

## Trainee Dispensing Assistant Job Description

Post Title: Trainee Dispensing Assistant	Post Reference:	
<b>Summary of the Role:</b> <ol style="list-style-type: none"> <li>Working towards delivering the technical aspects of the dispensary whilst ensuring the safe supply of medicines e.g. ordering medicines, labelling, dispensing, endorsing and collection of prescriptions.</li> <li>To learn and participate in day to day routine activities of the dispensary in line with current policies and procedures ensuring smooth workflow and creating a professional and organised environment.</li> <li>This role will be solely based in the Outpatient Pharmacy for Simply Serve Ltd (SSL), a wholly owned subsidiary company of Yeovil District Hospital NHS Foundation Trust.</li> </ol>	<b>Reports to:</b> <b>Superintendent Pharmacist</b>	<b>Base / Location:</b> Yeovil District Hospital Outpatient Pharmacy
		<b>Working Relationships &amp; Contacts</b> <ol style="list-style-type: none"> <li>Work closely with Pharmacy Technicians, Pre-registration pharmacy technicians, Pharmacists, Pre-registration Pharmacists, procurement staff, nursing staff, discharge facilitation team etc. to aid in the smooth workflow of the departmental processes.</li> <li>Patients</li> <li>Pharmacy team</li> <li>Nursing team</li> <li>Patient flow team</li> <li>Somerset Partnership NHS Foundation Trust</li> <li>To respect all grades of staff and always work in a professional manner.</li> </ol>
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>Learning how to tailor conversations with every customer to ensure they leave your pharmacy feeling informed and confident about their healthcare needs.</li> <li>Completion of the Dispensing Accuracy Assessment after suitable training.</li> <li>Maintaining a low near miss error rate (under 1.5%)</li> <li>Learning to manage stock closely ensuring good stock rotation, meeting ordering deadlines and liaising with the YDH procurement team.</li> <li>Work towards receiving, dispensing and issuing out-patient prescriptions, identifying where an outpatient needs to pay, issuing instructions and paper slip to complete transaction</li> <li>Learn to work accurately and efficiently to dispense blister pack prescriptions for the discharge of YDH patients to various care settings.</li> <li>Learn to dispense, supply and organise outpatient and blister pack medications from orders sent from Somerset Partnership</li> <li>Work towards managing the out of stock medicines in a timely manner and raise issues to YDH pharmacy procurement for further details if necessary</li> <li>Learn towards processing of private prescriptions and associated invoices and ensuring thorough documentation.</li> </ol>		

10. Prioritise workload appropriately to meet deadlines.
11. Work alongside the Superintendent Pharmacist/Pharmacy Technician to deliver efficient dispensary operations and ensuring dispensing losses are minimised.
12. Raise issues and suggestions to the Superintendent Pharmacist
13. Ensure Pharmacy procedures are read and followed
14. Learn and maintain high standards and orderly methods of working
15. Maintain an efficient filing system for paperwork generated by dispensing process
16. Answer the dispensary telephone and deal with ensuing queries
17. Log all incoming prescriptions and orders, manage and check the accuracy of names logged on the system at several points through the day. Log off and void as appropriate.
18. Sort emails from commercial units and place in correct trays ready for clinical checking
19. Move completed orders from the checking bench to the appropriate dispatch route

**Person Specification:**
**(Please state Essential (E) or Desirable (D))**
**Knowledge & Skills:**

- Take on own responsibilities to learn and complete the Dispensing Assistant's course (E)
- Effective verbal and written communication skills
- Methodical with effective organisational skills in the workplace. Able to prioritise workload and meet deadlines.
- Able to demonstrate initiative.
- Computer literate including ability to use Microsoft Word, email and internet
- Ability to work as part of a team.

**Experience**

- Previous pharmacy experience is desirable

**Qualifications**

- Good General Education
  - to include good grades in Maths, Science and English (Grades A\*-C)

<ul style="list-style-type: none"> <li>• Flexibility with regard to change in work schedules</li> <li>• Professional appearance</li> <li>• Honest and trustworthy and able to maintain strict confidentiality at all times</li> <li>• Self-motivated with enthusiasm to work</li> <li>• Good general IT skills – capability to use a variety of software</li> </ul>		
<b>Core Behaviours</b>	<p><u>Responsibility for Patient Care</u> To deal with queries from patients via the phone/face to face and help facilitate positive outcomes</p> <p><u>Freedom to Act</u> To be aware of and work within Trust and department policies and procedures.</p> <p><u>Physical Effort</u> To be able to carry out tasks seated or standing and frequently move between areas to deliver service and liaise with staff. To be able to handle unpredictable workload. To be able to lift boxes when receiving deliveries.</p> <p><u>Mental Effort</u> To have sustained concentration when dispensing for long periods of time in a busy environment To be able to handle frequent interruptions for urgent requests</p> <p><u>Emotional Effort</u> To be able to work in an environment where medical conditions are discussed, some of which may be distressing</p> <p><u>Working Conditions</u> Requirement to use relevant and appropriate equipment everyday</p> <p><u>General</u> To participate in staff training schemes. To undertake any other duties appropriate to the role.</p> <p><u>HEALTH AND SAFETY</u> To respond appropriately to accidents and untoward occurrences that arise within the Trust and provide relevant reports on such incidents. To comply with Trust policies and locally prepared procedures. This includes compliance with the Trust's</p>	

	<p>uniform policy.</p> <p>To ensure the safety of patients, staff and visitors and report all hazards and incidents to the Superintendent Pharmacist.</p> <p><u>CONFIDENTIALITY</u></p> <p>Medical information concerning individual patients is strictly confidential as is personal information on members of staff or commercial information relating to Trust business. A member of staff may also be a patient and their medical information must be treated with an equal level of confidentiality. Details of a patient's treatment must not be given to the general public or press under any circumstances. Enquiries should be referred to the nurse in charge of the ward or the person responsible for the patient's treatment, your department head or manager.</p> <p>Simply Serve Limited (SSL) is a subsidiary company wholly owned by Yeovil District Hospital NHS Foundation Trust.</p> <p>YEOVIL DISRICT HOSPITAL NHS FOUNDATION TRUST OPERATES A NO SMOKING POLICY</p> <p>This job description will be subject to annual review and any subsequent changes should be made with the consent of both the post holder and manager.</p>
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