



PHARMACY TECHNICIAN

Position Description

Department:	PHARMACY
Job Code:	
Pay Range:	
Hours/Week:	40 hours
Type of Position:	Full-time

Reports to (title)	Chief Pharmacy Officer
Classification:	Non-Exempt
Effective Date:	
Revised Date:	10/19/22

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center, Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees, and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC and Health Center policies and procedures, as well as all applicable laws.

POSITION PURPOSE

The Pharmacy Technician, under the direction of the Chief Pharmacist, works within the scope of their certification to provide support for the delivery of pharmaceutical services. Works as a liaison between patients and pharmacy staff. As appropriate, ensures patient demographics and payer information are correct and updated in the Patient Registration System to assure timely coordination of care and benefits.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

Essential functions may include, but are not limited to the functions listed below.

1. Performs assigned functions to assure an efficient, well-functioning, on-site clinical pharmacy.
2. Assists in determining patient eligibility, scope and priority.
3. As directed, conducts personal interviews with patients and/or family members to gather and research personal and sensitive patient information.
4. Assists healthcare and other professional staff members in understanding the elements and requirements of the Pharmacy.
5. Collaborates with other departments such as physicians, dentists, patient registration, medical records, patient benefits coordinator, etc., in coordinating with pharmacy services.
6. Maintains sufficient records, authorizations or clinic information, eligibility forms, and standard forms and explains patient's rights under the Privacy Act and HIPAA Guidelines.
7. As directed by supervisor, may respond to inquiries and requests through telephone, written correspondence, and personal visits. Identifies errors in data.
8. Enhances professional growth and development through participation in educational programs, meetings, and workshops as assigned or appropriate.
9. Performs other related duties as assigned by supervisor.

MINIMUM MANDATORY QUALIFICATIONS

Education

- High School Diploma or higher
- Certification as a Pharmacy Technician

Experience:

- Two or more years' experience in a clinical pharmacy setting and/or equivalent experience.
- Strong working knowledge of computers and software applications. Ability to speak the Navajo language a plus but not a requirement.

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Knowledge of the theories, principles, practices, and techniques of outpatient pharmacy to provide direct patient services.
- Knowledge of Affordable Care Act provisions and/or Qualified Health Plans preferred.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds.
- Skill in providing quality customer services and a high level of patient satisfaction. Demonstrated problem solving skills.
- Ability to satisfactorily communicate with employees, management, visitors, and co-workers to their understanding, verbally and in writing.
- Ability to maintain confidentiality according to the standards of the Health Insurance Portability and Accountability Act (HIPAA).
- Ability to work flexible hours.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo native language.
- Prior experience working with Indian Health Services (IHS), a Tribe or Tribal organization.

WORK ENVIRONMENT

Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this Job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of standing, sitting, keyboarding, reading, and driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.

Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various, and at times, complicated issues.

OTHER

All employees must uphold all principles of confidentiality, HIPAA, and patient care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required by employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume, and letter of interest via one of the following methods:
 - E-mail to Humanresources@cbnhc.org
 - Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 - Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Human Resources at (505) 908-2307 ext.119 or ext. 120

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.