



The University of North Carolina Wilmington
PHARMACY TECHNICIAN
COMPETENCY PROFILE

Description of Work: Positions in this banded class assist pharmacists in providing technical pharmacy services by processing, preparing, and filling physician’s medication orders. Work is performed in a pharmacy and/or outpatient clinic setting. Duties performed include: screening and preparing physician’s medication orders; recording data on patient profiles; issuing drugs, chemicals and other pharmaceuticals products; and maintaining inventory. Work may include providing instruction and/or supervision of others.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
<p>Employees at this level receive medication orders, screen orders for accuracy, resolve questions in consultation with a licensed pharmacist, fill the medication order, and provide basic information to the patient. Employees may prepare intravenous and other sterile products and manufacture antiseptics, circulating fluids, and prepackage unit dose medications. Employees may screen patients for eligibility, collect fees, and prepare reports. Work may include maintaining pharmacy inventory and providing general orientation to others.</p>	<p>Employees at this level provide technical advice to other technicians, monitor quality control activities, help prioritize work, and recommend process improvements. Employees may provide highly specialized technical work and interact directly with clinicians to prepare individualized drug regimens for patients with complex conditions and/or for patients involved in investigational drug studies. Work may include training others and/or serving as lead worker.</p>	<p>Employees at this level coordinate and/or direct activities of others with supervisory responsibility. They ensure adequate staffing and efficient workflow and provide reports and data on pharmacy activity. Employees at this level serve as liaison between professional staff and technical staff. Employees at this level may also participate in formulary reviews, provide selected drug information to clinicians, and/or recommend budgetary needs.</p>

Competency	Definition
Knowledge - Technical	Technical skill and knowledge in pharmacy technician work; the ability to keep current with new products and processes in pharmaceutical services.
Coordination - Work	Ability to follow specific pharmacy instructions. Ability to perform routine tasks. Ability to check work for accuracy before completion of tasks.
Communication and Instruction	Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.
Human Resources Management	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Competency	Contributing	Journey	Advanced
Knowledge-Technical	<ol style="list-style-type: none"> 1. Applies a basic knowledge of medical and pharmacy terminology and processing techniques. 2. Applies basic knowledge of pharmaceutical drugs and formulas. 3. Applies a basic knowledge of chemical procedures used to compound, reconstitute and dilute drugs. 	<ol style="list-style-type: none"> 1. Applies a full knowledge of medical and pharmacy terminology and processing techniques. 2. Applies a full knowledge of pharmaceutical drugs and formulas. 3. Applies a full knowledge of chemical procedures used to compound, reconstitute and dilute drugs. 	<ol style="list-style-type: none"> 1. Applies a thorough knowledge of medical and pharmacy terminology and processing techniques. 2. Applies a thorough knowledge of pharmaceutical drugs and formulas. 3. Applies a thorough knowledge of chemical procedures used to compound, reconstitute and dilute drugs.
Coordination-Work	<ol style="list-style-type: none"> 1. Fills medication orders following established procedures; identifies processing problems; prepares pharmaceutical products; may collect fees. 2. Makes accurate observations concerning drug qualities and quantities and accuracy of label; understands and complies with the quality control procedures. 3. Enters basic data in data management system; maintains accurate patient database; may prepare statistical reports. 4. Maintains appropriate inventory of regular medications and/or controlled substances. 	<ol style="list-style-type: none"> 1. Provides technical advice to other technicians; monitors effectiveness of procedures and workflow; helps prioritize work; helps resolve processing problems; recommends improvements to procedures. 2. Evaluates and modifies quality control procedures. 3. Ensures accurate patient database; monitors data integrity; prepares statistical reports. 4. Monitors use of resources; requisitions supplies; prepares purchase orders. 	<ol style="list-style-type: none"> 1. Assigns and maintains workload balance to enhance productivity; reviews work of others; resolves technical problems; establishes new procedures; coordinates work with other medical services. 2. Develops and monitors quality control program. 3. Trains others in data entry; ensures data integrity; provides statistics and reports on pharmacy operations. Assists in designing and improving data management systems. 4. Monitors use of resources for specialized procedures/surgery; requisitions supplies.

Competency	Contributing	Journey	Advanced
<p>Communication and Instruction</p>	<ol style="list-style-type: none"> 1. Provides basic instruction to patients on how to administer and/or store medications; refers patient to pharmacist for any technical or detailed information. 2. Provides effective customer service by listening to the patient and understanding and responding to identified needs. 3. Follows medication orders and written instructions; labels and prepares written information following procedures. 4. Provides orientation to others on pharmacy procedures and processes. 	<ol style="list-style-type: none"> 1. Monitors consistency and effectiveness of patient communication; identifies issues and recommends solutions. 2. Monitors customer service provided to patients by others; identifies issues; recommends improvements. 3. Monitors others in following medication orders; assists others in understanding instructions and following new procedures. 4. Provides training and advice to other technicians; may serve as lead worker. 	<ol style="list-style-type: none"> 1. Trains and counsels others in how to effectively communicate information to patients; ensures compliance with patient communication policies and procedures; works with pharmacist to make changes to patient communication policies and procedures. 2. Trains and counsels others in customer service techniques and skills; ensures customer service standards are met. 3. Trains and counsels others in following written procedures; assists in documenting procedures. 4. Identifies training needs; develops and implements training programs.
<p>Human Resources Management</p>	<ol style="list-style-type: none"> 1. N/A 	<ol style="list-style-type: none"> 1. May assist in developing work plans. 2. Assists in planning for and delivering on-the-job training. 3. May participate in the recruitment and selection process. 4. Ensures employees have access to tools and information for planning career development opportunities. 	<ol style="list-style-type: none"> 1. Prepares work plans; conducts performance reviews; ensures compliance with performance management policies and procedures. Recommends resolution of disciplinary and grievance issues, as needed. 2. Determines training needs and resources; provides training to specific employees; develops training programs. 3. Determines work unit design;

			recruits and selects staff. 4. Plans and coordinates career development opportunities with employees.
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