

**JOB DESCRIPTION**

JOB TITLE:	Rotational Pharmacy Assistant
BASE:	Cross site
DIVISION:	Medical Directors Office
CONTRACTED HOURS:	37.5 hr/wk.
BAND:	3
RESPONSIBLE TO:	Chief Pharmacy Technicians
ACCOUNTABLE TO:	Chief Pharmacist

**JOB SUMMARY:**

To undertake the duties of a rotational pharmacy assistant across the Trust contributing to the services provided from the dispensaries, clinical ward services and stores and distribution areas.

You will be working under the direct supervision of Senior Pharmacy Assistants, Pharmacy Technicians and Pharmacists throughout the rotations.

**MAIN RESPONSIBILITIES IN ROTATIONAL AREAS:**

Training will be provided in all rotational areas to ensure you are competent in all aspects of the role.

**Clinical Ward Services:**

1. Able to prioritise own workload by using the Pharmacy Care Organiser (PCO) and to liaise with the ward technician and pharmacist, ensuring the team is aware of those priorities.
2. Assess Patients Own Drugs (POD's) for suitability for use during admission and/or on discharge. Ensure the medication is in date and the label instructions match the drug chart. Any discrepancies to be reported to the ward technician and documented in the agreed format via Unity.
3. Endorse the drug chart, via Unity admin notes, for all ward stock items and suitable PODs.

4. Medication supplies to be requested via Unity for drug items that have been clinically verified and are not kept as stock on the ward.
5. To identify the need and initiate the ordering of medicines, to minimise delays in patients' treatment and to consult with Pharmacy staff and other healthcare professionals accordingly.
6. Obtain a daily list of confirmed and potential patients for discharge, from the discharge co-ordinator or nurse in charge. Ensure the patients destination is confirmed and all relevant information is handed over to the ward technician.
7. Transfer of medication when patients are admitted from ED/AMU and between wards, ensuring medication always follows the patient, which in turn reduces the risk of lost medication and unnecessary dispensing.
8. Undertake and resolve simple storage automation and Abloy key problems and queries, in conjunction with the Pharmacy Informatics and Digital Medicines Team.
9. Assist in resolving ward stock issues and ensure ward based Pharmacy staff and other healthcare professionals, are informed of all stock outages at the earliest convenience.
10. Assist in the process of stock list review, twice a year, or as frequently is required. Ensure all stock list changes are documented and have been clinically approved by the pharmacist.
11. Undertake monthly Safe and Secure Handling of Medication audits and assist in the 6 monthly full review. Produce a report on the results of the monthly audit and handover to ward technician. – CWS
12. Be aware and understand ward storage standards. At all times be able to identify where standards are non-compliant and escalate whenever they are discovered, to the ward sister/manager and ward technician. Where remedial action is not implemented, to re-address failed standards with the ward technician.
13. Assess, for suitability to re-use, returned drugs from ward areas.
14. Return assessed/suitable drugs back onto the Pharmacy system, to the correct cost centre or consultant.
15. Contribute to the safe and secure handling and storage of pharmaceuticals within the Pharmacy Department.
16. To load ward storage automation units with stock and amend stock discrepancies as part of that process.

### **Dispensary Services:**

1. Undertake labelling and dispensing of all prescriptions and orders presented to the hospital pharmacies of the Trust including Controlled Drugs, High Cost Drugs and also TPN (total parental nutrition).
2. Assist in the adequate replenishment of pharmaceutical and non-pharmaceutical stocks held in the dispensaries and other areas.
3. Be aware of and follow the systems in place concerning stock replenishment and control.
4. Assist in reception duties and the filing of all prescriptions received into the department.
5. Assist in the return of pharmaceuticals into stock and the corresponding level entered onto the pharmacy computer systems.
6. Contribute to the processing of payments and issuing of bills and invoices to patients, staff ,creditors and debtors where necessary.
7. Maintain relevant records of work undertaken including computer records and databases.
8. Co-ordinate workflow on a rotational basis and deal with dispensary queries.
9. Assist in expiry date checking of medications to ensure medication within the dispensaries are safe to use.
10. Ensure stock rotation is performed when assisting to put stock away on the designated shelves.
11. Assist in the effective use of the Pharmacy Tracker System (PTS) to ensure prescriptions are being dispensed in priority order.
12. Participate in stock taking procedures where necessary and report any stock discrepancies as appropriate.
13. Understand the legal requirements when handling different types of pharmaceutical stock, including unlicensed medications and controlled drugs
14. Undertake other rotational tasks on the dispensary rota as appropriate.

### **Stores and Distribution areas:**

1. To receive pharmacy orders ensuring deliveries are checked, received on the pharmacy stock control system (JAC) with consideration of storage conditions.

This will include entering of batch numbers, expiry dates and suitability for use. Deliveries will include medicines, IV fluids, contrast media and dressings etc.

2. To match all delivery notes and invoices with official purchase orders ensuring that any discrepancies are reported to the senior member of staff working in the stores/procurement team so arrangements can be made for replacement or credit where applicable.
3. To ensure all pharmacy goods are stored safely in the correct location in line with stock control principles.
4. To load appropriate stock into the pharmacy robot and assist with troubleshoot basic errors where applicable after completion of appropriate training.
5. To maintain the cold chain of any refrigerated/freezer items and report any breaches of the cold chain to a senior member of the stores team to be investigated.
6. To maintain a clean and safe environment and ensure all equipment is maintained and used in the correct manner following Health and Safety regulations.
7. To carry out daily rolling stock checks and report any discrepancies to a senior member of the stores team to be investigated.
8. To participate in the green bag deliveries from the dispensary to the ward/clinical areas within the hospital.
9. Some manual handling is required for this post however goods are not usually heavier than 15kg – 20kg.
10. Ability to work cross site on a rotational basis if applicable.
11. The ability to use electronic vending machines such as Omnicells/Pyxis for topping up wards in a safe and efficient manner using your personal credentials and take responsibility for managing the pharmaceutical stock in the vending machines whilst carrying out this task.
12. To participate in the removal of all returned items from wards and departmental boxes in readiness for sorting, returning to stock and/or destruction
13. To participate in the delivery of goods including intravenous fluids, controlled drugs, ward boxes and stores deliveries to and from different sections within the pharmacy department and all wards/departments within the trust.
14. To participate in the delivery of good including intravenous fluids, controlled drugs, ward boxes, and stores deliveries to and from different sections within the pharmacy department and all wards/departments within the trust.

**Other duties:**

1. Follow and assist in implementing departmental Standard Operating Procedures (SOP's). Ensure that all allocated SOP's and Quick Reference Guides (QRG's) are read and understood
2. To actively participate in identifying incidents and risks that may occur. To be able to enter details of incidents, via the safeguard reporting system and ensure that the details have been escalated to a senior member of staff accordingly.
3. Contribute to the training, education, and induction of others, including Foundation Year Pharmacists and Pre-Registration Technicians.
4. Maintain and develop personal knowledge and skills.
5. Maintain a clean and tidy environment at all times.
6. Contribute to the maintenance, storage and security of pharmaceuticals.
7. Achieve objectives agreed at Performance Development Review and support the department and Trust in achieving targets and KPI's
8. Participate in departmental rotas, rotas for early and late opening, bank holidays, and weekend cover as part of the working week.
9. To undertake any other duties as required by the Chief Pharmacist in accordance with the grade and nature of the post.

**CONFIDENTIALITY:**

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

**HEALTH AND SAFETY:**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

As a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

**RISK MANAGEMENT:**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

**EQUAL OPPORTUNITIES:**

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

**CONFLICT OF INTEREST:**

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust’s Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

**USE OF INFORMATION TECHNOLOGY:**

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post

**SMOKING:**

This trust acknowledges its responsibility to provide a safe, smoke free environment, for its employee’s service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

*I agree that this Job Description is an accurate reflection of my current role and responsibilities.*

Name: .....

Signature: .....

Date: .....

## PERSON SPECIFICATION

**Post Title:** Rotational Pharmacy Assistant

**Division/Department:** Medical Directors Office/Pharmacy

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<p><b>Experience</b></p> <p>Specify the relevant experience required to be competent in role.</p>	<ul style="list-style-type: none"> <li>• Working knowledge of a broad range of medicines and their safety issues.</li> <li>• Experience of working within a pharmaceutical team.</li> <li>• To be able to handle safely and competently pharmaceutical equipment and medicines used in the dispensing process.</li> <li>• Experience as an assistant or community based dispenser required.</li> </ul>	AF, I	<ul style="list-style-type: none"> <li>• Hospital experience</li> <li>• Boots dispensing certificate</li> <li>• Lloyds dispensing certificate</li> </ul>	AF, I
<p><b>Qualifications</b></p> <p>Specify the qualifications required to be competent in role:</p> <p><i>Eg: Professional, Management, Training, Vocational</i></p>	<ul style="list-style-type: none"> <li>• L2 Certificate in the Principle and Practice for Pharmacy support staff or equivalent</li> <li>• Willing to undertake the L3 Diploma in the Principles and Practice for Pharmacy Technicians if required</li> </ul>	AF		
<p><b>Personal Qualities</b></p> <p><i>Eg: Able to work as part of a team</i> Use initiative, Be creative – innovation skills.</p>	<ul style="list-style-type: none"> <li>• Self-motivated</li> <li>• Able to work within a team</li> <li>• Accuracy</li> <li>• Follows procedures</li> <li>• Reliable</li> <li>• Flexible</li> <li>• Able to make routine independent decisions</li> </ul>	I		
<p><b>Management / Supervision / Coordination skills</b></p> <p>Specify the level/type of skills required:</p>	<ul style="list-style-type: none"> <li>• Be responsible for complying with your agreed personal development programme to meet set knowledge and competencies required by the postholder.</li> <li>• Able to understand and work within Trust policies of data protection, equal opportunities, health and safety to meet differing needs of patients and work colleagues.</li> <li>• Participate in the staff appraisal scheme as an appraisee.</li> <li>• Works within standard operating procedures.</li> </ul>	AF, I	<ul style="list-style-type: none"> <li>• Plans own workload according to departmental priorities.</li> <li>• Understanding of clinical governance and its implications for service including quality and audit.</li> </ul>	AF, I

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<p><b>Written skills</b> Specify the level of written skills, requiring the use of English, routinely required by the post-holder</p>	<ul style="list-style-type: none"> <li>Be proficient in reading and writing to GCSE or equivalent standard</li> <li>Able to present written and oral information in a clear and logical manner</li> </ul>	AF, I		
<p><b>Communication/Verbal skills</b> Specify the extent and frequency the post holder will be required to use a range of communication skills. <i>Eg: Able to speak and understand basic English.</i> <i>Able to speak, receive and issue instructions in English without risk of misunderstanding</i> Specify the main type(s) of communication the post holder will be required to use. <i>Eg: Face to face contact, Telephone contact, E-mail, Internal and external meetings</i></p>	<ul style="list-style-type: none"> <li>Be able to speak and understand English without the risk of misunderstanding</li> <li>Be able to provide patients with straightforward advice on issues relating to their medicines and pharmaceuticals</li> <li>Able to empathise with patients, carers, visitors and staff.</li> </ul>	I	<ul style="list-style-type: none"> <li>Ability to speak a second language</li> </ul>	I
<p><b>Responsibility for financial and physical resources</b> Specify the extent to which the post holder has responsibility for financial resources and physical assets.</p>	<ul style="list-style-type: none"> <li>To be able to assist in the maintenance and security of pharmaceutical products.</li> </ul>	AF, I		
<p><b>Knowledge</b> Specify any specialist knowledge the post holder will be required to hold</p>	<ul style="list-style-type: none"> <li>To have a knowledge of dispensing procedures acquired through formal training.</li> <li>To be responsible for maintaining own competency to dispense.</li> <li>Maintain a portfolio that reflects personal development.</li> <li>A working knowledge of HASAW and COSHH regulations.</li> <li>Up to date knowledge of medicines, legislation including the Medicines Act and Dangerous Drugs Act and the legal requirements for dispensing and supplying medicines.</li> </ul>	AF		

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ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<p><b>Physical skills</b></p> <p><b>Specify the extent and frequency the post holder will be required to use physical skills.</b></p> <p><i>Eg: Have a typing speed of 120 words per minute Able to record blood tests results accurately Able to quickly and carefully pass surgical instruments to surgeons Able to safely manipulate patient joints Able to safely carry out manual handling of patients. (Please specify the range of weights and duration/frequency of manual handling undertaken)</i></p>	<ul style="list-style-type: none"> <li>Manipulate prescription only medicines and controlled drugs safely, accurately and quickly with a narrow margin of error, which will include accurate weighing and measuring of pharmaceutical products where accuracy is of the utmost importance.</li> <li>Frequent bending and lifting of pharmaceutical items, able to carry out manual handling of weights no heavier than 12kg (box of intravenous fluids).</li> <li>Completed manual lifting and handling training</li> <li>Basic IT skills</li> <li>Standard keyboard skills to enable use of the pharmacy and EPMA computer system</li> </ul>	I	<ul style="list-style-type: none"> <li>Previous experience of EPMA/EPR systems</li> <li>Previous experience of Pharmacy stock control systems.</li> </ul>	I
<p><b>Mental Effort</b></p> <p><b>Specify the extent the post holder will be required to concentrate for prolonged periods and cope with regular interruptions.</b></p>	<ul style="list-style-type: none"> <li>To be able to maintain concentration through frequent interruptions</li> <li>To be able to cope with an unpredictable working pattern.</li> </ul>	I		
<p><b>Working Conditions</b></p> <p><b>Specify the extent / frequency the post holder will be required to work in challenging working conditions.</b></p> <p><i>Eg: Able to work in an environment with unpleasant smells, or noisy/dusty/hot environment.</i></p> <p><i>Post at risk of coming into contact with body fluids and/or of being exposed to physical / verbal aggression.</i></p>	<ul style="list-style-type: none"> <li>Comprehend a range of patients with physical, psychological, and emotional disabilities.</li> <li>Occasionally work in an environment with unpleasant conditions, i.e., smells.</li> <li>Exposure to emotional and/or aggressive patients and carers.</li> <li>To be able to handle toxic chemicals following COSSH regulations.</li> <li>Frequent use of a VDU</li> <li>Working under artificial light at all times.</li> </ul>	I		I
<p><b>Emotional Effort</b></p> <p><b>Specify the nature, frequency and duration the post holder will be required to deal with distressing or emotionally demanding duties.</b></p> <p><i>Eg: Able to take responsibility for imparting bad news to staff, patients or relatives in a sensitive manner.</i></p>	<ul style="list-style-type: none"> <li>To be occasionally exposed to distressing circumstances, e.g., terminally, and critically ill patients, registered blind patients and those with severe disfigurement.</li> <li>Able to cope working in a stressful environment and with emotional or aggressive patients and carers.</li> </ul>	I		
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>Occupational Health clearance</li> <li>Criminal Records Bureau clearance</li> </ul>	AF		

**Notes on completion**

Please complete only the criteria that are relevant to the post otherwise leave blank.

Essential criteria are those attributes required of the post holder without which an appointment cannot be made.

Desirable criteria are those attributes of the post holder, which would be useful, but not essential for the post holder to perform the role.

How tested: AF - Application Form  
I - Interview  
P - Presentation  
T - Test

If you have any queries, please contact your Divisional Human Resources Manager

*I confirm that this Person Specification has been discussed and agreed with me.*

Name: .....

Signature: .....

Date: .....