**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks

It may be varied from time to time at the discretion of the College in consultation with the post holder

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| **Job Title:** Dispensary Technician | **Job ref no:** CSS-0144-25 |
| **Grade:** 3 | **Department:** Clinical Services & Services, Beaumont Sainsbury Animal Hospital |
| **Accountable to:** Senior Veterinary Nurse | **Responsible for:** n/a |

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| **Job summary:**   * You will be responsible for the completion of duties and tasks in the consulting and dispensary areas, providing excellent clinical support and care at the Beaumont Sainsbury Animal Hospital (BSAH). You will assist with the coordination and running of the Clinics and Dispensary areas whilst demonstrating a positive and enthusiastic approach.   **Duties include**:   * Excellent customer service led, skilled veterinary support and a compassionate and caring service, modelling the highest standards of professional behaviour. * Modeling a respectful, effective, collaborative, collegial and supportive working relationship with all colleagues, to ensure delivery of optimum patient care, and customer service. * Adhering to the RVC's behaviour framework. * Providing a positive contribution to the hospital team, to further the reputation and image of the Hospital and College. * Ensure consistent and sufficient stock levels are maintained with minimal wastage. * Assist with problem solving for daily planning as well as implementing actions throughout the day. * Assist with administration duties of relevant computer systems. |

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| **Competency: Communication Skills**  **Key tasks:**   * Clear and concise communication with the team and clients, via all available channels. * Respond in a helpful manner to client and team enquires/requests. * Resolve queries and investigate as necessary to provide information as required. * Use tact and discretion when working with sensitive and personal issues. * Liaise with external stakeholders for example wholesalers and waste companies. |
| **Competency: Service Delivery**  **Key tasks:**   * Complete daily duties and responsibilities of the dispensary and adjoining areas to the highest standard. * Ensure relevant tasks are being completed in the dispensary and consult areas. * Follow and assist with the implementation of hospital policies, protocols, clinical governance and standards, and attend relevant training as required. * Follow guidelines for patient and facility management for awarded accreditations including RCVS, ISFM and RWAF. * Carry out administrative tasks and updates on relevant computer systems including Rx. * Assist with the development of dispensary and provide input to local policies and procedures. * Complete daily stock checks to ensure consistent and sufficient stock levels are maintained. * Ensure stock rotation is performed, and wastage is minimal. |
| **Competency: Teamwork & Motivation**  **Key tasks:**   * Engage in individual appraisals and regular team meetings, be receptive to diverse viewpoints and promoting inclusivity. * Demonstrate the RVC’s values, selflessness, integrity, objectivity, accountability, openness, honesty, trust and respect. * Liaise with other areas and teams to ensure efficiency to meet and exceed the needs of patients. * Maintain a flexible approach to work in a changing environment. * Self-motivate and motivate others within the team. * Support team members through challenges and changes. * Demonstrate full engagement and commitment to deliver effective patient care. * Encourage a positive working environment. * Lead others by example. |
| **Competency: Planning and Organisation**  **Key tasks:**   * Assist with the coordination and running of the Clinics and Dispensary team and areas. * Make decisions daily regarding order of tasks, to ensure all objectives are completed on time and to a high standard. * Problem solve and suggest constructive solutions to challenges. * Adhere to Hospital protocols for time keeping and absence and cooperate in reorganization to accommodate sickness or clinical emergencies and ensure patient and client service is maintained. |
| **Competency: Initiative and Problem Solving**  **Key tasks:**   * Use initiative to pre-emptively identify potential problems (with people and resources i.e. orders/equipment) and find solutions and escalate challenges where necessary. * Implement change as required; following procedures and informing teams/students of changes. * Work collaboratively within budget constraints. * Participate in discussion of operational difficulties and assist with implementing effective and constructive solutions. * Use personal judgement and initiative to assess systems and processes with view to improve efficiency of all services and areas of the hospital. |
| **Competency: Teaching & Training**  **Key tasks:**   * Ensure a high standard of first opinion practice is demonstrated to the veterinary students (clinical standards, professional standards, financial and clinical governance). * Provide support to those using consulting rooms, dispensary, lab or treatment room. * Assist with team development and support. * Regularly self-assess own knowledge and skills and subsequently attend relevant training for further development. |
| **Competency: Knowledge and Experience**  **Key tasks:**   * Experience and proven competence in providing clinical support for patients in a veterinary practice. * Understanding the legalization surrounding medication usage and dispensing within a clinical field. * Achieving/maintaining an appropriate dispensing course/qualification with attendance to training seminars as required. |
| **Competency: Flexibility**  **Key tasks:**   * Be receptive for continuous change and improvements. * Maintain a flexible approach and dedication to work in a busy environment. * To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |