



IDENTIFICATION

Position Number		Position Title	
27-11690		PHARMACY/MEDICAL STOCKING CLERK	
Division/ Section		Community	Region
TLICHO COMMUNITY SERVICES AGENCY		BEHCHOKO, NT	MOHWHI/TLICHO REGION

PURPOSE OF THE POSITION

The purpose of this position is to assist the Nurse-in-Charge of the Marie Adele Bishop Health Centre with the routine administration, planning and maintenance of Health Centre medical supplies and stock, and to assist physicians and nursing staff with patient related tasks. Under the guidance of the N-i-C, the Pharmacy/Medical Stocking Clerk ensures that medication stock for the Health Centre follows the NWT Drug Formulary Guidelines. This position also provides pharmacy administrative support services to clinic staff. The incumbent prevents, reduces and minimizes the incidence of disease, disability and death by providing quality Pharmacy Aid services and interpreter services for Tlicho speakers.

SCOPE

The scope of the Tlicho Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the NWT Tlicho communities of Behchoko, Gameti, Wekweti and Whati. Established in 2005 as part of the Tlicho Agreement, the Agency is designed to be an *interim GNWT organization* through which the Tlicho Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget of approximately 32 million dollars. Programs and services include early childhood education, K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living, and First Nations social programs including post secondary student support.

The Tlicho Community Service Agency vision “Strong Like Two People” is a metaphor for the desire by community leadership to build an organization, and create programs and services, that recognize the strength and importance of two cultures. Local Tlicho and non-Tlicho knowledge have complementary strengths which together can achieve solutions to contemporary problems which neither could alone. The failure to integrate local knowledge represents a waste of expertise, and a loss of critical information that may lead to inappropriate or even destructive interventions and strategies.

The TCSA administers all regional health and social services delivered to a population of approximately 3,000 residents of the Tlicho region through 3 Community Health Centers, 1 Community Health Station, including the residents of the Jimmy Erasmus Seniors Home (a continuing care facility for elders in Behchoko). The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities’ well being through excellence, accountability and respect for regional diversity.

Located in Behchoko and reporting to the Nurse-in-Charge at the Marie Adele Bishop Health Centre, the Pharmacy/Medical Stocking Clerk provides indirect program delivery services to medical and nursing staff. The incumbent works in assisting the nurses with the medication supply and delivery for patients of Behchoko. On occasion, the incumbent may be required to assist with medication issues for clients from Whati, Gameti and Wekweti.

The Pharmacy Clerk has no supervisory responsibilities.

Failure by the incumbent to perform the Pharmacy Clerk functions accurately and in a timely manner will have a direct and immediate impact on patients requiring prescriptions, their families and Health Centre staff, as well as on the credibility of the Agency as a service provider.

RESPONSIBILITIES

1. Organizes and stocks the Marie Adele Bishop Health Centre pharmacy, laboratory, and medical supply rooms in compliance with NWT Drug Formulary Guidelines.

- Stocks medications and supplies on arrival at the Health Centre in their appropriate locations.
- Records goods received and tracks and follows up on back orders.
- Records medication expiry dates on arrival. Reviews stock and pulls expired drugs.
- Returns stock to supplier for credit when possible.
- Maintains general cleanliness and maintenance of the pharmacy and supply room.
- Reviews inventory in the pharmacy, laboratory and supply room on a daily basis, compiles ordering lists, and reviews lists with the N-i-C weekly.
- Contacts patients regarding arrival of their prescriptions, maintains a register/log of received/picked-up medications by patients, and returns medications to pharmacy as required.

- Unpacks incoming shipments of supplies and forwards non-Health Centre supplies to the appropriate location, e.g., Seniors Home, Home Care.
- May be required to assist patients in ordering and receiving their prescriptions as well as provide general instructions regarding received prescriptions.
- May be required to contact pharmacies directly for Elders and other patients.

2. Performs other related duties to assist with the administration of Health and Social Services in the Tlicho Region.

- Keeps a daily log of Max/Min temperatures of the Vaccine Refrigerator and reports any discrepancies to the Nurse-in-Charge and/or Health Operations Coordinator.
- Acts as interpreter for clients in clinic when required by Health Centre nurses.
- Performs general office duties, e.g., answering telephones, filing, responding to general correspondence, photocopying, faxing.
- Participates in meetings, committees, etc., as required.
- Makes recommendations to the N-I-C to improve procedures and services.

KNOWLEDGE, SKILLS AND ABILITIES

The responsibilities of the position require a specialized knowledge of equipment and operation of the Health Centre, the ability to learn on the job, or previous experience. Fluency in the Tlicho language is a requirement.

- Good reading and writing skills.
- Good communications, interpersonal, and organizational skills.
- Analytical and problem solving skills.
- Attention to detail and high level of accuracy.
- Ability to work independently with minimal supervision.

Typically, the above qualifications would be attained by:

Completion of Grade 12 or equivalent.

WORKING CONDITIONS

Physical Demands

The Pharmacy/Medical Stocking Clerk works in a comfortable, temperature regulated facility, with low intensity physical demands. Occasionally the incumbent may be required to work overtime.

Environmental Conditions

There is little change in routine from day to day, requiring the incumbent to remain focused to avoid errors.

Sensory Demands

The sensory demands of the position are moderate in intensity.

Mental Demands

The incumbent is susceptible to an average level of work-related fatigue, due to the need for complete accuracy in handling and accounting for pharmaceuticals and medical supplies. Interpreting for clients regarding their prescriptions may create stress due to the need to be tactful with demanding clients or family members.

Position Security (check one)

- No criminal records check required.
- Position of trust – criminal records check required.
- Highly sensitive position – requires verification of identity & criminal records check.