Portsmouth Hospitals University NHS Trust

Job Description

Title: Pharmacy Warehouse Operative

Band: 3

Staff Group: Clinical Delivery Division

Reports to: Warehouse Manager- Regional Drug Purchasing Centre

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Job Purpose:

1. To provide support to deliver the supply of pharmaceuticals to Portsmouth Hospitals NHS Trust (PHU) and carry out the receipt and distribution of wholesaling activities from the Regional Drug Purchasing Centre (RDPC) to external customer.
2. Help to maintain the standards required by the Medicines and Healthcare products Regulatory Agency (MHRA) in order to keep the department's wholesaler dealer licence and reputation with customers.
3. Help to maintain the standards required by the Home Office in order to keep the department's Controlled Drug licence.

Key Responsibilities

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
    - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
    - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
    - Challenge poor practice that could lead to the transmission of infection.

Shared Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks.
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that resources are used effectively and in accordance with agreed procedures.
4. Liaise with other healthcare professionals to ensure that work is neither overlooked nor duplicated.
5. Build and sustain effective communications with other roles involved in the shared services as required to ensure good team working and collaborative working practices.
6. Maintain and continuously improve in-depth specialist knowledge, which significantly contributes to the department's and Trust's stated objectives & aims.

7. Establish and maintain links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake evidence based practice for either developments relating to Trust work or opportunities for Trust involvement around health issues.
9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
10. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with other key stakeholders and health and social care service providers.

Specific Core Functions:

1. Undertaking the day-to-day activities required to ensure all deadlines are met and that work is completed according to written work instructions and Good Distribution Practice, Health and Safety at work act and any other legislation where applicable.
2. Receiving& responding to phone complex calls/emails from PHU wards/departments and external hospitals and customers asking for advice on a range of issues to include medication supplies, stock queries and supply shortage issues and delivery schedules.
3. Staff will also be required to deliver training to staff who rotate from PHU in their student technician roles and pre-registration pharmacist roles as well as new starters in the department.
4. Enforcement of quality management systems within the department including completion of documentation, maintenance of quality indicators and compliance with the results of audits to ensure the standards of GDP required by the MHRA are met at all times.
5. Receipting of pharmaceutical stock and checking against delivery notes or copy orders, highlighting discrepancies to the warehouse manager or office team.
6. Ensuring that pharmaceutical stock is stored with due regard to storage requirements and stock rotation, to include ambient, refrigerated, controlled drugs, unlicensed and robot items.
7. Creating picking lists for stock from orders generated by wards and departments served by PHU using computerised options including a bar code reader or keyboard data entry.
8. Accessing group emails to produce stock orders for external Trusts using the pharmacy Wellsky system, dealing with any queries that arise and communicating back to customers.
9. Picking, issuing and providing final checks of pharmaceutical products against picking lists, to include controlled drugs and unlicensed medicines.
10. Packing parcels in accordance with the demands of the delivery schedule, paying particular attention to the special handling and storage requirements of the products, to include ambient, refrigerated and controlled drug items.
11. Checking stock against stock take reports to ensure that discrepancies, short-dated stock or expired stock are identified and reported to the warehouse manager so that appropriate action can be taken.
12. Identifying stock/supply problems and resolving them with RDPC senior staff, communicating problems and progress to the appropriate person to minimise risk to patient care.
13. Unloading delivery vehicles ensuring safe storage within the warehouse prior to receipt taking care to ensure the delivery is for RDPC and matches the driver's drop sheet.
14. Loading courier vehicles, PHU transport and RDPC Van with outgoing deliveries taking care to ensure the load is appropriately positioned within the vehicle for the delivery schedule and that appropriate paperwork is accurately completed, according to Good Distribution Practice.
15. Operating machinery and equipment to include automated robots, pallet trucks and pallet wrapping machines, dealing with any problems that may arise.
16. Operating Aisle master fork-lifts to unload/load delivery vehicles and store palletised stock within the warehouse.
17. Disposing of waste packaging materials, clinical waste and confidential waste in accordance with the Trust's waste management policy.
18. Assisting with error reporting and internal audits to ensure the quality management system is maintained for the MHRA and Home Office licence and KPI's met. Staff are also involved in supplying unlicenced medicines and supplying medication into the clinical trials team at PHU.
19. Assisting in the training of PSWs under the guidance and supervision of senior staff, using written training programmes to ensure trainees are fully competent and ready for assessment by suitably qualified staff
20. Supervising and acting as mentor to less qualified staff members, new members of staff, student pharmacy technicians and pre-registration pharmacists within the constraints of PSW role.
21. Maintaining the security of the warehouse at Matrix Park to ensure that unauthorised entry and risk of theft or damage is minimised, this includes consideration of drugs in transit and issue of deliveries only to recognised carriers
22. Contributing to the overall tidiness and efficiency of the department including maintaining supplies of non-drug consumables such as stationery and packaging.

23. Working within safe working practices in the Matrix Park warehouse to ensure compliance with Health and Safety at Work Act and NHS guidance.
24. Treating all customers with courtesy to project a professional, caring image for the pharmacy service.
25. Co-operating with managers to ensure that the department meets all necessary deadlines
26. Participating in monitoring the quality of services to ensure that customer needs are met.
27. Contributing to the maintenance of environmental and clerical records.
28. Undertake in-house training and all necessary academic, practical and portfolio building work in order to achieve internal and or external accreditation in areas of work.
29. Providing services at weekends & Bank holidays as required to ensure continuity of supply of medicines to wards and departments.
30. Exposure to distressing or emotional circumstances is rare.
31. Staff will be required to frequently load/unload vehicles outdoors, so dealing with all types of weather conditions and heavy loads, quite often palletised, they will also be required to receipt/pick cold chain medication, so time spent in walk in refrigerated cold rooms.
32. Participate in driving the GDP registered and monitored vehicles to deliver medicines to the IOW and local NHS Trusts, including any urgent medicines/samples on behalf of PHU.

Other

Job Holders are required to:

1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
2. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
3. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities and No Smoking.
4. Act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with, and adherence to, the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.
5. Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect the requirements of the Data Protection Act 1998.

Capital and Revenue Budgets;

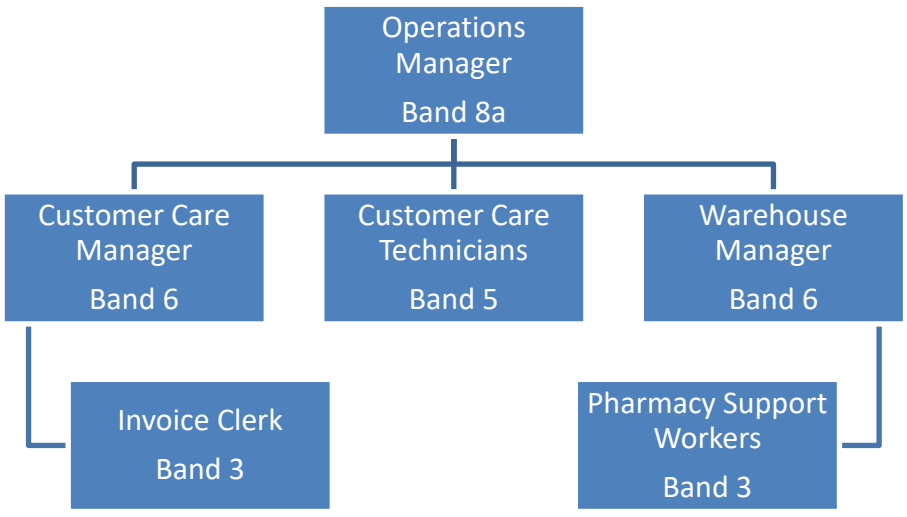
- Contributes to the effective procurement and distribution of pharmaceuticals with a turnover of £65M pa.
- Contributes to the effective management of the RDPC full trading account.

Other Statistics

Workloads:

- RDPC workload in excess of 500,000 issues per annum to 65+ customers
- Value of stock £5.2m
- RDPC £75M turnover on medicines
- 700+ supplier and direct ward top-up orders each week

Organisational Chart



Other

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility

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Person Specification

Qualifications

Essential

- Good education standard e.g. GCSE's in English and Mathematics or equivalent
- Willingness to undertake in-house and Trust training essential for the post

Experience

Essential

- Manual Handling skills – weights of up to 25kg regularly moved manually, greater weights by means of electrical or mechanical equipment - training provided
- Ability to work using own initiative and without supervision
- Able to maintain high concentration for long periods
- Ability to work safely under pressure
- Ability to work flexibly and prioritise workload
- Health & Safety/security awareness
- Knowledge of principles of GDP (good distribution practice) and Quality Management Systems
- Good understanding of principles of stock control
- Able to investigate problems logically
- Demonstrated ability to handle hazardous materials safely and according to local work instructions
- Proactive attitude to ongoing training and assessment

Desirable

- Previous experience in a similar role
- Previous experience working with pharmaceuticals
- Experience of stock control/handling

- Fork-lift driving licence – training provided
- Full clean UK driving licence

Skills & Knowledge

Essential

- Good communication skills
- Good interpersonal skills and ability to work as part of a team
- Computer skills

Desirable

- Customer care skills

Personal Qualities

- Punctual and reliable
- Self-motivated
- Trustworthy
- Careful and attentive to detail
- Able to manipulate heavy weights (up to 25kg)
- Able to manoeuvre heavy weights (over 25kg)
- Able to use initiative whilst knowing when to refer
- Able to work in cold environment - i.e. refrigerated hold of vehicle, cold stores
- Able to work outdoors when necessary to load and unload vehicles in all weather conditions
- Willingness to be flexible in working hours
- Ability to remain calm and courteous at all times
- Ability to work alone and as part of a small team

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: