

Pharmacy Assistant – Customer Service

Department: Health and Community Services

Section: Pharmacy

Reports to: Chief Pharmacy Technician

JE Ref: HCS1110

Grade: CS05

JE Date: 26/05/2022

Job purpose

Perform a wide range of administrative and reception duties that are associated with the supply of medicines, contributing to the provision and delivery of a safe and efficient pharmacy service to patients and service users.

To be the first point of contact for all patients, visitors and HCS staff contacting the Pharmacy Department either in person or by telephone.

Job specific outcomes

1. Provide a professional, knowledgeable, informative and courteous service for all patients, HCS staff and visitors contacting the pharmacy department, both in person and by telephone; providing a full reception service handling front-line enquiries, ensuring patient details are accurate on prescriptions in order to avoid unnecessary delays to patients. Signpost to appropriate departments or areas, as required.
2. Respond in a mature and sympathetic manner to relatives, patients and visitors who are in need of help and support e.g. stressed and anxious. Ensure that patient confidentiality is maintained at all times. Deal with customer complaints – often as the first point of contact - and ensure that they are dealt with effectively and efficiently.
3. Maintain the computerised prescription tracking system (TMS) to ensure that information regarding patients is accurate and up to date at all times. Enter patient and medicine details, manually and electronically, following up and resolving any discrepancies, to support the efficient supply of medicines to patients.
4. Ensure dispensed prescriptions awaiting collection are stored in a safe and tidy manner so that they are readily available to collect thus avoiding delays or distress to patients.
5. Take payments from customers for prescription charges and private sales and process credit card transactions. Assist with cashing up and arrange for all proceeds to be banked, ensuring the Dispensary Manager is notified of any discrepancies.
6. Ensure information in the pharmacy outpatient waiting room is relevant, current, and beneficial to services users and reflects the values of the organisation.
7. Support the Dispensary Manager in gathering data and information to inform service delivery and development in relation to dispensary services, including customer feedback.

8. Process uncollected medication items, ensuring medicines that are fit for reuse are returned to stock and prescriptions are returned to prescribers so they are aware of patients who have failed to collect and can respond accordingly.
9. Accurately and efficiently ensure completed prescriptions are filed and archived correctly. Destroy prescriptions which no longer need to be retained in accordance with confidentiality and data protection requirements.
10. Follow standard operating procedures, ensuring hazardous spills, such as cytotoxic medicines are cleared, manage, and dispose of pharmaceutical waste.
11. Adhere to Pharmacy Department safety requirements and always work to minimise risk by keeping the workplace clean and tidy to ensure a safe working environment for employees and visitors.

Statutory responsibilities

- The postholder will have to comply with all relevant States of Jersey Laws such as the Health and Safety at Work (Jersey) Law 1989 and the Misuse of Drugs (Jersey) Law 1978
 - To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
 - To work in accordance with the Data Protection (Jersey) Law, 2018
 - This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.
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Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	4 GCSES (or equivalent) at grade 4 (C) or above. Must include Maths and English or functional skills Level 2 Maths and English Plus NVQ/ SVQ level 2 in Pharmaceutical Service Skills or Customer Service Skills	

Knowledge	Understanding of what is good customer service and its importance	Knowledge of Pharmaceutical or Medical terminology
Technical / Work-based Skills	<p>Computer literate with good keyboard skills</p> <p>Able to work with accuracy and precision, in accordance with standard operating procedures.</p> <p>Able to operate pharmaceutical technology and robotics</p>	<p>Previous experience of accessing patient records or using patient specific systems</p> <p>Ability to create reports on specific computer programmes</p>
General Skills/Attributes	<p>Team worker</p> <p>Able to use appropriate information and communication technologies including information systems</p> <p>Excellent written and verbal communication and skills</p> <p>Attention to detail, able to work accurately and effectively when under pressure</p> <p>Discreet, mature and responsible</p> <p>Willing to undertake additional training</p> <p>Able to prioritise and multi-task</p> <p>Ability to work to deadlines</p>	
Experience	<p>At least 1 year experience working in a customer service environment. Dealing with customer complaints and queries</p> <p>Handling a high volume of telephone calls</p>	Experience working in a healthcare setting

	<p>Face to face customer service</p> <p>Handling money for products or services</p> <p>Data in putting</p>	
Criteria relating to Safeguarding	<p>Must comply with Data Protection requirements</p> <p>Must have (or be eligible for) DBS Enhanced certificate</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.