

JOB DESCRIPTION

<u>JOB TITLE:</u>	Pharmacy Assistant
<u>BAND:</u>	2
<u>DEPARTMENT:</u>	Pharmacy
<u>LOCATION:</u>	To be agreed with post holder <i>The post holder is expected to be flexible in travelling to sites across the Trust and to be available to work at any of its premises.</i>
<u>ACCOUNTABLE TO:</u>	Trust Chief Pharmacist
<u>REPORTS TO:</u>	Specialist Technician – Procurement and Informatics

MAIN PURPOSE OF THE JOB:

Support the medicines supply service across the Trust.

DIMENSIONS

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totaling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington

The post holder will commit to the vision and values of the Trust **VISION AND VALUES**

Our Vision is: "We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES."

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOME

ORGANISATIONAL CHART

Please see appendix 1

ONLY FOR CLINICAL STAFF**CORE COMPETENCIES**

- Clinical Leadership
- Patient Care
- Professional Practice
- Practice Development
- Ensure that the care delivered is compassionate, competent, and courageous underpinned by a commitment to high standards and effective communication.

COMMUNICATION & RELATIONSHIPS

- To deal with telephone enquiries concerning supply of stock medicines, including availability and any discrepancies on stock orders.
- To deal directly with suppliers or the procurement team to problem solve any issues with drug availability and discrepancies on orders and invoices.
- Assist the Lead Technician for dispensary services deliver dispensary service objectives and Performance Standards of Service
- Primary Care Organisations
- Other providers of healthcare services
- Manufacturers, wholesalers and suppliers
- Heads of departments
- Registered Technicians and Pharmacists
- Assistant Technical Officers and Store Keepers
- Administrator and Procurement Staff
- Other support services
- Nursing Staff of all disciplines
- Service users / carers
- Portering Staff and Transport Couriers

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

- To be flexible and to cover appropriate workload of colleagues where required.
- To complete the National Vocational Qualification (NVQ) level 2 in pharmacy Services. This entails developing a portfolio of evidence and attending in house meetings and training with support from a nominated assessor. Study is backed up by full time work experience and practical instruction from qualified pharmacy technicians and pharmacist
- To undertake in house competency training, including dispensary, ordering, receiving orders and calculations.
- To attend departmental meetings as required.
- To attend departmental Learn at Lunch sessions and internal training events where appropriate.

- To complete all statutory and mandatory training as defined by the Trust.
- To attend all essential training as defined by the trust Training Department.
- Ensure compliance with legal, professional and Trust requirements at all times.
- Work to own personal professional development plan and identify own training needs as required

ANALYTICAL AND JUDGEMENTAL SKILLS

- To be responsible for departmental filing, photocopying and general office work as required.
- To deal with telephone queries in the Procurement Office, Stores and Dispensary, as first point of contact, dealing with them or referring to others if required according to SOPs.

PLANNING AND ORGANISATIONAL SKILLS

- To carry out any other relevant duties as may be required by the Deputy Chief Pharmacist –Operational Services, Specialist Technician Procurement & Informatics, or Chief Pharmacist.

PHYSICAL SKILLS

- Carry out handling of goods ensuring compliance to current manual handling guidelines.

PATIENT CARE AND FAMILY INVOLVMENT

- To manage returns from outpatients, discharge, leave and repeat prescriptions according to SOPs, including destruction.
- To perform Reception duties including answering telephone, answering the Pharmacy reception hatch and service doors.
- To be responsible for ordering bottles, cartons and other sundries ensuring the departments are always adequately stocked.
- To provide a stock top-up service to designated ward on and off site, when required.

POLICY AND SERVICE DEVELOPMENT

- Contribute to medicines management within the Pharmacy departments including meeting any requirements of CQC Essential Standard's in Quality and Safety and other key governance frameworks.
- Ensure that all Trust Policies and departmental SOPs are adhered to at all times.

FINANCIAL AND PHYSICAL RESOURCES

- To be responsible for the general tidiness and adequate stocking of the dispensary, and ensure good stock rotation in order to minimise expired stock.
- To replenish the dispensary with cartons, bottles and bags on a daily basis, and order such consumables when required.
- To be responsible for processing and disposal of medicines returned from wards and departments in line with SOPs.
- To undertake the day to day ordering, receipt and maintenance of medicines, using the Ascribe pharmacy computer system, according to SOPs, and to assist the Procurement team wherever appropriate.
- To deal with the distribution of stock to wards, units and other sites and to manage returns of stock to external suppliers.
- To be responsible for the safe and appropriate storage of medicines at all times.
- Receive deliveries from off site and fill Omnicell cabinets with routine and ad-hoc orders of medication and supplies. Undertake routine stock counts and expiry date checks of medication stored within Omnicell cabinets. Undertake appropriate Omnicell related tasks as outlined in standard operating procedures and operating manuals. Undertake basic maintenance and cleaning of ward and pharmacy located Omnicell cabinets
- Delivery of safe, cost effective pharmacy supply services.
- To be responsible for supplying stock medicines via ward top-up lists according to SOPs.
- To check all refrigerator and ambient temperatures on a daily basis, reporting any concerns or discrepancies including fluctuation of temperature.

INFORMATION RESOURCES

- To assist with drug alerts and recalls.
- To manage daily stock checks of medicines.

FREEDOM TO ACT

- Works within the Trust's and Pharmacy Department's policies/procedures. There will be frequent occasions where work will be unsupervised.

Effort and Environment

Physical:

- Lifting heavy ward drug boxes-stores
- Lifting order boxes – stores
- Pushes trolleys of drugs to store
- Kick stool use and lifting and stretching to put drugs away
- Lifts heavy emergency boxes for filing and delivery to wards
- Driving between wards and departments within the Trust to perform ward top up
- Push and pulls ward drug box trolley
- Lifts individual boxes for replenishment
- Bends and stretches to replace stock items on top up
- Carries large bags of returned medication from wards for recycling in pharmacy
- Sits for long periods at workstation for data input

Mental:

- Concentrates regarding stock orders for supplies checking of all details on delivery note matching with order for invoices, logging batch numbers and expiry dates for recall purposes
- Requires significant mental input when dealing with reception duties regarding patients, staff and carers

Emotional:

- Exposure to hazardous drugs whilst dispensing, reconstitutes solutions in powder form. Exposure to COSHH regulated preparations in contained state
- May have contact with cytotoxic drugs in solid dose form whilst dispensing, occasional contact with cytotoxic injection form

Working Conditions:

- Clinical ward work in enclosed ward clinics performing stock control tasks requiring concentration, exposure to potentially aggressive patients

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

“To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**
3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

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Post Holder's Name:

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Post Holder's Signature:

Date:.....

Line Manager's Name:

.....

Line Manager's Signature:

Date:

PERSON SPECIFICATION

Pharmacy Assistant

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/COMMENTS
EDUCATION AND TRAINING		
NVQ level 2 in pharmacy services	<i>E-or a specific undertaking to complete within 1 year of appointment</i>	Certificates
GCSE (or equivalent) in English and Maths	E	Certificates
Pharmacy Training and experience	D	References Interview
EXPERIENCE/SKILLS		
Ability to plan, organise and deliver service objectives	E	References Interview
Good reception skills	E	References Interview
Good time management skills to enable timely supply of medicines to wards in accordance with a pre- determined schedule	E	References Interview
Ability to interpret detailed computerized stock reports	E	References
Good keyboard skills to enable efficient and accurate recording of all pharmacy stocks, expiration dates and returns	E	References
Ability to be able to scrutinise pharmacy waste for reuse or	E	References
PERSONAL ATTRIBUTES		
Excellent communication skills	E	References Interview
Proven ability to work alone and as part of a team	E	References Interview
Enthusiastic and cheerful	E	References Interview

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/ COMMENTS
High degree of personal integrity	E	References Interview
Professional in appearance	E	References Interview
Excellent interpersonal skills	E	References Interview
Innovative thinker	E	References Interview
Ability to deliver high quality work to deadline	E	References Interview
Good negotiation and motivational skills	E	References Interview
Good planning, prioritisation and time management skills	E	References Interview
Good analytical and judgemental skills	E	References Interview

Pharmacy Structure 2015

