

POSITION DESCRIPTION



Employer: **UFS Healthcare Ltd**

Employee: **TBA**

Position Title: Dispensary Assistant

Location: **TBA**

Position reports to: **Pharmacy Manager**

Award/Agreement: **Pharmacy Industry Award 2010**

Classification: **[TBA – if applicable]**

Date:

About Us | Organisational Overview

UFS Healthcare Ltd. is a mutual organisation owned entirely by its members that operates on a not-for-profit basis as a social enterprise. Its core focus is to improve the health of its members and the local community. UFS has cared for generations of families in Ballarat and the western region since opening its first dispensary in Ballarat in 1881.

Today UFS owns and operates eleven pharmacies in Ballarat, two in Bacchus Marsh, two in Gisborne, two in Melton, one in Ballan and one in Beaufort. Other business units of UFS include UFS Medical, Supercare Nursing Services, and the Peace & Quiet day spa.

UFS is a significant local employer of choice with over 500 full-time, part-time and casual staff including pharmacists, dispensary assistants, pharmacy assistants, retail staff, contracted general practitioners, practice nurses, allied health practitioners, beauty therapists and remedial therapists, as well as positions in management, administration, warehouse and delivery services.

As a mutual organisation, UFS is a public company limited by guarantee and is governed by an elected Board of Directors. Any profits generated are reinvested in the business, and are used to improve services for its members, offer member discounts, invest in its people and support the local communities in which it operates through its sponsorship and donations program.

About the Position | Purpose

To support and assist the Pharmacist in the day to day running of the Dispensary, offering the highest level of professionalism and customer service.

About the Position | Outcomes and Responsibilities

Outcome 1 | Outstanding Customer Service

Responsibilities:

- Deal with customers politely and efficiently
- Establish customer needs and wants and actively sell appropriate products
- Offer companion product recommendations, where appropriate, for both script and non-script customers.
- Deal effectively with all customer complaints and refer to the Pharmacy Manager or Pharmacist-in-Charge where necessary
- To promote and maintain a positive organisational image and strong working relationships with people across the organisation
- Provide excellent customer service to both internal and external customers, exceeding expectations
- To deal with telephone enquiries, fax enquiries and email enquiries in an accurate and customer friendly manner, referring non routine queries to your Manager and directing calls to the relevant Employee/Department where necessary
- Ensure excellent communication is maintained both verbally and non-verbally at all times with detailed information provided for staff to access at times you may not be present.

Outcome 2 | Effective Dispensary Management

Responsibilities:

- Ensure the dispensary is clean and orderly at all times to maximise efficiency
- Ensure out of date stock is minimised by stock rotation and regular monitoring of product expiry dates
- Ensure accurate stock levels by regular (monthly) stock take of dispensary stock according to Pharmacy schedule
- Ensure stock is received and put away accurately, paying particular attention to fridge lines, controlled drugs, quantities, strengths, costings and expiry dates
- Ensure all temperature sensitive products that are received into the Pharmacy are dealt with immediately in accordance with Cold Chain Standards and as per Company procedures
- Ensure all controlled drugs that are received into the Pharmacy are left unopened and handed directly to a Pharmacist for receipting and transfer to the drug safe at the earliest opportunity
- Ensure sufficient stock levels are maintained by processing orders, receiving invoices, and following up shortages, and sourcing alternatives where available
- Ensure any dispensary special orders are followed up and communicated as per UFS Healthcare Pty Ltd procedures
- Responsible and accountable for ensuring credits are processed and closed off within appropriate time frames
- Ensure all paperwork and administration related to the PBS Claim is completed accurately and regularly in accordance with the Pharmacy schedule and UFS Healthcare Pty Ltd procedures. This will include but is not limited to management of daily script claim records and scanning for records. Preparation, completion and submission of PBS claims, Management and submission of other associated PBS incomes e.g. safety net, MedsChecks, DAA and stage supply claiming and any others as required. Ensure compliance with hard and electronic copy storage record requirements as per regulatory and company requirements
- Ensure all dispensary refrigerator temperature logging requirements are recorded and complied with on a consistent basis throughout the day
- To check and action all relevant emails regularly throughout the day as per store procedures

- Support the Pharmacist (s) in the day to day running of the dispensary, including assisting with all reasonable requests from the Pharmacist (s)
- Ensure dispensary procedures are followed by all dispensary staff at all times (including locum pharmacists and casual staff) and escalate to the appropriate line manager if there are concerns,
- Ensure compliance with all QCPP standards including meeting individual training requirements.

Outcome 3 | Accurate and Timely Dispensing of Prescriptions

Responsibilities:

- Accurately process all customer data as per UFS Healthcare procedures into electronic database without omissions and errors
- Accurately dispense items, under the supervision of the Pharmacist, in accordance with regulatory obligations and company protocols and procedures
- Ensure any necessary information is quickly and concisely communicated to the pharmacist at all times. This includes verbal communication, dispensary tags, written notes etc.
- Ensure all ancillary labels are used when assembling scripts as required in accordance with the Pharmacist's direction.
- Have a full understanding of generic/brand substitution procedures and apply this when dispensing and dealing with customers
- Ensure substitution of generic medications, at all opportunities, unless requested otherwise by the customer or advised by the pharmacist
- Demonstrate an understanding of customer's PBS entitlements and apply this to dispensing and record management where appropriate. Relay this to customers as requested or required.

Outcome 4 | Follow Procedure and Be Accountable For Your Work Actions

Responsibilities:

- Alert the Pharmacy Manager/Pharmacist-in-Charge to any unusual or suspicious occurrences or any incidents that occur in the pharmacy
- Accept prescriptions from customers and ensure correct and accurate information is gathered as per company procedures
- Supply or provide dispensed medicines to customers in accordance regulatory requirements and company procedures.
- Ensure the customer is given an opportunity to speak with a pharmacist if requested by the customer or pharmacist and notes in the basket are actioned accordingly.
- Complete all and any role related filing and administration tasks as requested by your line manager.
- Maintain responsibility for your own health and safety and be considerate of the health and safety of others. Report any OH&S concerns to management
- Be aware of the nature and sensitivity of information handled within the Company and work in a manner which ensures confidentiality and security of this information
- Be consistently honourable and trustworthy, recording and escalating any errors
- Be fully aware of all regulatory and company privacy requirements and ensure full compliance at all times. Immediately advise your line manager or company privacy officer if you have concerns there may have been a privacy breach.

Outcome 5 | Be A Good Team Member

Responsibilities:

- Develop and maintain effective and respectful relationships with all UFS staff you interact with
- Develop and maintain a close working relationship with the Pharmacists, Pharmacist-in-Charge and Pharmacy Manager
- Attend meetings relevant to the role such as monthly scheduled staff and/or dispensary meetings and ensure that any actions from that meeting associated with the role are appropriately implemented
- Where appropriate provide assistance with the tills, IT systems and front-of-shop sales
- Cover aspects of a Pharmacy Assistants role when other Employees are absent from work due to holidays or sickness
- Responsible for partaking in any other task or activity not listed that is required within the scope of the role e.g., cleaning duties etc.
- Maintain customer focus at all times and be prepared to support other team members in various roles if required or when directed in order to deliver and maintain the highest standards of customer service possible.

Outcome 6 | Additional Responsibilities

Each pharmacy is unique and varies in complexity. Depending on the size of the pharmacy you are assigned to, additional responsibilities may be required to ensure the dispensary runs efficiently and productively.

The complexity of a pharmacy varies depending on script volume, customer numbers, DAAs (residential aged care facility and/or community), opiate replacement programs, extended trading hours, dispensary models (including those with a Dispensary Coordinator), dispensing robotics, the number of staff/reports in the pharmacy and professional service offers.

Responsibilities:

UFS Level 1

- Provide a high level of customer service
- Maintain the inventory integrity of the dispensary
- Support the pharmacist and follow all reasonable direction and legislative requirements.
- Ensure accurate dispensing of all prescriptions.

UFS Level 2

Level 1 responsibilities plus;

- Maintain all regulatory and company recordkeeping requirements
- Maintain the inventory integrity of automated dispensing machines (ROWA/CONSID etc.)
- Ensure (and support other dispensary staff with) accurate and timely dispensing of all prescriptions.
- Support Intern Pharmacists in familiarising them with company operational procedures and processes.
- Ensure accurate and timely reporting to meet central office requirements
- Ensure regular cyclical stocktaking occurs and inventory is rotated, and expiry date checking is tightly managed to minimise inventory losses
- Work with other pharmacies to manage excessive stock levels, short-dated products or products no longer required
- Monitor and manage fragile supply lines, this may include seeking alternate supply channels, alternate brands or sharing of available stock around UFS pharmacies
- Ensure all pronto inventory management processes are monitored and actioned (e.g., X and A reports, daily monitoring of inventory dashboard).

- Work with other pharmacies to manage excessive stock levels, short-dated products or products no longer required
- Monitor owing and outstanding scripts on a daily basis and ensure the Manager or PIC is kept informed of the status
- Support and assist front of shop staff in triaging waiting customers to ensure timely delivery of prescriptions to customers
- Maintain rigorous communication channels (e.g., FRED notes, communication books etc) to ensure all staff are able to stay informed of all relevant information
- Ensure smooth, efficient operation of the dispensary and maintain high levels of communication with all staff and customers
- Ensure timely and accurate management of DAAs including responsibilities such as additional medication inserts, blister packing, communicating and checking changes with the pharmacist, stock integrity, management of all packing software.

UFS Level 3

Level 1 and 2 responsibilities plus;

- Support the manager with core specialist activities
- Support any RACF requirements including non-prescription requests
- Support and direct other dispensary assistants as appropriate
- Maintain high levels of inventory integrity in high inventory movement environments
- Maintain knowledge of and assist with effective implementation of all dispensary activities
- Provide training and support for experienced Dispensary Assistants to familiarise them with UFS policies and procedures
- Mentor and train Pharmacy Assistants undertaking the Dispensary Assistant Certificate III in Community Pharmacy
- Assist at other pharmacies when required to provide training and support
- Maintain role related knowledge and regulatory requirements at all times.

UFS Level 4

Level 1, 2 and 3 responsibilities plus;

- Maintain speed and accuracy working in a high script volume/complex dispensing environment
- Demonstrate autonomy and high levels of competency to contribute to maximising productivity and efficient dispensary operation
- Assist with receiving and resolving high volumes of customer feedback
- Be available for redeployment to other pharmacies to support and assist with transmissions of business, significant operational changes or training requirements
- Conduct induction for new Dispensary Assistants, Pharmacy Interns and locum or casual Pharmacists
- Provide advice and support regarding correct UFS procedures to locum or casual Pharmacists.

UFS Level 5

Level 1, 2, 3 and 4 responsibilities plus;

- Manage nursing home and dose administration aid contracts, including day-to-day owing prescriptions, packing medication, meeting pack deadlines and making changes where appropriate
- Work autonomously on specific responsibilities, including delegated nursing home interactions
- Leading other Dispensary Assistants to ensure all required tasks are completed for the day
- Work with the Pharmacy Manager when issues arise regarding nursing home contracts and services
- Manage high-level reporting requirements including VPBs
- Work with the Pharmacy Manager to ensure efficient and optimised dispensary workflows and functions.

About the Position | Key Performance Indicators

- Feedback through annual performance appraisal.
- Feedback from Pharmacy Manager and Pharmacists.
- Feedback from customer surveys and the mystery shopper program.

About You | Key Competencies

Required

- Successful completion of Pharmacy Dispensary Short Course and/or Certificate IV Community Pharmacy (Dispensary)
- Previous experience working in a Dispensary

Desirable

- Ability to prioritise and manage your own workload and meet deadlines.
- Effectively communicate, both verbally and in writing, across a wide range of audiences with a particular emphasis on accuracy and respectful exchanges.
- Flexibility in adapting to changing priorities to meet customers and or teams needs
- Demonstrated ability to protect and maintain confidentiality
- Ability to work at a fast pace with a low error rate
- Ability to build and maintain effective working relationships and work cooperatively within a team.
- Previous experience working in a retail environment

Responsibilities:

Employee Signature: _____

Date: _____

Employer Signature: _____

Date: _____