

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

<b>Sector</b>	Healthcare	
<b>Track</b>	Pharmacy Support	
<b>Sub-track</b>	Patient Care Services	
<b>Occupation</b>	Pharmacy Technician	
<b>Job Role</b>	Pharmacy Technician Executive	
<b>Job Role Description</b>	<p>A Pharmacy Technician Executive in the Patient Care Services sub-track is responsible for co-managing dispensary services, performing medication management and patient education and managing day-to-day operations of department-based functions to maximise service provision. S/He is required to plan and conduct training for staff.</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>	
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	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
	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
Develop training curriculum and training materials for pharmacy technicians and support staff		

		Conduct training for staff		
		Mentor trainees and attachment students		
		Assist pharmacists in developing assessment questions and criteria		
		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		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>	
	Ambulatory Care Service Support	Level 4	Communication	Advanced
	Audit Management	Level 3, Level 4	Interpersonal Skills	Advanced
	Billing Procedures	Level 3	Service Orientation	Advanced
	Change Management	Level 3	Problem Solving	Intermediate
	Continuous Improvement Management	Level 4, Level 5	Teamwork	Advanced
	Document Management for Pharmacy Support	Level 3		
	Excellence in Service	Level 3		
	Infection Control	Level 2		
	Learning and Development	Level 3		

	Management of Stakeholders	Level 3		
	Medication Dispensing	Level 3		
	Medication Reconciliation in Pharmacy Support	Level 3		
	Medication Safety	Level 3, Level 4		
	Patient Education on Use of Prescribed Drugs	Level 3		
	People Management	Level 3		
	Performance Management	Level 3		
	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 3, Level 4		
	Workplace Safety and Health	Level 2		
<b>Programme Listing</b>	For a list of Training Programmes available for the Healthcare sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/hc">www.skillsfuture.sg/skills-framework/hc</a>			