

Job Description

Title: Pharmacy Dispensing Assistant - Specialist Pharmacy Services.

Band: 3

Reports to: Principal Technician/ Manager

Job Summary:

To correctly label and dispense Pharmaceuticals against prescriptions and to participate in other duties that contributes to the smooth running of the Clinics and Oncology Services and associated areas

To support the pharmacy and medicines services to patients and other professional healthcare teams.

To support ordering, receiving, maintaining and supplying stock medicines for Pharmacy areas and/or agreed wards.

Receive prescriptions and any other pharmaceutical work appropriate to the level of training, knowledge and experience, in order to participate in the safe and effective delivery of pharmacy services across the Trust.

Current areas of responsibility are as follows: -

1. Dispensing of
 - a. Oncology items manufactured from the Manufacturing Unit
 - b. Oncology Day Unit prescriptions
 - c. Clinic work
 - d. Clinical Trial Medication
2. Near Patient Services, Wards and Departments
3. Supporting Stock Control for the Clinics and Oncology Services.

Trust Organisational Expectations

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
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.

Shared Core Functions

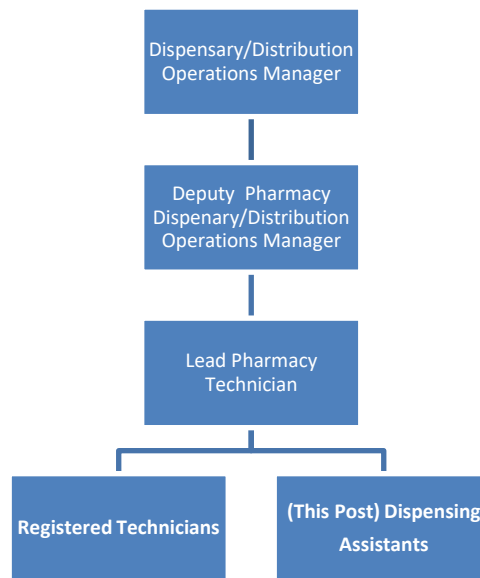
- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
- Build and sustain effective communications with other roles involved in the shared services as required
- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
- Establish and maintain strategic 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.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Key Responsibilities:

- Interpret a wide range of written and electronic prescriptions to accurately label and dispense medicines, including Haematology and Oncology medication, high cost medication and trial material, in a timely, legal and ethically acceptable manner to meet customer needs
- Support reception area, receipt of written and electronic prescriptions ensuring they have the legal and local information required to enable staff to process and the ability to use, navigate and interrogate the computerised prescription tracking system to facilitate and record their progress.
- Assist in the provision of pre-packed pharmaceuticals including emergency drug boxes.
- Contributing to good pharmaceutical stock control in dispensary and customers department/ward. Participation in stock checks, collection of orders from receipt area, checks for short dated products, and the medicines "return" scheme.

- Maintain supplies of Pharmaceutical stock by manually adjusting orders on the computerised pharmacy stock ordering system. Identifying stock supply/control problems and resolving them in conjunction with the QAH Manager/Leads, whilst communicating problems and progress to the appropriate person as they arise, in order to minimise risk to patient care.
- Contribute to the correct receipt, storage, and rotation of pharmacy stocks ensuring maintenance of electronic and paper record systems relating to areas above, particularly those for specialist drugs requiring mandatory documentation, e.g. Controlled Drugs etc.
- Take part in supporting transportation of medicinal goods between external units.
- Help to support scheduling pre-planned work by working with all service users.
- Accurately check stock as per profile for wards, departments, out-of-hours cupboard etc. against agreed stock levels then process order and replenish as necessary.
- Under the guidance and supervision of senior staff assist in the training of Pharmacy Support Assistants (PSA) and trainees
- Undertake and maintain Training to ensure Compliance to Local, Trust and General Pharmaceutical Council requirements.
- Contribute to departmental quality monitoring and review of associated documentation to ensure that department, patient and customer expectations/needs are met
- Contribute to the overall tidiness and efficiency of the department/area to include archiving, maintenance of consumables such as containers, stationary and packaging.
- Treating all customers with courtesy to project a professional, caring image for the Pharmacy Service.
- Contributing to the provision of services at weekends and Bank holidays as required to ensure continuity of service.

Organisational Chart



Person Specification

Qualifications

- Pharmacy services Assistant apprenticeship or equivalent to meet the requirements of the General Pharmaceutical Council (GPhC)
- Evidence of numeracy and literacy at level 1
- Level 2 qualification/GCSE higher pass or above including maths, English and a science, or equivalent qualifications, or work experience that demonstrates comparable ability in a similar field.

Skills and Knowledge

Essential

- Good oral and written communication and interpersonal skills.
- Able to learn to advance own skills and knowledge.
- Computer skills
- Able to work flexibly and prioritise workload
- Able to distinguish accurately between similar products
- Able to use initiative whilst knowing when to refer
- Able to work safely and effectively under pressure and/or minimal supervision.
- Safety and Security awareness
- Able to work alone and/or flexibly in a team.
- Responsible and Professional behaviour

Desirable

- Customer Care skills.
- Understanding of Stock control

Experience

Essential

- Experience of team work
- Experience of Pharmacy or another customer focussed, caring field

- Working with formal procedures
- Compiling complex orders
- Experience of stock control/handling

Desirable

- Recent experience of hospital pharmacy.
- Pharmacy Counter Sales Qualification
- Proactive attitude to ongoing training and assessment



*Working together
for Patients*



*Working together
with Compassion*



*Working together
as One Team*



*Working together
Always Improving*

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: