



STATE OF OREGON  
POSITION DESCRIPTION

Position Revised Date:  
10/1/12

Agency: Department of Corrections

Facility: Health Services-Central Pharmacy

New  Revised

This position is:

- Classified
- Unclassified
  - Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Pharmacy Technician 2</u>	b. Classification No: <u>C6386</u>
c. Effective Date: _____	d. Position No: _____
e. Working Title: <u>Pharmacy Technician</u>	f. Agency No: <u>29100</u>
g. Section Title: _____	
h. Employee Name: _____	
i. Work Location (City – County): _____	
j. Supervisor Name (optional): _____	
k. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year	
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
l. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative
m. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The program in which this position exists is the Pharmacy Functional Unit of the Health Services Program, of the Operations Division, of the Oregon Department of Corrections. The purpose of this program is to dispense medications ordered by prescribing physicians and to provide health care to inmates at each state institution operated by the Department of Corrections. State and federal laws have established that inmates are entitled to health care during incarceration. Health care services available to inmates must be consistent with health care provided in the community in order to meet the legal obligation the state has when persons are incarcerated. This means that all types and levels of health care must be provided in a clinically appropriate manner by properly credentialed professionals in settings equipped and designed for the delivery of health care. Health care includes medical, dental and psychiatric/mental health services. This position is responsible for acquiring, securing, dispensing, and shipping prescribed medications to institution med rooms for dispersal state wide. These functions must be carried out in accordance with State and Federal guidelines and in ways consistent with sanitation and quality practices common in the hospital and healthcare industry.

The Department of Corrections and the Health Services Section subscribe to the Oregon Accountability Model (OAM). The basis of the OAM is a strong, shared belief regarding the importance of staff-to-inmate and staff-to-staff modeling, particularly the directing and shaping of pro-social behavior. The goal is to move inmates from anti-social to pro-social citizens. It is recognized that staff interactions with inmates on a daily basis are, without a doubt, our most powerful tool to reinforce pro-social behavior. The nature of staff relationships and communications with inmates are core to our success. Since relationships and respect are built through repeated experiences and communications about those experiences; what staff do and say to inmates is a key contributor in achieving long-term public safety. Each employee is expected to model appropriate pro-social behavior, support positive change in individual offenders and actively support pro-social behavioral change through their day-to-day interactions with others.

The Department of Corrections and the Health Services Section recognize the value of individual cultural differences and life experiences. All staff members are expected to support the Department's Affirmative Action goals and are expected to treat coworkers, inmates, patients, clients, stakeholders and customers with dignity and respect, creating a stronger organization by fostering a living and working environment where individual differences are sought out and valued.

The Pharmacy and Medical Stores Functional Unit is comprised of an administrative head, who sets policy and long-term direction, and two operational sites delivering service in support of the Department of Corrections health care program at the institutions. The health care program at each of the correctional institutions operated by the Department is responsible for delivering health care to inmates consistent with federal and state law and policy established by the Department. The average daily population for whom the entire range of services must be available is approximately 14,300 men and women. The Pharmacy and Medical Stores Section employs approximately 23 professional and support staff and participates in a number of agreements with health care suppliers and with organizations in communities throughout Oregon and the surrounding states in order to deliver constitutionally adequate inmate health care. The biennial budget for the Pharmacy and Medical Stores Section exceeds 20 million dollars.

**b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The purpose of this position is to ensure, under the direct supervision of a licensed Pharmacist, that adequate stock levels of medication, medical and office supplies are maintained to provide for and meet the needs of the Department state wide. Licensed technical support is provided to the licensed pharmacists in accordance with established procedures, maintaining compliance with relevant state and federal statutes. This position is responsible for assisting the Pharmacists in the non-judgmental aspects of preparing and dispensing pharmaceuticals for all Health Services Programs.

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of ODOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with diverse background who are committed to the mission and values of the Department.

---

### SECTION 3. DESCRIPTION OF DUTIES

---

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
25%			<p>Under management direction, working under the professional oversight of a licensed Pharmacist, the Pharmacy Technician performs supportive technical and clerical tasks in the pharmacy including, but not limited to the following:</p> <p>Responsible for assisting the pharmacist in the non-judgmental aspects of preparing and dispensing drug orders. Process refill requests via pharmacy medication profile system, sort and organize new medication orders for pharmacist processing. Accurately filling new and refill medication orders processed by the pharmacist in a manner consistent with a working timeline for each individual institution and established daily duty procedures.</p>

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

25%		<p>Responsible for maintaining adequate levels of prepackage medications for future dispensing. Develop an inventory control system for the wall of prepackaged medications to maintain accurate levels of stock, outdate control, and stock rotation. Accurately work, fill, and maintain the wall (area where prepackaged blister packs of meds are hung on pegs) of prepackaged stock medication in accordance with established procedure. Maintain fill list for prepackaged wall medications via the MTS (Medication Technologies) bulk packing machine. Operate the MTS machine in accordance with established procedure. Proper maintenance of the MTS machines is performed daily by draining and cleaning the machine after each use. Proper record keeping of this maintenance is kept to ensure the proper use, and longevity of the MTS machine.</p>
20%		<p>Responsible for maintaining a pharmaceutical inventory system. Order, receive, request, store, ship and record inventory. Monitor and analyze physical inventories to ensure adequate level of medications, and supplies. Determines space requirements for storage of incoming shipments of supplies, equipment, and medications. Assists in developing and applying procedures for assigned areas of work. Answers questions from staff and customers regarding stock availability and purchasing procedures. Receive orders, noting any problems or damage, determine pharmacy placement and submit received paperwork to Pharmacist In Charge and Central Pharmacy for payment. Ensure stock rotation, and maintain updated price comparison. Contact distribution companies and/or vendors with billing errors, picking errors, or shipment problems. Responsible for correct handling and storage of controlled medications. Responsible for processing medication orders against delivery sheets promptly and accurately, completing required documentation. Responsible for ordering, receiving and checking in pharmaceuticals and supplies against the shipping documents to verify correct items and amounts. Initiates purchases or obtains authorized signatures on purchases, updates cost and price information on medication and supplies. Maintain regular communication with institutions and arrange deliveries.</p>
28%		<p>Unscheduled inventories may be required. Assists with adding new products to inventory, develops and applies record keeping system(s) for assigned area. Responsible for assembling, packing, and transporting, or arranging for the transportation of, pharmaceuticals and medical supplies as necessary. Labels, weighs and records medications for shipment. Packages and prepares for shipment. Drives vehicle to pick up and deliver medications. Accurately fill orders, wrap, label and record product for shipping. Package, secure and ship medication daily or as necessary for each Health Services program with appropriate documentation. Maintains a clean and safe working environment within the pharmacy to prevent damage and contamination to medications, supplies, equipment, and personnel. Safely operate equipment unique to a pharmaceutical environment. Special precautions must be taken to prevent introduction of</p>

		hazardous materials and non-related stock items into pharmacy and loss of storage space to non-related functions. Work requests will be submitted through the Supervisor to the Facilities Maintenance Supervisor for any needed repairs. Assist in providing procedures and ordering processes to new staff and assist them in setting up manageable inventory systems. May require occasional site visits to institutions. Verify non-contract prices, availability of medication and secure medication from vendors. Performs related work such as answering the phone, minor custodial duties as necessary. Maintain a current working knowledge of pharmaceutical supplies, equipment, and medication used and needed through the Department. Maintain a current working knowledge of State Contract and Purchasing Agreements. Assist with the scheduling of repairs for necessary pharmaceutical equipment.
2%		Will perform other tasks and duties from time to time as assigned to ensure safe and effective functioning of the unit and to respond to emergencies.
100%		

---

#### SECTION 4. WORKING CONDITIONS

---

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

Normally works in a Pharmacy/office, warehouse environment. Requires physical ability to perform heavy lifting for short duration on daily basis, load and off-load supply shipments. Operates equipment unique to pharmacy operations, and subjected to hazards associated in accomplishment of assigned duties in the pharmacy. May encounter exposure to medicinal substances that are caustic, volatile, carcinogenic and/or mutagenic. Security regulations require skills and knowledge of prison environment. Working conditions include occasional contact with inmates in the institution setting; necessity of standing for frequent and prolonged periods of time; frequent walking & sitting; working for frequent periods of time at a computer terminal; frequent lifting of packages weighing up to 50 lbs and carrying them distances of 15 to 100 feet and frequent gripping, reaching bending and twisting motions. Work of this position is reviewed by a Manager (see organization chart) by way of oral/written daily, weekly, and monthly reports relative to pharmacy operations. Purpose of the review is to assure that pharmacy operations accomplish the objectives and goals meant to meet the mission of the Department of Corrections.

---

#### SECTION 5. GUIDELINES

---

**a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

- Department of Corrections Administrative Rules and Procedures
- Health Services Drug Formulary
- Oregon State Board of Pharmacy Administrative Rules
- Pharmacy and Central Stores Policies and Procedures

- Nursing Protocols
- NCCHC Standards
- Health Services and Pharmacy Policies and Procedures
- Ten hours per year of continuing education to maintain licensure

**b. How are these guidelines used?**

These guidelines serve as points of reference in defining procedures and terms to be followed to conserve and protect state owned property acquired from expenditures of appropriated funds, or from other applicable sources; and outline reports required to satisfy Board of Pharmacy, Department of Corrections, accrediting agency and Legislative mandates.

They establish legal framework, guidelines, direction and standards for the performance of work, such as receiving supplies, maintaining expendable/non-expendable inventory, and they establish norms and standards which are used as a reference for appropriate employee conduct in the pharmacy and institutional setting.

They serve to promote jobsite safety, foster a cooperative, safe and productive working environment and protect state owned property.

---

**SECTION 6. WORK CONTACTS**

---

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Institution Health Services staff	Phone, mail and direct contact	Receive and Process Physicians Orders	Daily
Vendors	Phone, mail, person	Supply and Delivery issues	As needed
Security Staff	Phone, mail, person	Data Processing Questions, Deliveries, Inmate issues	As needed
Freight Companies	Phone, mail, person	Delivery and Pick-up issues	As needed
Maintenance Personnel	Phone, mail, person	Work Order Requests	As needed
Customers/Inmates	Phone, mail	Order medication	As needed

---

**SECTION 7. POSITION RELATED DECISION MAKING**

---

**Describe the typical decisions of this position. Explain the direct effect of these decisions.**



- Assigns work
- Approves work
- Responds to grievances
- Disciplines and rewards

- Hires and discharges
- Recommends hiring
- Gives input for performance evaluations
- Prepares & signs performance evaluations

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

**ADDITIONAL REQUIREMENTS:** List any knowledge and skills needed at time of hire that are not already required in the classification specification

Demonstrate, under the general supervision of a pharmacist, the ability to establish and maintain harmonious working relationships with the public, fellow workers, and professional staff. Requires exceptional verbal and written communication skills and exceptional attention to detail. Correct response and timely follow-up is essential as situations may involve critical needs and life threatening illnesses. Sufficient working knowledge of general pharmacy operation and script fill technique.

**SPECIAL REQUIREMENTS:** List any special mandatory recruiting requirements for this position:

Certification of active licensure with the Oregon Board of Pharmacy

Valid Drivers License

CPR & First Aid Certified

National Certification through PTCB or ICPT

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
----------------	------------------------------	-----------

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

This position does not have budget authority

## SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

## SECTION 12. SIGNATURES

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date