

JOB DESCRIPTION

POST: Pharmacy Medicines Management Assistant

DEPARTMENT: Pharmacy

GRADE: Band 2

HOURS: 37.5hrs

RESPONSIBLE TO: Lead Pharmacy Technician for the area of work

RESPONSIBLE FOR: Assisting in the supply and maintenance of medicines

WORKBASE: Trust Wide

JOB PURPOSE

To undertake duties in support of Pharmacists and Pharmacy Technicians by participating in the provision of pharmacy services under supervision, such as dispensing of medicines, replenishment and maintenance of ward stocks and patient own medicines.

It is a mandatory requirement that the post holder completes a GPhC approved Level 2 pharmacy support staff qualification.

All duties will be carried out in accordance with Trust Policies and Professional standards,

Health & Safety and Local Procedures.

Working always under the supervision of Pharmacists and Registered Pharmacy Technicians.

KEY DUTIES AND RESPONSIBILITIES

1. To adhere to departmental, Trust and professional standards and protocols.
2. To follow Standard Operating Procedures and make suggestions for improvement in own area of work.
3. To accurately dispense medication and assemble prescriptions, which includes the inputting of patient's details onto the pharmacy computer system and subsequent correct issue of medication, production of labels and assembly of medication.
4. To participate in the supply of stock medication, including 'top-ups' and ad-hoc issues of ward, department, and emergency cupboard stock ensuring that medication ordered is put away safely and securely.
5. To check deliveries for accuracy and receive them using Pharmacy systems.

6. To participate in the maintenance of drug stocks within the department, including undertaking rolling stock checks and expiry date checking.
7. To participate in dispensing systems in the dispensary and at ward level through near patient dispensing and the use of satellite pharmacies ensuring that there is no delay in a patient receiving medication or discharge from hospital.
8. Ensure 'patients own drug' bedside cabinets are kept up to date by resupplying individual patient medication.
9. To work on the inpatient/outpatient hatch receiving prescriptions, using the pharmacy tracker system where applicable, maintaining excellent customer service and communication skills.
10. To deal with routine enquiries from patients and hospital staff on the telephone or in person, including: -
 - Stock queries
 - Discharge queries
 - The receipt of prescriptions
 - Handling of prescription monies
11. To work within the stores environment to sort and recycle returned medication.
12. To pre-pack and over label medication as required.
13. To replenish emergency drug boxes ready for checking and supply to wards and departments as required.
14. To be motivated and responsible for own continuing personal development through the performance and development review process and for taking an active part in learning opportunities.
15. Participate and successfully complete any identified training courses.
16. Keep up to date with Trust Mandatory Training, ensuring completion of units within specified time frames.
17. To demonstrate duties to less experienced or new staff including Pre-registration Trainee

Pharmacy Technicians.

18. To perform other general duties and housekeeping activities including:
 - topping up of sundries
 - cleaning equipment e.g., tablet counters, glass measures
 - temperature recording
 - checking medication expiry dates and taking appropriate actions
 - maintaining general hygiene and tidiness

- disposing of pharmaceutical waste
- Delivery of medicines to wards and departments

19. To undertake duties as part of a rotation through the main dispensary, satellite pharmacies and undertake other duties as may be reasonably required across all the specialities to maintain an effective service.

20. To participate in departmental rotas including Late night, Weekend and Bank Holiday rotas.

21. To adhere to all Trust Human Resources Management policies and procedures.

This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, considering changing circumstances and in consultation with the post-holder.

In the future the department may require staff to work shifts that ensure that the continual service needs can be met. Should the department's position change you will be required to work within a rotational shift pattern which would include shifts through the departments 24 hours a day/7 days per week service. Shift patterns will be determined by your Line Manager and you will be required to work your contracted hours as and when necessary to meet the service needs of your department.

KEY RELATIONSHIPS

Group Chief Pharmacy Technician

Site Chief Pharmacy Technicians

Lead Technician for the service

All staff internal to the Pharmacy Department to include Pharmacists and Technical staff.

External stakeholder to include nursing staff and support workers.

INFECTION CONTROL

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

HEALTH AND SAFETY

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.

SAFEGUARDING

Ensure that the policy and legislation relating to child protection and safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

SECURITY

The post holder has a responsibility to ensure the preservation of NHS property and resources.

CONFIDENTIALITY

The post holder is required to always maintain confidentiality in all aspects of their work.

TEAM BRIEFING

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

NO SMOKING POLICY

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.

Person Specification

Job Title: Pharmacy Assistant – Medicines Management

Band 2

Attributes	Essential	Desirable
Qualifications	GCSE'S or equivalent (C or above) in Maths and English	<p>NVQ Level 2 in Pharmaceutical Services or equivalent GPhC approved qualification or course</p> <p>GCSE Science (dual award) or equivalent grade C or above</p>
Knowledge	<p>IT literate with a basic understanding of software eg Microsoft office, emails etc</p> <p>An understanding of the role of a Pharmacy Assistant</p>	<p>Knowledge of Pharmacy Software EMIS, JAC</p> <p>Experience of using automated dispensing systems</p>
Training & Experience	<p>Previous experience in a public sector organisation or health care setting</p> <p>Knowledge of dealing with members of the public, healthcare professionals, interaction with patients and carers</p>	<p>Experience of product selection, stock maintenance</p> <p>Customer service experience</p>
Skills & Ability	<p>Accurate and methodical approach to work</p> <p>Good organisational skills</p> <p>Keen eye for detail</p> <p>Good numeracy and Literacy skills</p> <p>Undertake Initial in-house training within area of rotation eg Dispensing medicines, stock selection and</p>	

	<p>maintenance, customer service</p> <p>Continue following successful probationary period to undertake a mandatory GPhC recognised Level 2 qualification in Pharmacy Services.</p> <p>Follow Standard Operating Procedures (SOP's)</p> <p>Communicate clearly with colleagues, patients, other healthcare workers and external stakeholders.</p> <p>Work efficiently.</p> <p>Follow verbal and written instruction and maintain an acceptable standard of work.</p> <p>Organise own day to day work.</p> <p>Accurately record activities.</p> <p>Have an awareness of own limitations.</p> <p>Use own initiative.</p> <p>Work within a Team</p>	
<p>Interpersonal Skills</p>	<p>Effective communications skills</p> <p>Good spoken and written English</p> <p>Enthusiasm with a desire to learn new skills</p>	



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