

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

Sector	Healthcare	
Track	Pharmacy Support	
Occupation	Pharmacy Technician	
Job Role	Senior Pharmacy Technician	
Job Role Description	<p>A Senior Pharmacy Technician is responsible for the processing and dispensing of medication. S/He is required to supervise the drug supply and distribution and compounding processes. S/He supports staff management and development. S/He participates in quality assurance and improvement projects and activities. S/He supports the management of pharmacy operations.</p> <p>S/He works in varied settings such as hospitals, outpatient clinics, polyclinics and retail pharmacies.</p> <p>S/He is required to be professional, ethical and meticulous. S/He should possess communication and leadership skills.</p>	
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks
		Dispense medication
		Process prescriptions or medication orders
		Dispense medication
		Provide patient counselling and education
		Assist pharmacists in the sale of pharmacy-only medications
		Perform medication reconciliation
	Assist pharmacists in provision of basic clinical services in pharmacist-led clinics	
	Report dispensing errors and near misses to pharmacists	
	Perform drug supply and distribution	Supervise repackaging of drugs and bar-coding of products
		Manage cycle counts and stock take
		Participate in procurement activities
		Assist pharmacists in product recalls
		Manage inventories of pharmaceutical and non-pharmaceutical products
Distribute drugs to relevant departments		

		Provide oversight of pharmacy equipment and automation system processes
		Ensure proper storage and handling of drug stock
	Perform drug compounding	Process sterile and non-sterile product orders
		Prepare sterile and non-sterile products under pharmacists' supervision
		Check all prepared products to ensure that products compounded adhere to quality control and labelling requirements
		Manage the inventories required for compounding
		Maintain records related to compounding activities
		Maintain proper functioning of facilities
		Procure inventories required for compounding
		Highlight equipment failures and unusual activities to pharmacists/supervisors
Support staff management and development	Participate in continuing education activities	
	Coordinate orientation and training activities for staff in the department	
	Provide coaching and on-the-job training	
	Assist in development of training materials	
Perform quality assurance and improvements	Participate in quality improvement projects and activities	
	Assist in the implementation of quality assurance and quality improvement projects and activities	
	Suggest improvements to workflows and processes	
	Comply to medication safety procedures	
	Perform regular quality assurance audits	
	Manage customer feedback and complaints	

	Support pharmacy operations	Perform billing procedures		
		Assist pharmacists to plan and coordinate manpower schedules		
		Suggest improvements to workflows and procedures in areas of pharmacy operations		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Ambulatory Care Service Support	Level 3	Communication	Intermediate
	Audit Management	Level 3	Teamwork	Intermediate
	Automated Distribution Management	Level 3	Interpersonal Skills	Intermediate
	Billing Procedures	Level 2	Decision Making	Intermediate
	Change Management	Level 2	Service Orientation	Intermediate
	Continuous Improvement Management	Level 3		
	Document Management for Pharmacy Support	Level 2		
	Drug Distribution and Inventory Management	Level 2		
	Excellence in Service	Level 2		
	Infection Control	Level 2		
	Inventory Procurement for Pharmacy Support	Level 2		
	Management of Stakeholders	Level 2		
	Medication Dispensing	Level 3		
	Medication Reconciliation in Pharmacy Support	Level 3		
	Medication Safety	Level 1, Level 2		
	Non-sterile Compounding	Level 2		
	Patient Education on Use of Prescribed Drugs	Level 2		
	People Management	Level 2		
	Performance Management	Level 2		
	Pharmaceutical Equipment Maintenance	Level 2		
	Pharmacy-only (P) Medication Sales	Level 3		
Professional, Legal and Ethical Healthcare Practice	Level 3			
Programme Delivery	Level 3			

	Staff Training Management	Level 3		
	Sterile Manufacturing of Pharmaceutical Products	Level 2		
	Workplace Safety and Health	Level 1		
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			