



York and Scarborough Teaching Hospitals

NHS Foundation Trust

SENIOR PHARMACY ASSISTANT JOB DESCRIPTION

Job Title:	Senior Pharmacy Assistant
Band:	3
Directorate:	Care Group 4
Reports to:	Principal Pharmacy Technician for the service area
Accountable to:	Pharmacy Operations Manager
Professionally Accountable to:	Chief Pharmacist
Responsible for:	N/A
Main Base:	Based at York or Scarborough Hospital but may be required to work at other units in the Trust.
Contract Status:	Permanent/ Fixed term

JOB SUMMARY/ PURPOSE:

Responsible for supervising junior staff, ensuring that specified support duties are carried out effectively and on time, and participating in the work of a technical service area.

KEY RELATIONSHIPS:

Supervised by the Senior Pharmacy Technician in the service area.
Managed by the Principal Pharmacy Technician in the service area.
Supervises junior staff in the service area.

KEY DUTIES AND RESPONSIBILITIES:

1. To organise work and supervise staff, ensuring that all specified duties are carried out as scheduled.
2. On request, to organise annual leave and sickness cover for members of the team.
3. To ensure the maintenance of an efficient, clean, tidy and safe service area, including cleanrooms, office facilities, and dispensing areas as appropriate.
4. To ensure that the technical areas, clean rooms and/or workstations are prepared in accordance with Standard Operating Procedures.

5. On request, to ensure the timely recording and costing of all items used within the specialist service area and to identify and record 'workload' and 'wastage' figures.
6. To undertake documentation control activities, including the maintenance of current, archived and superseded documents, as designated by the service manager.
Depending on the area, these may include requisitions, prescriptions and/or worksheets.
7. On request, to be a bleep holder for the service during office hours on site. To receive telephone messages and orders, and to take follow-up action as required.
8. To receive prescriptions or orders into pharmacy, validating the patient's name and/or the source of the prescription or order.
9. To prepare documentation such as worksheets, orders, goods received notes, picking lists, and to keep appropriate records, using computer programmes as required.
10. To assemble materials in accordance with prescriptions, orders or worksheets, recording relevant information such as batch numbers and expiry dates, and labelling items and completing records as required.
11. To co-ordinate the distribution and issue of products and ancillary equipment to inpatients and outpatients serviced by the specialist area.
12. To undertake dispensing, and to maintain this competency, not least so that the work of other staff can be coordinated knowledgeably and with an understanding of the issues that may arise.
13. To have a personal area of responsibility within the service area. This may include maintaining records and ensuring items can be invoiced or recharged appropriately.
14. To undertake stocktaking and checking in pharmacy and/or in wards and departments, ensuring appropriate storage conditions, security, expiry dates and stock quantities for medicines, including controlled drugs, taking corrective action where necessary.
15. To undertake and co-ordinate stock management within the specialist service, organising the daily rolling stocktake and ensuring that all stock is correctly accounted for.
16. To order all drugs, equipment and disposables used throughout the service area, maintaining cost effective stock levels.
17. To maintain the standards implicit in the Guide to Good Pharmaceutical Manufacturing Practice (GMP), Good Distribution Practice (GDP) and/or Guide to Good Dispensing Practice, and current national standards relating to practices in the specialist area.
18. To report promptly, deviations from Standard Operating Procedures, and any complaints and dispensing errors, to the appropriate manager.

19. To assist in the review of Standard Operating Procedures relevant to the work of pharmacy assistants and propose changes to improve efficiency or effectiveness.
20. To liaise with the senior technician and other staff to ensure the efficient operation of the specialist area and the pharmaceutical service in general.
21. To assist in the induction and training of new staff and trainees of all grades, through demonstration of roles and assessment of competence in specified duties.
22. To participate in training and education programmes organised in the trust, maintain skills and keep up to date with relevant developments in pharmacy.
23. To undertake such other duties appropriate to the grade, including covering for absent colleagues, as required and to generally contribute to the development, quality, safety and effectiveness of the whole pharmacy service.
24. To comply with trust policies and procedures and with the requirements of the Health & Safety at Work Act and relevant other legislation.

KEY VALUES:

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS

The post holder will uphold and support these values in accordance with the Personal Responsibility Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique, and will acknowledge and value difference in order to treat everyone fairly.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder is responsible and accountable for their own practice in line with Trust Infection Prevention and Control policies that reflect evidence, best practice and legislative requirements.

The post holder will have the appropriate level of child protection and adult safe guarding knowledge, skills and practice required for the post and be aware of and comply with the Trust's child protection and adult safe guarding policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them. Particular attention is drawn to:

- Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.
- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.

- Working Time Regulations: The postholder must ensure that they do not work more than an average of 48 hours per week based on a 17-week period regardless of whether this is for the Trust as a secondary contract, as overtime, bank/casual, agency work or with another employer.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

The Trust attaches great importance to sustainability and Corporate Social Responsibility. To achieve this it is the personal responsibility of all staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities. This will include (but is not exhaustive) - recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing and copying. Minimising water usage and reporting any electrical faults, water leakage or other environmental concerns promptly. Minimising travel or if travel needed utilising low carbon travel options where possible. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact on purchases.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder. The job description will be reviewed annually as part of the Trust's Appraisal process.

JOB DESCRIPTION AGREEMENT:

Job Holder [Print name]	Job Holder Signature
Recruiting Manager [Print name]	Recruiting Manager Signature

PERSON SPECIFICATION

SENIOR PHARMACY ASSISTANT

Criteria	Essential	Desirable
Education, Qualifications and Training	QCF level 2 qualification in Pharmacy Services – to include units relevant to post. You must have proof of qualifications.	
Experience & Knowledge Required	Competency training and experience in a specialist area of pharmacy service such as aseptics, stock management, or dispensing. If not already acquired, this must be gained within one year of taking up post. Ability to work to protocols, procedures and SOPs and suggest changes where necessary.	Hospital pharmacy experience.
Skills & Attributes	Ability to use a range of computer programmes relevant to the post	
Aptitude & Personal Qualities	Appropriate attention to detail. Effective use of initiative. Flexible to changing work routines and demands Effective time management and ability to work within time constraints. Ability to handle moderate loads Good communication & interpersonal skills Ability to work in a team environment and alone. Understands the needs of customers, including patients and staff.	

	<p>Ability to plan and prioritise own workload in the face of changing demands.</p> <p>Effective time management and ability to work within time constraints.</p>	
Values, Drivers & Motivators	<p>Ability to demonstrate our organisational values and behaviours:</p> <ul style="list-style-type: none"> - Kind - Open - Pursue Excellence 	