**KERNOW HEALTH CIC**

**CORNWALL GENERAL PRACTICE STAFF BANK – DISPENSER**

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| **Job details** | |
| Job Title: | Dispenser |
| Salary: | £ per hour / per annum (pro-rata) |
| Hours/Contract: | As and when Casual Worker |
| Department: | General Practice Staff Bank |
| Managerially Accountable to: | To be advised by practice |
| Professionally Accountable to: | To be advised by practice |
| Location: | Various locations across Cornwall |

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| **Job Summary / purpose** |
| As an integral part of the Pharmacy team, you’ll support with the preparation and dispensing of prescription medications to a plethora of patients, families, and healthcare professionals.  Dealing with routine queries and enquiries over the telephone, via email, or face to face, you’ll need excellent customer service skills to ensure patients and visitors receive a first-class experience.  Duties will include the correct completion and filing of prescriptions, that are subsequently delivered to patients and healthcare providers, alongside handling over-the-counter sales transactions, storing medications coming into the pharmacy, maintaining stock of prescription medications, and keeping up to date records.  You’ll need to be an excellent communicator, self-motivated, confident, and enthusiastic. IT proficiency, data entry, active listening, and attention to detail are also key skills paramount to this role. |
| **Primary duties and responsibilities** |
| **Key Duties and Responsibilities:**  As a Dispenser, you will be responsible for assisting licensed Pharmacists and working under their supervision to:   * Accurately label and dispense medication and other pharmaceutical products, including named-patient products, to fulfil all types of prescriptions. * Ensure that all medication and appliances dispensed are checked against the prescription and whenever there is doubt about the appropriateness of the item, or about the dose or labelling instructions to check with the authorising doctor or duty doctor. * Collect all due prescription charges and ensure that the patient declaration on the reverse of the FP10 is duly completed and signed. * Deal with routine queries, requests, and enquiries from patients, families, healthcare professionals, over the telephone, via email, or face to face * Take in prescriptions including verifying the patient’s identity and the validity of the prescription * Ensure compliance by sorting and filing the full range of prescriptions as required * Prepare prescriptions by counting pills, labelling bottles and compounding medications * Gather, organise, and assess patient information, maintain electronic patient information, and receive and input prescription orders electronically * Inform and constructively educate patients, answering their questions and offering advice * Participate in stock control management, identifying stock discrepancies, maintaining adequate levels of stock and preventing wastage of drugs due to expiry. * Price medications, prepare billing information and complete sales transactions. Ensure that all monies are appropriately stored and accounted for. * On receipt of a drugs delivery, unpack items, check off with delivery note and restock dispensary shelves. * Ensure that drugs are stored in an appropriate manner in accordance with the accompanying instructions. * Ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record/logbook. * Ensure that shelves, work surfaces, and dispensary equipment are regularly cleaned to maintain a high level of hygiene and kept in good working order. * Take prompt action in response to any drug alert bulletins that may be received. * Promptly forward all invoices and dispensary related correspondence to the Practice/Dispensary Manager according to practice policy. * Dispense medications/dressings requested by both the Practice Nurses and Community Nurses. * Liaise with the Practice/Dispensary Manager when stock is unavailable to ensure that alternatives are sourced, and patients informed. * At all times ensure compliance with all practice standard operating procedures (SOPS). In addition, ensure the procedures for dealing with controlled drugs are maintained at all times with accurate recording in the controlled drug register and efficient stock control of the drugs within the Controlled Drugs cupboard. * Maintain personal development to meet the changing demands of the job, participate in an annual appraisal and appropriate training activities. * Ensure compliance with all Kernow Health CIC statutory and mandatory training requirements, policies and protocols. * To demonstrate agility through adapting to the needs of the organisation by working flexibly in response to changing organisational requirements and priorities. * You will be expected to carry out any other duties that may reasonably be required in line with your main duties, as directed by your line manager. |
| **Freedom to act** |
| The post holder will be able to work autonomously, delivering against the outlined duties and responsibilities but within a team environment. The team has agreed goals and deliverables which must be undertaken in a timely manner against clear specifications. |
| **Values** |
| Our shared values guide our actions and describe how we behave and how we make our business decisions, and we expect all employees to demonstrate its Values as follows:   * We have***Integrity***. We will be real, honest and authentic. * We are ***Ambitious***. We will seek new opportunities and not afraid to push boundaries. * We will be ***Responsive***. We will be proactive and responsive to our own and partner needs now and in the future. * We are ***Reliable***. We will be the trusted partner and for partners to know that we will deliver what we say we will. * We will be ***Creative***. We will look at different ways of working in the present and the future * We will always be***Professional***. Everything we do, we will do it well. We have high quality standards in all that we seek to achieve |
| **Corporate requirements and Responsibilities** |
| **General**   * **Confidentiality:** In line with the Data Protection Act 2018 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be   expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.   * **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice. * **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions. * **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training. * **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free. * **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. * The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality, valuing diversity and respecting people’s human rights as part of your everyday practice.   **Please note:**  Rehabilitation of Offenders Act  This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. |

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| **PERSON SPECIFICATION** | | | | |
| Post: | | Dispenser | | |
| All requirements listed in this specification are essential to the post and will be assessed during the selection and interview process. | | | | |
| **Attributes** | **Requirements** | | | **Method of Assessment** |
| **Essential** | | **Desirable** |
| **Qualification, training & professional membership** | English and maths (A\*-C) or equivalent.  NVQ Level 2 (or above) in Pharmacy Services (including dispensing). | |  | Application form |
| **Knowledge & experience** | Administrative experience – filing, letters, emails,  Customer Service experience via telephone, email, and face to face  Electronic database entry and maintenance  Stock management and ordering  Knowledge and experience of using IT systems and packages | | Dispensary experience  Knowledge of Data Protection/GDPR & patient confidentiality  Knowledge of dispensary systems / knowledge of GP surgeries | Application form /  Interview |
| **Skills & abilities** | Excellent communication and interpersonal skills  Ability to work under pressure and to deadlines  Excellent time management  Ability to follow written, electronic, and verbal requests/instructions accurately  Ability to follow policies and procedures succinctly  Ability to work independently and as part of a team  High level of accuracy and attention to detail | |  | Application form /  Interview |
| **Personal qualities** | Approachable  Accountability  Empathetic  Honest  Flexible  Reliable  Trustworthy  Adaptable to change | |  | Interview |
| **Additional requirements** | A DBS check satisfactory to the organisation.  Appropriate immunisation status  Access to transport and ability to travel across the locality. | |  | Application form / Interview |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Postholder Name: |  |
| Postholder Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |