

## Job Description

<b>Job Title:</b>	Pharmacy Support Worker- Medicines Management
<b>Base:</b>	Hospital Pharmacy Department, Salisbury NHS Foundation Trust
<b>Band:</b>	2 / 3 depending on experience
<b>Reporting to:</b>	Senior Medicines Management Technician
<b>Hours:</b>	Full time- 37.5 hours/week.

### Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

#### Patient Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

#### Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

#### Responsive

We will be action oriented, and respond positively to feedback.

#### Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

#### Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

### Main Purpose of the Job

- To support the pharmacists and medicines management technicians (MMTs) at ward level to facilitate timely patient discharges and prevent missed doses during inpatient stay for patients on selected wards at Salisbury NHS Foundation Trust.
- To carry out routine pharmaceutical activities e.g. dispensing, stores work and ward stock top-up.
- To work as part of the pharmacy ward team as well as independently within clearly defined occupational policies and relevant regulations.

### Main Responsibilities and Duties

#### Key working relationships and communication skills

- To work closely and flexibly with pharmacy colleagues to provide a responsive pharmacy service to relevant clinical areas.



- To work closely and liaise with ward staff and other relevant staff groups as necessary.
- To liaise with GP surgeries, other hospitals and community pharmacies as necessary.
- Excellent verbal and written communication skills.

#### **Analytical and judgement skills**

- To analyse patient's own medication and confirm suitability for use under the supervision of the MMT or ward pharmacist.
- To order further medication supplies where necessary to prevent missed doses under the supervision of the MMT or ward pharmacist.
- To dispense medicines and undertake ward stock top-up duties to ensure availability of appropriate medicines for patient use.
- To dispense and assemble discharge medication at ward level to facilitate safe and efficient patient discharges with a reduction in discharge medication turnaround times.
- To be able to concentrate at all times on calculations and dispensing of medications.
- To participate in audits of the service including data collection and retrieval under supervision.

#### **Patient / Client care**

- To liaise with patients and their families and carers.
- To communicate routine information which may be sensitive and/or complex where there may be barriers to understanding.
- To assist in the transfer of medicines between wards and locating patient's own or newly supplied medicines that have been left behind when patients transfer wards.
- To help maintain stock control on the wards by checking expiry dates and suitability of medications.
- To always demonstrate good customer service and patient care.

#### **Planning and Organisational skills**

- Able to work independently and as part of a team within clearly defined occupational policies and procedures.
- Able to plan and organise straightforward activities, adjusting plans and priorities as necessary depending on circumstances.



### **Financial and Physical resources**

- To contribute to the management and security of pharmacy and ward stocks and IT equipment.
- To assist with stock checking, storage and distribution of medicines within the dispensary, pharmacy stores and selected ward areas.

### **Responsibilities for People or Training**

- Requirement to demonstrate own duties to new or less experienced staff.

### **Other factors**

- You will be required to participate in the weekend working rota, which includes Saturday and Sunday working (and an annual Bank Holiday commitment).
- Frequent exposure to busy, fragmented work patterns – working at ward level with regular dispensary commitment.
- Physical effort: combination of sitting, standing and walking in ward/ dispensary/ office environment.
- Emotional effort: occasional exposure to distressed staff needing compassionate and pastoral care.
- Mental effort: concentration required at all times.
- To undertake other reasonable duties as required by your line manager or Chief Pharmacist.

### **Additional Information**

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post.

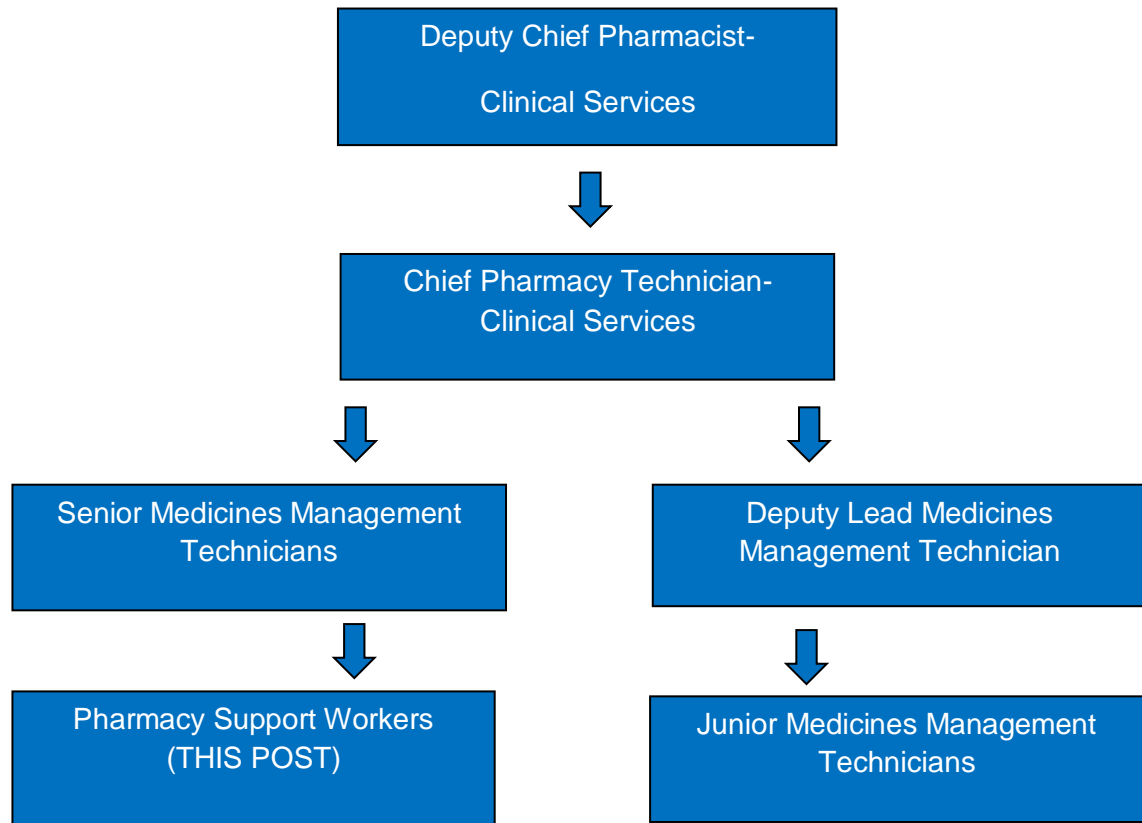
The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.



**Organisational Chart**



## Band 2 to 3 progression pathway

Step	Pay Band	Key Responsibilities	Requirements to progress to next step
<b>Step 1</b>  <i>Expected duration 3 to 6 months</i>	<b>2</b>	<ul style="list-style-type: none"> <li>• Completion of departmental induction.</li> <li>• Completion of clinical induction.</li> <li>• Commence dispensing and labelling training in dispensary.</li> </ul>	<ul style="list-style-type: none"> <li>• Successful completion of level 2 pharmacy support worker course.</li> <li>• Efficient at labelling and dispensing and training complete.</li> <li>• Enrol on ward-based training course with PWDS- medicines optimisation for pharmacy support staff.</li> </ul>
<b>Step 2</b>  <i>Expected duration 6 to 12 months</i>	<b>3</b>	<ul style="list-style-type: none"> <li>• Commence ward based training. Complete pre-coursework in study time provided and number collection as outlined in course programme.</li> <li>• Become familiar and confident in ward areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Successful completion of PWDS course- Medicines optimisation for pharmacy support staff.               <ul style="list-style-type: none"> <li>○ No performance, teamwork or other management issues identified by supervisor or line manager.</li> </ul> </li> <li>• Rotate through 3 pharmacy ward teams- medicine, surgery, and admissions.</li> </ul>



## Person Specification

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The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
<b>Trust Values</b>	We will expect your values and behaviours to reflect the Values of the organisation: <b>Patient Centred and Safe</b> <b>Professional</b> <b>Responsive</b> <b>Friendly</b> <b>Progressive</b>	
<b>Education, Qualifications and Training</b>	Level 2 in pharmacy services, or equivalent, or willing to work towards. Grade C or 4 or above in GCSEs or equivalent in Maths, English and science.	Accredited in Pharmacy Workforce Development South (PWDS) Medicines optimisation for pharmacy support staff. Or be willing to work towards.
<b>Experience</b>	IT literate.	Experience in pharmacy
<b>Knowledge and Skills</b>	Able to work flexibly and responsively. Able to maintain a calm and professional manner at all times. Able to respond to unexpected change and adopt a flexible approach. Excellent verbal and written communication skills. Able to work accurately and methodically at all times.	
<b>Other Job-Related Requirements</b>	Good communication skills. Excellent concentration skills for preparation/ dispensing of products. Able to consistently calculate doses accurately. Reliable and trustworthy.	



## Appendix A

### Additional information applicable to all posts

#### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

#### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

#### **Quality and Safety**

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

#### **Vetting and Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

#### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

#### **Government and Risk**

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

#### **Duty of Candour**

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.



**Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

**Safeguarding**

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

**COVID Vaccination**

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

**Seasonal Respiratory Vaccinations**

We continue to encourage and support our staff to participate in the seasonal respiratory vaccination programme in order to protect themselves, colleagues and their patients.

**Training and Personal Development – continuous professional development**

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

**Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

**Flexible Working**

We support flexible working and will consider requests taking into account the needs of the service.

