

## **COMMUNITY HEALTH PARTNERS, INC.**

*The Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.*

Job Title: Bilingual Licensed Pharmacy Technician or Technician in Training  
Position Status: Non-exempt  
Effective Date: 11/2022  
Reviewed By: Pharmacy Director

**JOB SUMMARY:** Under the general direction and supervision of the Pharmacist and Pharmacy Director, this position is an integral member of the patient's care team. Expected to aid the pharmacist in delivering high-quality pharmaceutical care while working at the top of the technician license capability. All activities are preformed in accordance with current procedures and policies and are carried out in the highest achievable level of competence in a manner demonstrating concern and consideration. All work performed will be in compliance with state and federal law. Unlicensed Technicians will be provided on the job training and study resources to become licensed.

### **Interpretation and Translation Duties**

1. Provides Spanish/English interpretation to patient by telephone or walk-in basis to assist delivery of excellent pharmaceutical patient care
2. Translates documentation and prescription directions accurately
3. When needed, provides interpretation in target language to provider team and patient in the exam room.

### **ESSENTIAL JOB FUNCTIONS:**

1. Assists in the delivery of high-quality pharmaceutical care, communicating information effectively.
2. Prepares prescriptions for dispensing, by accurately entering all patient and prescription information into the pharmacy computer system.
3. Troubleshoots third-party rejections, communicating and resolving issues.
4. Accurately fill Rx paying careful attention to specific programs and regulations (ex. 340B)
5. Prepares prescription for dispensing by accurately filling Rx vial with correct medication and proper labels.
6. Orders drug inventory and supplies with professional guidance from the Pharmacist, following procedures for 340B and retail inventory.
7. Accurately maintains and files records of dispensing and receiving (ex. Invoices)
8. Performs inventory control and management, including perpetual inventory counts and 340B audits as directed.
9. Removes or recommends removal of slow, unkneaded, or outdated medications from stock; prepares for return or disposal
10. Provides excellent customer service on the phone or in person, always verifying patient identity.

11. Helps maintain orderly, clean environment in the department, including cleanliness of pharmacy, pharmacy stock, and supplies
12. Maintains attitude and philosophy consistent with CHP standards and reflects the mission and vision of CHP.
13. Furthers the mission of CHP through active support of the strategic goals.
14. Ability to report to work as scheduled and work a flexible schedule when needed which may include travel to other sites or staying late if needed.
15. Assigns IUD's and Nexplanon's to patients and tracks invoices and billing for each device
16. Performs other duties as needed and directed

#### **Additional Responsibilities:**

1. Understand and model the mission of CHP.
2. Exhibit professional behavior in all facets of work at CHP.
3. Exhibit teamwork with all CHP staff including performing duties at various sites as needed.
4. Reflect core values of CHP: People-centered, compassionate, accountable, integrity, continuous improvement, and excellence
5. Understands and adheres to HIPAA and OSHA regulations.
6. Continuous learning about 340B program and required compliance

#### **Skills and Attitudes**

1. Experience working with limited resource population.
2. Ability to prioritize work and demonstrate grace under pressure.
3. Ability to work in a team or independently, and to share responsibilities and duties.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to set priorities, be organized, and be a self-starter.
6. Ability to be friendly, empathic, tactful and an adept communicator with public and staff
7. Skill to use technology efficiently. (Pharmacy software, Microsoft office, type 40wpm)
8. Ability to gracefully accept and respond to feedback.
9. Strong attention to detail and problem-solving skills
10. Ability to perform moderately difficult technical and clerical work
11. Ability to make arithmetic calculations
12. Skill in handling cash and voucher control
13. Ability to follow oral and written instructions
14. Ability to ask question and elicit required information
15. Excellent oral and written communication skills
16. Ability to demonstrate accountability

#### **JOB QUALIFICATIONS:**

Education: High School Graduate or equivalent required.

License: Certified Pharmacy Technician national certification and State of Montana Pharmacy Technician License, **or ability to pass exam within 1 year of hire**

Experience: not required. experience in a retail pharmacy setting, serving a diverse population is preferred.

#### Attributes:

Ability to attend to detail.

Ability to work with many individuals.

Excellent communication skills, including verbal, written, and problem solving.

Ability to provide translation for communication with patients

Legal Concepts:

Practices with the scope of education, training, and personal capabilities

Maintains confidentiality

Follows federal, state, and local legal guidelines; follows license criteria when licensure applies

Reports any evidence of abuse or neglect to provider or appropriate official

**Essential Physical Requirements**

	<b>Occasionally (1%-33% of day)</b>	<b>Frequently (34%-66% of day)</b>	<b>Continuously (67%-100% of day)</b>
Sitting		<b>X</b>	
Standing		<b>X</b>	
Walking		X	
Speaking/Hearing			<b>X</b>
Seeing			<b>X</b>
Hand/Wrist Work (ie. Keyboarding)			<b>X</b>
Pushing/Pulling	<b>X</b>		
Fine Manipulation		<b>X</b>	
Grasping		X	
Reaching		X	
Bend	<b>X</b>		
Kneel	<b>X</b>		
Squat	<b>X</b>		
Climb	<b>X</b>		
Lift 1-10 lbs	<b>X</b>		
Lift 11-20 lbs	<b>X</b>		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***I have read the above job description and have had all my questions answered.***

Employee\_\_\_\_\_

Date: \_\_\_\_\_