



JOB DESCRIPTION

Position: Lead Pharmacy (Dispensary) Technician	Hours: 20-36/week
Reports to: Pharmacy Manager	Rate: \$20/hour

Mission - To better understand and serve with compassion the health and wellness needs of the uninsured, low-income, and underserved residents of Walworth County.

Core Values

- **DIGNITY** - We believe all humans have a shared intrinsic worth.
- **TRUST** - We build strong relationships by being professional, competent and accountable.
- **COLLABORATION** - We resourcefully leverage our relationships to maximize opportunities for wellness.
- **FLEXIBILITY** - We are courageously curious to best adapt to the needs of our community.
- **COMPASSION** - We demonstrate empathy in action by sharing the human experience.

Position Profile

Fully embracing the mission and core values of OAFK, the Lead Pharmacy (Dispensary) Technician serves as an integrated healthcare worker within our organization, employing all available resources to maximize patient care. They work under the direction of the pharmacist to prepare prescribed medication and ensure the health and safety of OAFK patients. They are trusted to follow pharmacy best-practices and professional ethics and boundaries. This role requires leadership, attention to detail, and the ability to work well under pressure, making it a key position within the pharmacy (dispensary) team and clinic as a whole.

Key Roles

1. Assist in managing daily dispensary operations.
2. Prepare prescription medications for pharmacist review, ensuring patient-centered care.
3. Assist delegating tasks within the dispensary team.
4. Oversee inventory management including ordering medications and supplies, managing stock levels and ensuring proper storage.
5. Lead, mentor and support all dispensary staff/volunteers.
6. Participate in quality improvement efforts for improved health outcomes.

Job Responsibilities

- Work closely with the pharmacist to ensure smooth daily operations and workflow.
- Oversee the efficient, complete and accurate electronic processing, preparation and filling of prescriptions, both new and refills.
- Remain flexible and positive in a dynamic, high-paced, non-traditional Pharmacy/Clinic environment
- Sort, stock, and monitor inventory.
- Support the pharmacist in any special projects or pharmacy initiatives as assigned, such as patient assistance program and drug repository.



- Assist health care providers and patients by greeting them in person and by phone, answering questions and requests, and referring inquiries to the pharmacist.
- Undertake administrative tasks (e.g.record-keeping) as assigned by the pharmacist.
- Maintain a clean work environment utilizing standard cleaning procedures.
- Responsible for clear communication to and from patients and teammates to contribute to clinic flow and patient care.
- In conjunction with the clinic staff, ensures that health outcome measures and other statistical data is maintained in an easily accessible and timely manner.
- Treats patients, volunteers, teammates and visitors with compassion, dignity and respect.
- Promote high ethical and professional standards in all relationships and activities
- Attend training sessions for professional development
- Collaborate with organization staff to ensure continuity of care, facilitate improved patient outcomes, and strive toward agency excellence.
- All other duties as assigned.

Education and Experience

- Bilingual in English and Spanish desired
- High School diploma, GED, or equivalent. Pharm Tech Certification valuable.
- Previous experience as a pharmacy technician

Knowledge, Skills and Abilities

- Successful completion of a pharmacy technician program a plus
- Detail-oriented with strong focus on accuracy
- Organized with the ability to manage pharmacy workflow in a cost-effective and resource-conscious manner, focusing on providing accessible care for all patients
- Ability to multitask and work in a fast paced environment
- Strong and effective communication and interpersonal skills
- Focus on compassionate care with the ability to relate to individuals from various economic, social and cultural backgrounds
- Ability to independently take initiative for new responsibilities and projects
- Exhibit a willingness to learn new skills
- Ability to effectively coach others and be coached
- Ability to exercise considerable tact and judgment when working with sensitive and confidential information
- Exhibit a willingness to ask for help when situations or problems present which are beyond their ability, knowledge, or scope of practice

Acceptance: I have read, understand and accept this job description as stated above:

Name _____ Date _____