MS21600
PARAMEDICAL DISPENSER

Level 7

Reports to (Hierarchical)
Project Pharmacist/ NAM

Reports to (Functional)
Project Pharmacist

Job Family
Paramedical

Main Purpose
To provide an accurate, timely, and qualitative dispensing service of drugs according to medical prescriptions, MSF protocols, standards and procedures, and the country legislation in place; to communicate effectively with patients and their caretakers all the required information about their treatment and medicines in order to improve the quality of patient care.

Accountabilities
- Dispensing medication to patients or their caregivers according to medical prescriptions, ensuring the safety and appropriateness of these prescriptions. Ensuring the correct selection, packaging, and labelling of medicines. Liaising with doctors and other healthcare providers to clarify prescriptions and ensure seamless continuity of patient care.
- Having effective communication with patients/caretakers regarding all the required information regarding their treatment, checking that patients understand their treatment and making appropriate interventions to support understanding and adherence.
- Responsible for ensuring the appropriate use of tools/resource (e.g. treatment dispensing aids to be used with the pa-tients) collaborating with the medical team to ensure update
- Responsible for reporting complaints received from patients or staff related to medicines, their use or side effects or any quality issue.
- Contributing to rational prescription analysis with the medical team
- Adhering to MSF practice policies and procedures for dispensing medicines, particularly those relating to controlled drugs (narcotics, psychotropics, etc) and ensuring respect of confidentiality in dispensing respecting also the national legislation
- Planning and placing accurate and timely orders with the project stock, performing regular inventories and ensuring minimum stock levels of medicines are maintained, checking expiry dates, ensuring returned and out-of-date medication is safely removed to a well designated quarantine zone, separated from the normal stock
- Ensuring appropriate storage conditions in the dispensary are maintained. Ensuring monitoring of cold chain and reporting temperature breaches to the supervisor
- Ensuring that the dispensary is well organised and kept clean, ensure cleanliness and care in handling medicines, maintaining dispensary equipment, ensuring it is clean, accurate and in a good state of repair.

- Ensure the integrity and security of the dispensary - only authorized personnel are admitted. Reporting immediately any problem arising in the service such as loss, robbery, quality problems with medicines damage of medical equipment or medicines to the supervisor
- Ensuring traceability of the expiry date and the batch number of each medical item prior to dispensing to the patient
- Ensuring accurate dispensing and consumption records are maintained
- Recognising when further support concerning patient safety is needed and knowing where to find it (medication-related issue such as drug interactions, allergies, serious side effects, etc)
- Participating to the medical team meeting to contribute input/feedback coming from dispensing

Education

- Paramedical background
- Completion of dispensing training level 1&2 within 1 month from recruitment

Experience

Working experience of at least 12 months is essential

Languages

Mission language and local language essential

Knowledge

- Essential knowledge of basic mathematics and use of measuring equipment
- Desirable computer literacy (word, excel)
- Proficiency in processing prescriptions, entering patient information and managing inventory.

Competencies

- Results and Quality Orientation **L2**
- Teamwork and Cooperation **L2**
- Behavioural Flexibility **L1**
- Commitment to MSF Principles **L1**
- Stress Management **L2**
- Communication skills **L2**

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