

## POSITION DESCRIPTION

<b>Position Title</b>	Pharmacy Assistant
<b>Location</b>	
<b>FTE</b>	1.0
<b>Award/Agreement</b>	Pharmacy Industry Award MA000012
<b>Employment Type</b>	Permanent
<b>Classification/Salary</b>	Pharmacy Assistant
<b>Reports To</b>	Pharmacy Manager
<b>Direct Reports</b>	Retail Coordinator
<b>PD Updated as of</b>	

<b>About UFS</b>	<p>UFS is a not-for-profit healthcare company committed to <b>empowering more people to live longer, healthier lives</b>. Established in 1880, we have been operating health services for over 142 years. As a mutual organisation owned by our members, we invest our profits back into the business for the benefit of more than 100,000 members, as well as our patients, customers and the wider community.</p> <p>Headquartered in Ballarat, we:</p> <ul style="list-style-type: none"> <li>• operate 19 pharmacies across the western region of Victoria delivering health services beyond dispensing</li> <li>• offer a range of services through our three medical centres</li> <li>• provide non-emergency medical care, free of charge to our local community through the Ballarat Priority Primary Care Centre (PPCC)</li> <li>• operate 20 Supercare Nursing Services across Victoria, providing after-hours nursing services to the communities we serve.</li> </ul> <p>Our collective vision for the next ten years is <b>to be a leading partner in connecting more people to high quality, integrated healthcare across our regions</b>. We believe UFS is uniquely placed to deliver on this vision, which will see us expand and diversify the health services that we offer, both in Ballarat and across our regions to improve access for more people to high quality, personalised and affordable healthcare.</p>
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<b>Position Purpose</b>	The primary purpose of the Pharmacy Assistant role is to provide quality customer service and assist with customers' healthcare needs. Under supervision of management the Pharmacy Assistant will provide advice in the provision of pharmaceutical and health products to customers.
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<p><b>Responsibilities</b></p>	<p><b>Business Unit Success</b></p> <ul style="list-style-type: none"> <li>• Ensure a high level of customer service in a competent and timely manner.</li> <li>• Foster UFS membership and service the needs of members and of the community at large.</li> <li>• Ensure a high level and up-to-date knowledge of products and services available within our organisation.</li> <li>• Maintain display of products and services to promote sales and stock presentation within pharmacy.</li> <li>• Contribute to the development of pharmacy merchandising strategy.</li> <li>• General stock control/maintenance for pharmacy.</li> <li>• Undertaking the normal range of maintenance tasks when the store is quiet, including facing stock, cleaning, stock maintenance, ordering and unpacking duties.</li> <li>• Undertake training in all professional services offered by the store.</li> <li>• Complete three hours of recognised training for QCPP accreditation.</li> <li>• Resolve customer complaints, in conjunction with Retail Coordinator, as required.</li> <li>• Liaise effectively with other team members.</li> </ul> <p><b>Specialist Services</b></p> <ul style="list-style-type: none"> <li>• Provide non-therapeutic information and advice on a range of specialist products and services.</li> <li>• Demonstrate the use of specialist products and /or services to customers.</li> <li>• Follow-up orders and enquiries for specialist products with Product Managers within the Purchasing Department.</li> </ul> <p><b>Pharmacy Standards and Performance Review</b></p> <ul style="list-style-type: none"> <li>• Conduct work in a manner which is compliant to all relevant industry regulations.</li> <li>• Maintain and communicate best practice standards for UFS including policies, procedures and support documents.</li> <li>• Follow company and QCPP standards in all areas of the pharmacy, including customer service, prescription procedures and entitlements under PBS.</li> <li>• Actively participate in annual performance management program.</li> </ul> <p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>• Maintain awareness of current and new legislation to ensure business practices are complying with statutory and regulatory obligations <ul style="list-style-type: none"> <li>• OH&amp;S</li> <li>• QCPP</li> </ul> </li> </ul>
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<p><b>Key Performance Indicators</b></p>	<p>Members of the UFS Operational Team are collectively accountable for the achievement of organisation-wide KPIs including:</p> <ul style="list-style-type: none"> <li>• Profit</li> <li>• Growth</li> <li>• People Experience</li> </ul> <p>The Pharmacy Assistant is specifically accountable for KPIs related to:</p>
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	<ul style="list-style-type: none"> <li>• Feedback through performance appraisal.</li> <li>• Feedback from Pharmacy Manager and Retail Coordinator.</li> <li>• Feedback from customer surveys and the mystery shopper program.</li> <li>•</li> </ul>
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<b>Qualifications</b>	Nil required upon commencement
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<b>Skills, Knowledge &amp; Experience</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Proven customer service skills.</li> <li>• Previous experience in Point-of-Sale (POS) and data entry skills.</li> <li>• Possesses a sound understanding of the principles of outstanding customer service and a demonstrated competence in customer focus.</li> <li>• Demonstrate a high level of effective communication skills.</li> <li>• Ability to work autonomously within a team environment.</li> <li>• Problem solving skills.</li> </ul> <p><b>Desirable (not essential)</b></p> <ul style="list-style-type: none"> <li>• Previous experience with QCPP.</li> <li>• Certificate 3 or 4 in Community Pharmacy or previous retail pharmacy experience.</li> </ul>
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<b>Our Guiding Principles</b>	<p>Our people and our culture are fundamental to realising our ambition and delivering on our strategy. Our Guiding Principles reflect the deep DNA of our brand and the best of our past and will support us to confidently face the emerging future.</p> <p><b>Care at our core:</b> care for our people, commitment to communities, high quality healthcare</p> <p><b>Operate as one:</b> shared vision &amp; ambition, collaboration &amp; integration, identify as one</p> <p><b>Redefine performance:</b> achievement &amp; accountability, excellence in systems &amp; processes, profit for a purpose</p> <p><b>Be on the pulse:</b> Pioneer the future, future-proof our workforce, willingness to change</p> <p><b>Dispense hope &amp; joy:</b> energy &amp; optimism, bias towards solutions, make a positive difference</p>
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