NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details**
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| Post/Title: Pharmacy AssistantResponsible To: Chief PharmacistAccountable To: Director of Clinical Services |
| 1. **Job Summary**

 (A brief description of the main purpose of the post) |
| The post holder will support the Pharmacists and Pharmacy Technicians in delivery of a comprehensive medicines management service to New Victoria Hospital. The way in which this role supports the registered pharmacy professionals includes reception duties in the dispensary and clerical duties in any area of medicines management; assembly of prescribed items (including packing medicines, generation of labels and interactions with patients); ordering, receiving and storing of pharmaceutical stock to meet demand; and packing and supply of pharmaceutical stock to wards and departments through top-up process. Maintains all relevant records for processes. |
| 1. **Role of the Department**

(The function of the department in which the post holder works) |
| To support professional medicines management service across the Hospital and participate in the work of the dispensary. To ensure patients and staff receive polite assistance in a timely manner, liaising efficiently with medical and other hospital staff. |
| 1. **Key Working Relationships**

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Service users of New Victoria Hospital in order to deliver person-centred care by understanding what is important to the individual (and carers where relevant) and adapting care to meet their needs.
* Healthcare professionals in order to work in partnership with others where everyone is contributing towards providing the person with the care they need. Includes staff within Pharmacy, the Hospital and Consultants as well as other professionals during transition of care.
* Chief Pharmacist in order to ensure continuity of pharmacy service provision and professional leadership in relevant areas of medicines management.
* Other internal stakeholders as relevant to ensure the safe and effective operation of the pharmacy services including Departmental Heads and other Hospital staff
* Other external parties as relevant to ensure the safe and effective operation of the pharmacy services including Pharmaceutical Manufacturers and Wholesalers.
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| 1. **Duties and Responsibilities of the Post**
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| * Receives prescriptions and medication administration charts from hospital staff and communicate estimated waiting time or delivery time.
* Following clinical screening by the pharmacist, dispensing prescription medication and other medical products to patients in an accurate and timely manner in accordance with Pharmacy procedures.
* Provides written and verbal information to patients in a format they can understand regarding use of medicines, as agreed by pharmacy technician or pharmacist
* Ensures stock in pharmacy and in the Hospital is ordered and maintained at the appropriate levels for cost-effectiveness but ensures out-of-stock situations are minimised.
* Provides top-up service or requisition supply service of stock medicines to wards and departments, when required.
* Ensures storage of medicines is in accordance with safe and secure handling of medicines guidance.
* Undertakes administrative duties, including answering phones, inputting / reconciling orders and prescription / billing information, operating cash register.
* Undertakes surveys / audits as requested by Pharmacy Technician or Pharmacist.
* Undertakes other duties under the supervision of a Pharmacy Technician or Pharmacist relevant to role and within scope of competence.
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| **INDIVIDUAL RESONSIBILITIES** |
| 1. **Regulation and guidance**
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| The post holder is not a registered pharmacy professional but is required to act in accordance with the guidance provided by the General Pharmaceutical Council (GPhC) including:* The GPhC requires that all staff working in a pharmacy are appropriately trained for the role they undertake. Any member of staff involved in the dispensing process must meet the GPhC's minimum training requirements (see below) for this type of role and start training within three months of starting in the role
* Minimum training requirements are Pharmacy Service Skills NVQ level 2 (QCF) qualification or willing to undertake training towards this. This is relevant to the post holder with respect to the in the following areas:
	+ Prescription receipt and collection
	+ The assembly of prescribed items (including the generation of labels)
	+ Ordering, receiving and storing pharmaceutical stock
	+ The supply of pharmaceutical stock
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| 1. **General**
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| The post holder is expected to:* Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies
* Use judgement involving straightforward facts or situations to deal with routine enquiries but is expected to recognise limits of competence and know when to seek advice.
* Learn from feedback and incidents and challenge poor practice and behaviours, including speaking up when there are concerns.
* Be open and honest when things go wrong (also referred to as acting with duty of candour).
* Understand and incorporate the organisational mission, including the respect and maintenance of privacy and dignity, and the values into daily working practice:
	+ Compassionate
	+ Exceptional
	+ Ethical
	+ Evolving
* Attend mandatory training as identified by the Hospital and keep up-to-date with developments in pharmacy relevant to NVQ2 role.
* Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning
* Work as part of a team and collaborate with colleagues
* Ensure good communication links are established with all other departments within the hospital and that effective communication is maintained with patients and carers to support person-centred care.
* Maintain a high level of security awareness
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| 1. **Health and Safety**
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| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management**
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| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. There are potential risks throughout the medicines pathway. The pharmacy assistant supports the pharmacy technician and / or pharmacists in carrying out risk assessments for all processes that involve the handling of medicines in accordance with local risk management policies to determine potential risks to medicines, patients and staff. |
| 1. **Confidentiality and Information Governance**
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| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy. The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant.  |
| 1. **Equality and Diversity**
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| Employees are responsible for ensuring that they assist in the implementation of the Hospital’s Equality and Diversity policy by:* Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.
* Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management.
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| 1. **Infection Control**
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| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Key Reference Sources**
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| General Pharmaceutical Council – Policy on minimum training requirements for dispensing / pharmacy assistants and medicines counter assistants. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications  | * Good General Education

to include good grades in Maths, Science and English * Able to work towards Pharmacy Service Skills NVQ level 2 (QCF) qualification (starting training within 3 months of starting role)
 | * NVQ Level 2 in Pharmacy Service Skills or

Equivalent* Science related degree
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| Knowledge | * Knowledge of handling hazardous materials
* Knowledge of handling perishable goods and stock
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| Experience | * Experience of working in a patient facing environment.
* Experience from situations where stock is managed
* Experience from situations requiring accurate data entry.
 | * Experience of working in a pharmacy environment
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| Skills and aptitude | * Excellent communication skills
* Good IT literacy including standard keyboard skills for stock control, dispensing and input of data.
* Able to plan own task to meet service requirements
* Ability to work as part of a team
* Ability to follow instructions
* Logical, methodical and demonstrates attention to detail
* Good literacy and numeracy skills with strong record keeping ability
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| Personal circumstances | * Adaptable and able to multi-task
* Caring – understands patient / customer service
* Flexible
* Uses initiative
* Positive outlook
* Able to work various shifts
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