

Job Description

Title: Pharmacy Homecare Officer

Band: 5

Staff Group: Pharmacy Admin Staff

Reports to: Lead Technician Homecare Services

Job Summary:

- Supporting management of Pharmacy Homecare Team, providing services with significant responsibility and autonomy, including aspects that are complex and/or non-routine.
- Main area of responsibility is Pharmacy Homecare Team but requires an awareness of other areas and work alongside clinical teams.
- Supports with the management of the Homecare Medicines budget of £18.5M
- Support, the management of the Pharmacy Homecare Team to include varying numbers of technicians, pharmacy assistants and officers. To transfer leadership to other areas when required as directed by Chief Pharmacist

Key Responsibilities:

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 resources are used 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.

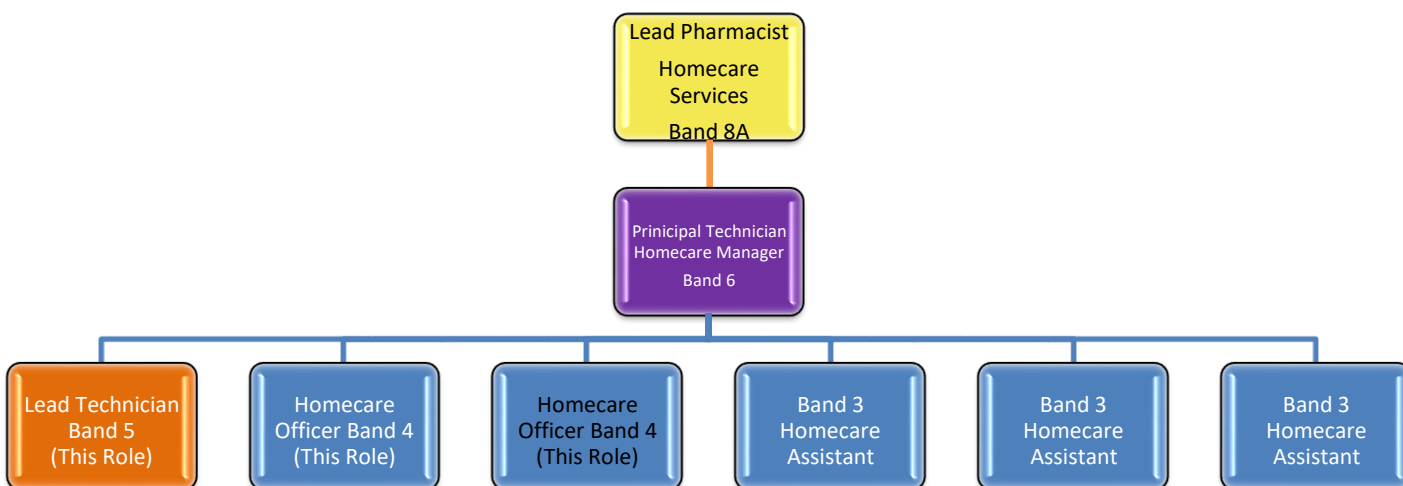
- Undertake evidence-based practice for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning's and supporting others to develop their professional abilities.
- Dissemination of knowledge, 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 internationally, nationally, regionally and across sectors.

Specific Core Functions

- Support in the organising of technical and support staff providing Pharmacy Homecare Services. Prioritise and schedule workload so all deadlines are met in accordance with associated service monitors and work instructions.
- Support the recruitment of staff and work with the Lead Pharmacist for Homecare to ensure technical and support staff in the Pharmacy Homecare team are assigned and complete duties efficiently to meet service and staff development needs.
- Support and assist the Lead technician for Homecare and other senior staff to develop and maintain contract management with homecare providers and quality management systems for the technical aspects of the Pharmacy Homecare service including preparation, review and auditing of work instructions, quality monitoring, investigating complaints and reporting to pharmacy management.
- Contribute to the development of homecare service specifications and creation, design, and maintenance of work instructions within area of responsibility ensuring safe systems of work and compliance with Health and Safety at Work Act, RPS and NHS Guidance
- Promote awareness of homecare medicines services and provide advice and guidance on all aspects of these services to the wider pharmacy team, clinical teams and other stakeholders.
- Support and assist the Lead Technician for Homecare and other senior staff to develop and maintain competency-based training packages within area of responsibility.
- Provide staff training and assessment using competency-based training packages.
- Work with the Lead Homecare Technician and Lead Homecare Pharmacist to implement and co-ordinate new homecare services and to develop new opportunities for homecare services.

- Maintain own competency of previously accredited packages whilst contributing to the supervision of pharmacy technical workforce, providing help and advice to staff at all levels by analysing and responding to problem situations
- Contribute to the pharmacy technician workforce through participation in weekend and bank holiday working as per the rota
- Ensure that prices for homecare medicines and services are accurate and up to date and reflect NHS contract prices and NICE commercial agreements so that best use is made of NHS resources.
- Ensure that the receipting and invoicing of Homecare medicines orders is prompt and timely, including overseeing and contributing to the resolution of invoice queries and payment delays
- Participate in recognised national or internal training packages as identified through appraisal to meet the needs of the service
- Undertakes Trust essential training in accordance to Trust timetables

Organisational Chart



Person Specification

Qualifications

Essential

- Possess BTEC (pharmaceutical science) or recognized equivalent and/or NVQ level 3 (pharmaceutical science)
- Registered with the General Pharmaceutical Council (GPhC)
- Nationally Accredited Checking Pharmacy Technician (ACPT) Qualification

Desirable

- Experience of managing a small section of a service
- Formal management qualifications, e.g. PS, NVQ A1 Assessor or Medicines Management

Experience

Essential

- Demonstrable experience in supervising and training staff.
- Experience of procurement process and practice including management of invoicing and payment activities.
- Demonstrable experience in developing and writing work instructions and training packages
- Implementing change/service development
- Interaction with other Health Care Professionals
- Implementation of working with policies and procedures such as HR Policies, IPR, Sickness/ Absence and Recruitment

Desirable

- Demonstrable experience of managing staff and a technical service within a hospital setting
- Dealing with challenging and emotional behaviour
- Evaluation of a service
- Management of other team members including IPR and objective setting
- Recruitment selection of other technical staff
- Experience of training other members of Pharmacy

- Specialised dispensing and associated administration
- Problem solving with other Health Professionals
- Acting as a mentor to junior staff
- Rostering staff

Skills and Knowledge

- Good knowledge of Quality Systems Management and pharmaceutical quality assurance and control
- Direction, control and supervision of pharmacy and support staff
- Track record of operational planning of technical services
- Track record of staff appraisal and development
- Negotiation skills
- A good knowledge of all aspects of GPhC Standards and Quality and their application to hospital pharmacy
- Good communication skills and clear, spoken English
- Competent in keyboard skills ability to use Microsoft Office or equivalent
- Good organisational and leadership skillsDevelopment (CPD)
- Skilled in delivering training
- Able to write training packages
- Ability to plan and complete tasks to a deadline

Personal Qualities

- Reliable and honest
- Flexible
- Positive attitude to ongoing training and assessment
- Enjoys working with the public and fellow healthcare professionals
- Able to demonstrate initiative & self-motivation
- Able to work under pressure and adapt to rapid change

- Willing to learn new skills and actively acquire new knowledge

Respect and Dignity

Quality of Care

Working Together

Efficiency

Strategic Approach (clarity on objectives, clear on expectations)

- Plans and takes initiative in the best interest of the patient
- Makes decisions based on organization strategic direction
- Makes success criteria clear to others and focuses them on what matters most
- Avoids major problems through anticipation and contingency planning

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

- Consistently seeks to understand and meet the needs and interests of patients
- Asks open questions and listens to other ideas to develop joint solutions
- Involves key stakeholder and staff in planning organisational change

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

- Articulates a compelling vision of how things could be and might be
- Consistently delivers on promises
- Consistently acts in accordance with, and champions PHTs values
- Displays sensitivity to the needs and feelings of others
- Has a zero tolerance to, and challenges bad behaviour
- Actively manages poor performance

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

- Motivates others through infectious enthusiasm and 'can do' attitude
- Maintains optimism and sense of humour in stressful situations
- Emphasises the positive side of difficulties, portraying them as opportunities
- Finds ways around seemingly insurmountable obstacles, not easily defeated
- Infuse pride and joy in work
- Lead by example by taking responsibility, being compassionate and aspiring 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)

- Takes proactive steps to develop team members using a variety of approaches
- Involves team members in planning and delivering change
- Stimulates and communicates cross disciplinary communication
- Recognises and rewards effort, not just achievement
- Matches the needs of activity to available resources
- Seeks out and listens to team members and stakeholders, welcoming warnings or problems

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:

