

## MODEL WORKER

### Nur Izyan Rashidah Jamil

Pharmacy Technician  
National University Health System

*Nominated by the Healthcare Services Employees' Union*

As the pharmacy technician in-charge of the home delivery team, Nur Izyan Rashidah ensures that daily tasks of respective team members are completed in a timely manner. She is more than ready to help guide anyone facing difficulties. As a trainer, Sister Izyan patiently trains new staff on work processes. She also adopts a hands-on approach during training. She believes in empowering new staff to let them work independently with confidence.

Sister Izyan is proactive in sharing ideas to streamline the efficiency of the home delivery workflow and reducing overlapping tasks to improve staff well-being. She relentlessly trials various methods to improve work processes and reduce unnecessary waste in current workflows.

Her proactive personality is not limited to work processes but also her self-development. Sister Izyan underwent an Advance Diploma in Pharmaceutical Science from Nanyang Polytechnic. Despite spending time away to complete the course, Sister Izyan selflessly shared her knowledge from the course with her peers and her juniors.

As a colleague, she is quick to build rapport with both her peers and new staff, making everyone at ease with her presence. She is a joyful and positive person who can lift and rally the team's spirits during crunch time. Sister Izyan has also shown great empathy by looking out for staff who are feeling down and will enquire about their well-being.

Patients naturally gravitate to her openness and willingness to spend time with them. Sister Izyan is adept at tailoring her counselling and advice according to patients' needs. She always goes the extra mile to help patients with great compassion.