

# Alveley Medical Practice

## Job Description – Dispenser

<b>Job Title:</b>	Dispenser
<b>Responsible to:</b>	Practice Manager
<b>Responsible for:</b>	N/A
<b>Job Purpose:</b>	To ensure that all medicines are dispensed in a safe and timely manner adhering to all legal requirements and Practice Standard Operating Procedures. Provide a high level of service to patients, doctors, nurses and other members of the Practice team.

<b>Duties and Responsibilities</b>	
<b>Dispensary Duties</b>	
1.	Ensure dispensing procedures are carried out adhering to Practice Standard Operating Procedures
2.	Participate in weekly monitored dose system orders
3.	Hand out prescriptions and dispensed items and collect payment as necessary
4.	Deal with queries relating to prescriptions as necessary
5.	Ensure outstanding queries are explained and handed over to next shift as necessary
6.	Undertake DRUMs as required
7.	Respond to needs of doctors and nurses during surgery
8.	Ensure drug alerts are dealt with promptly
9.	Ensure refrigerated items are stored correctly and maintain temperature control record book
10.	Ensure incoming stock is dealt with promptly
11.	Maintain high standards of cleanliness on shelves and work surfaces
12.	Ensure dispensary equipment is kept clean and in good working order
<b>General</b>	
13.	Input and extract information from Practice computer system
14.	Participate in overtime rota to cover sickness and holidays
15.	Participate in extended hours rota
16.	Participate in staff and Practice meetings
17.	Undertake any training necessary to ensure continued safe and efficient performance
18.	Observe health and safety guidelines at all times
19.	Participate in general housekeeping
20.	Any other reasonable duties as necessary
21.	Identify and develop systems and SOPs to ensure dispensary areas work efficiently and ensure compliance with the DSQS
22.	Ensure SOPs are in place and reviewed on at least an annual basis
23.	Responsible for maintaining efficient, cost effective stock control, minimising wastage through out-of-date stock
24.	Be responsible for ensuring audits are undertaken and completed, as necessary
25.	Ensure Dispensary IT backups are carried out at regular intervals each day

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## Specimen Person Specification – Dispenser

<b>Job Title:</b>	Dispenser
<b>Recruiter:</b>	PM

Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above	✓	
GCSE English C or above	✓	
NVQ2 Dispensing	✓	
NVQ2 Customer Care		✓
CLAIT Qualification		✓

Experience	Essential	Desirable
Practical experience of working in a dispensary	✓	
Experience of using own initiative	✓	
Experience of working within a customer service environment	✓	

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
Knowledge of Emis web		✓