

**SKILLS FRAMEWORK FOR HEALTHCARE
SKILLS MAP - SENIOR PHARMACY TECHNICIAN EXECUTIVE**

Sector	Healthcare	
Track	Pharmacy Support	
Sub-track	Patient Care Services	
Occupation	Pharmacy Technician	
Job Role	Senior Pharmacy Technician Executive	
Job Role Description	<p>A Senior Pharmacy Technician Executive in the Patient Care Services sub-track is responsible for co-managing dispensing errors, performing medication management and providing patient education. S/He reviews day-to-day operations of department-based functions to maximise service provision. S/He is required to develop and review training curriculum, plans and materials.</p> <p>S/He works in various settings such as hospitals, outpatient clinics, polyclinics and retail pharmacies.</p> <p>S/He should be proactive and conscientious. S/He should possess effective interpersonal, leadership and problem-solving skills.</p>	
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks
	Manage dispensary services	Process prescriptions or medication orders
		Oversee processing of prescriptions or medication orders
		Dispense medication
		Resolve prescription issues
		Supervise dispensing workflows
		Supervise issuance of stocks to relevant departments
		Investigate dispensing errors
		Plan corrective and preventive actions for matters related to dispensing errors and near misses
	Perform medication management and patient education	Perform medication reconciliation
		Assist pharmacists in provision of basic clinical services in pharmacist-led clinics
		Provide specialised patient counselling and education
		Assist pharmacists in the sale of pharmacy-only medications
Manage training and education	Develop training plans for pharmacy technicians and support staff	

		Review training plans developed		
		Develop training curriculum and training material for pharmacy technicians and support staff		
		Conduct training for staff		
		Mentor junior staff		
		Assist pharmacists in developing assessment questions and criteria		
		Assist pharmacists in identifying assessment tools		
		Conduct competency assessments of staff		
	Manage pharmacy operations	Plan manpower schedules and duty rosters		
		Implement corrective actions in relation to customer feedback and complaints in consultation with pharmacists		
		Monitor patient queues and pharmacy waiting time		
		Review pharmacy services and processes		
		Conduct internal audits and on-site inspection		
		Manage pharmacy documents according to legal requirements		
		Oversee billing procedures		
Manage pharmacy equipment				
Perform staff appraisals				
Collaborate with other departments in the set-up or delivery of pharmacy services				
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Ambulatory Care Service Support	Level 4	Communication	Advanced
	Audit Management	Level 4, Level 5	Interpersonal Skills	Advanced
	Billing Procedures	Level 3	Decision Making	Advanced

	Change Management	Level 3	Service Orientation	Advanced
	Continuous Improvement Management	Level 5	Problem Solving	Advanced
	Document Management for Pharmacy Support	Level 4		
	Excellence in Service	Level 4		
	Infection Control	Level 2		
	Learning and Development	Level 3, Level 4		
	Management of Stakeholders	Level 4		
	Medication Dispensing	Level 4		
	Medication Reconciliation in Pharmacy Support	Level 3		
	Medication Safety	Level 3, Level 4		
	Patient Education on Use of Prescribed Drugs	Level 4		
	People Management	Level 4		
	Performance Management	Level 4		
	Pharmaceutical Equipment Maintenance	Level 3		
	Pharmacy-only (P) Medication Sales	Level 3		
	Professional, Legal and Ethical Healthcare Practice	Level 4		
	Programme Delivery	Level 4		
	Staff Training Management	Level 4		
	Workforce Planning	Level 4		
Workplace Safety and Health	Level 3			
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			