</b>	<i>N/a</i>
<b>Grade:</b>	Grade C £10,765 as per Pharmacy Cadre

## Job Purpose

To improve the lives of all within our community and help the island thrive by providing support to the Pharmacy section conducting both counter assistant and dispenser duties to an efficient and effective standard.

## Main Duties and Responsibilities

### Counter Assistant

1. To greet customers in a professional and friendly manner.
2. To accurately complete financial transactions with customers.
3. To ensure that the pharmacy environment is welcoming, clean and professional.
4. To receive prescriptions from customers and ensure they reach the dispensary in a timely manner.
5. To inform the customer of approximate waiting times and to manage their expectations.
6. To ensure the safe and correct transfer of dispensed items to patients.
7. To ensure the safe and appropriate storage of medicines.
8. To assist with stock control and the maintenance of reasonable stock levels within the retail environment.
9. To maintain an up-to-date knowledge of over the counter remedies and minor ailments by reading journals, product information and training resources.
10. To refer to the pharmacist when appropriate.
11. To assist in the delivery of a safe and efficient dispensing service under the supervision of the pharmacist.
12. To assist in promoting the use of the pharmacy for the management of minor ailments and advice.
13. To report any concerns about a patient's pharmaceutical or general healthcare to the pharmacist.



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## **Dispenser**

1. To provide all relevant information and respond appropriately to enquiries from the public relating to supplied medication or healthcare devices, , to patients collecting prescriptions or purchasing over-the-counter items. To defer to the pharmacist at all times if uncertain of the correct course of action.
2. To accurately prepare prescriptions from doctors and other healthcare professionals.
3. To ensure that all prescriptions are valid as per legal requirements and local standards.
4. To refer all prescriptions requiring checking by the pharmacist as instructed.
5. To ensure that prepared prescriptions are handed to the correct patient or patient representative and ensure that any levy due is collected. To maintain a record of free prescriptions issued.
6. To work remotely at Country Clinics in accordance with operational needs.
7. To report and log near-misses and errors as per Directorate policies.
8. To assist in the delivery of a safe and efficient dispensing service under the supervision of the pharmacist.
9. To assist in promoting the use of the pharmacy for the management of minor ailments and advice.
10. To report any concerns about a patient's pharmaceutical or general healthcare to the pharmacist.

## **General**

11. To comply with relevant SHG policies and procedures, including but not limited to; Financial Regulations, IT regulations, Code of Management, Health and Safety procedures.
12. To ensure that all procedures related to the recording, handling and dispensing of Controlled Drugs (CDs) are adhered to
13. To maintain and promote all relevant professional standards within the Pharmacy and on the Dispensing Bus.
14. To be aware of, and adhere to, the contents of all relevant SOPs governing the Pharmacy and the Medical Store.

## **Special Conditions**

- Exposure to distressed or emotional people



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- Handling cytotoxic drugs, toxic and flammable/hazardous substances
- Occasional out of hours work to meet the demands of the job

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status	(iii)
<b>Planning &amp; Delivery of Work:</b> <i>Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.</i>	(ii)
<b>Analysis and use of Information:</b> <i>Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.</i>	(ii)
<b>Decision Making:</b> <i>Ability to act on own initiative and confident in making decisions within policy guidelines.</i>	(ii)
<b>Working with Others:</b> <i>Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.</i>	(ii)
<b>Communication:</b> <i>Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs</i>	(iii)
<b>Influencing and Persuading:</b> <i>Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.</i>	(ii)
<b>Dealing with Change:</b> <i>Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.</i>	(ii)
<b>Continuous Improvement:</b> <i>Willing to learn and develop self and team in job role to work efficiently.</i>	(ii)
<b>Managing Resources:</b> N/A	(i)



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
GCSE or equivalent in Maths and English at Grade C or above	E	√	
Level 2 (NVQ equivalent) Dispensing Assistant qualification	E	√	
L2 Medicines Counter Assistant qualifications	E	√	
<b>Knowledge &amp; Experience:</b>			
At least two years' experience in stock management	E	√	√
Previous work in a pharmacy or medical environment	D	√	√
<b>Skills and Abilities:</b>			
Basic statistical analysis	E	√	√
Intermediate analysis of information	E	√	√
Good IT skills - able to use the Egton Medical Information System (EMIS) computer programme to retrieve and check the details of prescriptions.	E	√	√
Will need to have excellent written and good verbal communication skills to communicate at all levels	E	√	√
Good organisational skills with attention to detail	E	√	√
Able to maintain confidentiality	E	√	√
Highly self-motivated	E	√	√
Excellent Team Player	E	√	√
Ability to apply objective judgement	E	√	√
Responsive to change	E	√	√
Must be honest and trustworthy	E	√	√
To deal with patients in a sensitive, caring and professional manner at all times.	E	√	√
<b>Other:</b>			
Willingness to work flexibly – some evening work may be required.	E	√	√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	√	√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	√	√



## **PERSON SPECIFICATION**

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### **Our Values**

#### **FAIRNESS**

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### **INTEGRITY**

We communicate openly and we are honest, accountable and ethical.

#### **TEAMWORK**

We work together and we support each other.

### **Professional or Career Progression Cadre Competency Framework**

*Pharmacy Cadre*