

SENIOR DISPENSER
JOB DESCRIPTION

JOB TITLE: SENIOR DISPENSER

REPORTS TO: DISPENSARY MANAGER/PRACTICE MANAGER

HOURS: 34 hours per week (4 DAYS)

Job summary:

This post is for a qualified, experienced dispenser. You will work alongside one other Senior Dispenser and have significant responsibility for the day to day running of the Dispensary under the Supervision of our Dispensary Manager.

The post holder will project a positive and friendly image to dispensary patients and other visitors and deal with queries in a professional, courteous and efficient way. The post holder will also provide quick, efficient and accurate dispensing of medication to the patients, and to assist the Dispensary Manager in ensuring effective financial control of the dispensary.

We are a small, friendly practice with a strong team ethos. For further general information about the practice please see our website www.theburnhamssurgery.co.uk.

Hours: 34 Hours per week over 4 days.

Monday: 8.30am – 5pm.

Tuesday: OFF

Wednesday: 8.30am -7pm (1hr lunch 1pm-2pm)

Thursday: 8.30am -4pm

Friday: 8.30am – 6pm. (1hr lunch 1pm-2pm)

Starting Salary: £8.75 (eight pounds & seventy five pence).

Probation period: 1 year.

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Holiday:	4 weeks pro-rata during probation period then 5 weeks pro-rata following.
Pay:	Paid in arrears monthly.
Pension:	Eligible for NHS pension.
Closing date:	11th August 2014
Interviews:	1st & 2nd September 2014 times TBA

Job responsibilities:

- To be responsible for the liaising with the Dispensary Manager of any stock shortages or requirements for the practice.
- Undertake day to day Dispensary duties: dispensing/stock control & stock allocation
- To be responsible for the general day to day running's within the perimeters of the Dispensary Manager and other Senior Dispenser
- Ensuring that the Dispensary team maintain a high standard of practice
- Supporting staff and patients with queries
- To devise and explain to each dispenser/dispensary the mechanisms for ordering.
- To ensure and maintain effective distribution of dispensing supplies to drop off points and home deliveries.
- To focus efforts to the maximum benefit of the practice with respect to the policy decisions made from time to time by the practice.
- To discuss dispensing opportunities with the Dispensary Manager and Practice Manager.
- To perform computer searches as required with the clinical computer system and present information in an analytical way.
- Support the Dispensary Manager with DSQS; completing drums as per the Standard Operating Procedure
- To organise monthly Dispensary meetings

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & safety:

The post-holder will implement and lead on a full range of promotion and management their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- 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

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- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Encourage motivation within the team.

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate