



## **PHOENIX HEALTH GROUP**

**JOB TITLE:**                   **Dispensary Manager**

**REPORTS TO:**               **Assistant Practice Manager**

### **Job Summary:**

We are looking for an experienced Dispenser, who has management experience, to coordinate and lead our team of 7 Dispensary staff across two Dispensaries, and to Support the delivery of an excellent and profitable service to our dispensing patients.

### **Duties and Responsibilities:**

#### **Safety:**

- Ensure all Dispensary staff are competent and safe to practice.
- Ensure Dispensary practices are safe and in line with Standard Operating Procedures and current clinical guidelines.
- Ensure prompt action is taken in response to any drug alert bulletins that may be received
- Record and report any untoward incidents, significant events, drug errors or any other issues of quality and risk immediately.
- Ensure that all drugs are stored in an appropriate manner
- Ensure that shelves and all work surfaces are regularly cleaned to maintain a high level of hygiene within the dispensary and that all dispensary equipment is kept clean and is in good working order.
- Ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record.

#### **Human Resources:**

- Manage the team of Dispensers at Kemble and Tetbury.
- Manage Rotas at both sites, including booking annual leave.
- Support the team with training and mentoring as required.
- Complete annual staff appraisals
- Work with the Assistant Practice Manager to manage staff absence and performance issues.
- Effectively manage own time, workload and resources.

#### **Business:**

- Complete the Annual DSQS Submission
- Oversee the monthly PPA Submission
- Ensure team process all prescriptions within appropriate timescales.
- Oversee medication ordering
- Operate efficient stock control, appropriate to the needs of the practice, to ensure continuity of supply for patients and minimising wastage through out-of-date stock.
- Regularly review drug supplier deals and offers, to ensure value for money and maximum profitability when purchasing stock.
- Communicate confidently and professionally when dealing with patients, practice staff and other organisations
- Cover for annual leave and sickness as required
- To undertake any other necessary work as may be required and appropriate to maintain a high standard and efficient dispensing service.
- Manage Future Projects
- Work alongside the Nurse Manager to establish a procedure with suppliers for treatment room medical consumables.

### **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 assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- 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
- 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
- Recognise people's needs for alternative methods of communication and respond accordingly

### **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.