

## Job Description

Job Title	Dispenser
Line Manager	Pharmacy Manager
Hours	28.5 to 37.5 per week
Rate of Pay	Starting at £12.25 per hour

### Overview

The post-holder plays a key role in the safe, efficient, and accurate preparation and dispensing of medications within a busy hybrid pharmacy and supports high quality patient care whilst respecting patient confidentiality.

### Primary responsibilities

- Accurately label, prepare, and dispense prescriptions in line with standard operating procedures and legal requirements
- Assist in the processing of repeat prescriptions and medication queries
- Work collaboratively with pharmacists, clinicians, and colleagues
- Maintain accurate records
- Maintain stock levels through ordering, receiving, rotating, and storing appropriately
- Provide excellent customer service and respond to enquiries and problems in a professional and compassionate manner, referring when necessary
- Assist on the pharmacy counter when required, ensuring prescriptions are signed for and charges are collected
- Support the coordination of the dispensary delivery service
- Work with the team to maintain a clean, safe, and well-functioning dispensary environment, including the upkeep of equipment and ensuring the safety of all who enter
- Work flexibly as part of the team and provide cover for colleagues as required
- Contribute to a positive and proactive team environment

The above list of responsibilities is not exhaustive, and the post-holder may be asked to perform other duties. These may vary from time to time but will not change the general character of the post or the level of responsibility.

### General responsibilities

#### Confidentiality

- Treat all information learned in the course of employment regarding patients, colleagues, and business information as strictly confidential

#### Health and Safety

- Assist in promoting and maintaining the health and safety of themselves and others
- Follow infection control procedures and maintain clean and tidy work areas
- Report potential hazards and risks immediately when identified
- Undertake annual infection control training

#### Organisational Protocols

- Adhere to all organisational protocols

#### Equality, Diversity, and Inclusion

- Support the equality, diversity, and inclusion of all patients, carers, and colleagues
- Treat all patients, carers, and colleagues with dignity and respect

#### Personal and Professional Development

- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Complete all mandatory training

#### Quality

- Maintain quality within the Pharmacy
- Alert team members to issues of quality
- Participate in audits and quality improvement activities as required
- 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 others to meet patients' needs
- Effectively manage own time, workload, and resources

#### Communication

- Communicate effectively with patients, carers, and colleagues
- Recognise people's needs for alternative methods of communication and respond accordingly

#### Data Protection and Security

- Adhere to data protection policies