

# Job Description & Person Profile

## Patient Care Dispensing Assistant

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**Department:** Pharmacy  
**Reporting to:** Senior Patient Care Dispensing Assistant

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### Job Purpose:

Perform the role of Patient Care Dispensing Assistant in the closed-door PCCA Pharmacy, adhering to the GPhC code.

Provide first class, efficient and effective patient, and customer service at all times.

Ensure efficient and effective service delivery to increase patient and customer satisfaction, loyalty and retention exceeding patient and customer expectations.

Ensure prescribed medicines are dispensed safely and efficiently.

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### Job Specific Responsibilities:

- Answering the phone to patients and doctors.
- Receiving and efficiently processing patient prescriptions and customer orders.
- Managing the orders inbox and filing orders.
- Taking payments over the phone for medication.
- Dispensing and labelling prescription items.
- Adhering to and following company Standard Operating Procedures (SOPs).
- Offering basic advice to patients on their medicines.
- Medication ordering and liaising with other departments within the business.
- Receiving stock from other departments within the business.
- Referring problems and queries to pharmacist.
- Using company ERP system and courier software to generate delivery package labels.
- Utilise specialist therapy area knowledge when authorised.
- Maintenance, record keeping and handling of private prescriptions.
- Participating in regulatory inspections and audits.
- Responding to enquiries in a timely manner and providing outstanding customer service to patients.
- Select, label, and dispense correct items in accordance with SOPs to ensure safe supply to patients.
- Dispense controlled drugs in accordance with SOPs to ensure legal compliance.
- Ensure, at point of sale, the safe and correct supply of dispensed items to patients.
- Create and update patient medication records (PMR)
- Ensure safe and appropriate storage of medicines.
- Maintain ongoing up to date continuing professional development (CPD) and undertaking of current pharmacy issues.

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### Company Specific Responsibilities:

- Comply with GDPR and data protection law.
- Ensuring good relations and communications with all team members.
- Working with all staff to maintain and develop the positive progressive culture within the Company.
- Observing and complying with Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP), GPhC code, Company Health & Safety Policies and Company Standard Operating Procedures (SOPs).
- Undertaking any other duties within the business which may be requested.

### Person Profile:

- Essential Requirements:
  - Have a relevant pharmacy dispensing qualification (e.g. BTEC or NVQ2).
  - Have experience of working in a pharmacy environment in the UK.
  - Have excellent communication, customer service, IT and manual skills.
  - Work accurately and responsibly.
  - Pay attention to detail.
  - Enjoy working as part of a team.
  - Have a strong work ethic.
  - Be highly customer focused and passionate about delivering excellent customer service.
  - Have the ability to achieve and maintain high standard with meticulous attention to detail.
  - Be highly self-motivated with the ability to work proactively using own initiative.
  - Be a trustworthy and understanding of confidentiality issues.
  - Will have a hands on approach with a "can do " attitude.
  - Be professional, tactful, and friendly.
- Highly Desirable:
  - 2 or more years of working with PMR systems within a pharmacy setting.

### Training:

You will receive on the job training and other specific training, as agreed, and required.