

#### JOB DETAILS:

Job Title	Specialist Clinical Pharmacist Mental Health
Pay Band	Band 7
Hours of Work and Nature of Contract	37.5 hrs/week Permanent
Division/Directorate	Medicines Management
Department	Pharmacy
Base	Royal Glamorgan Hospital

#### ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Locality Chief Pharmacist/Head of Medicines Management
Reports to: Name Line Manager:	Team Leader Pharmacist Clinical Services
Professionally Responsible to:	Chief Pharmacist, Community Hospitals and intermediate care



Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve  
We treat everyone with respect  
We all work together as one team*

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

**JOB SUMMARY/JOB PURPOSE:**

- Supporting the development of pharmaceutical service to in the UHB by progressing the integrated medicine management agenda and to ensure safe, evidence based and cost-effective prescribing within mental health areas of secondary and primary care of a locality.
- The post holder will be a clinical pharmacy practitioner supporting the mental health clinical directorate and primary care lead pharmacists and will provide highly specialised pharmaceutical advice.
- All duties must comply with current legislation and UHB policies. The recommendations contained within the Code of Ethics as issued by the General Pharmaceutical Council and the obligations in the Standards of Good Professional Practice will be upheld at all times. To be able to work towards obtaining a post graduate qualification in Psychiatric Pharmacy.

**DUTIES/RESPONSIBILITIES:**

The post holder will be required :

- To communicate recommendations on drug therapy to doctors, nurses and other relevant healthcare professionals.
- To liaise and negotiate with appropriate expert staff with respect to optimising patient care.
- To advise and counsel patients and/or carers on safe and correct use and concordance with their medicines overcoming any communication barriers on what can be complex and sensitive issues accounting for the patient's clinical condition.
- To maintain accurate records including medication histories, adverse drug reactions, patient profiles and interventions.
- To proactively provide advice to Doctors (consultants, GPs), Pharmacists (including community pharmacist), nurses and other health professionals on medicine management issues.
- To liaise with the multi professional team, where required, ensuring seamless patient care on transfer of care settings.
- To stimulate and support cost effective use of medicines by the use of evaluated evidence, promoting compliance with the medicines formulary, UHB protocols and UHB wide initiatives.
- Support the Medicines Information enquiry answering service and undertake update training and practice sessions to maintain competency. This involves devising search strategies, critically evaluating appropriate information, formulating comprehensive

responses and communicating this effectively. The information to be communicated may be very complicated and needs to be of a level appropriate to the enquiry subject and the enquirer's existing level of knowledge.

- To provide a professional and courteous service to patients attending the dispensary. This may include those who are upset, confused or angry.
- To provide education and training that meets the needs of team members, clinical diploma pharmacists, pre-registration pharmacists, technicians, nurses and doctors in line with the UHB and department's training policy.
- To assist in the development of staff roles to facilitate service development e.g. Accredited Checking and Medicine Management Technicians.
- To participate in lifelong learning as part of the Continuing Professional Development programme and maintain an individual profile and portfolio of evidence supporting that profile.
- To provide expert pharmaceutical and medicine management advice to directorates and primary care locality teams. Judgement will be needed where there is little or no recognised evidence base and/or where there is conflicting information.
- To analyse and interpret monthly prescribing data and contribute to the preparation of clinical and financial pharmacy reports for the locality.
- To review and assess patients' prescriptions for legality, accuracy, safety and appropriateness of drug therapy in relation to their diagnosis.
- To compile a patient's medication history. Identify and resolve any medication related problems and ensure that the prescription is appropriate.
- To interpret appropriate evidence and guidelines in order to formulate pharmaceutical care plans.
- To retrieve, appraise and interpret relevant information sources to appropriately respond to medicine management enquiries.
- To identify potential risks in the medicines management process and implement corrective action and prevention.
- To contribute to the pharmacy medicines management key performance indicators.
- To co-ordinate clinical pharmacy activities to areas according to departmental requirements.
- To develop, implement and monitor prescribing guidelines and protocols providing education and support to healthcare professionals across the UHB.
- To develop service standards for the provision of pharmaceutical care and monitor performance against these standards.
- To undertake regular risk assessments of services provided and bring outcomes to the attention of the senior pharmacy team.
- To prioritise own workload in defined clinical area.
- To accurately assemble and aseptically prepare pharmaceutical products including cytotoxic chemotherapy.
- To extemporaneously prepare medication for dispensing and aseptically produced injectables etc. requiring dexterity and accuracy using precision weighing balances and manipulating materials.

- To dispense and supply medicines using the automated pharmacy system and pharmacy computer system
- To use IT systems for information retrieval, information input and report preparation using keyboard skills.
- To be an Independent Prescriber with own patient case load in a specialist area eg mental health (or be able to be trained) and provide expert advice to colleagues.
- To provide specialised pharmaceutical advice to directorates and primary care locality teams.
- To contribute to patient care and education in both primary and secondary care settings eg. construct pharmaceutical care plans.
- To make recommendations in order to optimise medication management for secondary and primary care patients.
- To anticipate, recognise and report Adverse Drug Reactions appropriately.
- To advise and counsel patients on concordance with their medicines, applying the appropriate and often complex information to the specialist condition of the patient.
- To respond to emotional situations in a professional and calm manner.
- To actively participate in the pharmacy run Clozapine clinics and evaluate and interpret patients' results and current clinical condition/symptoms and adjust medication doses appropriately.
- To assess and calculate the nutritional and electrolyte requirements of patients and formulate the Parenteral Nutrition (PN) to meet individual patient's clinical needs.
- To monitor patients' biochemistry and clinical status and adjust the formulation of PN to meet the changing clinical need.
- To be guided by broad national, professional and local policies and protocols.
- To use experience and judgement on their application within own area of expertise.
- To support the development of pharmacy services to clinical directorates and primary care locality ensuring services provided are safe, effective and efficient.
- To develop, implement and monitor prescribing guidelines and protocols providing education and support to healthcare professionals across the UHB.
- To develop service standards for the provision of pharmaceutical care and monitor performance against these standards.
- To comply with current legislation and UHB policies when undertaking duties. The recommendations contained within the Code of Ethics as issued by the General Pharmaceutical Council and the obligations in the Standards of Good Professional Practice will be upheld at all times.
- To ensure collection of appropriate private prescription charge.
- To be responsible for the supply and security of medicines.
- To be an authorised signatory to receive, store and supply controlled drugs in accordance with the Misuse of Drugs Act and UHB policy.
- To participate in the UHB performance appraisal system and support the pharmacy management team in undertaking individual staff performance appraisals.
- To supervise clinical diploma pharmacists, technical and support staff, pre- registration

pharmacists, including vacation pharmacy undergraduates and trainee technicians.

- To maintain accurate records including medication histories, adverse drug reactions, patient profiles and interventions.
- To undertake and participate in audit and practice research activities.
- To undertake regular drug utilisation reviews, audit of services and review of outcomes, identifying improvements in service provision using research methodology.
- To dispense clinical trial materials according to protocols.
- To be accountable for own professional actions, which must comply with current legislation and UHB policies. The recommendations contained within the Code of Ethics as issued by the General Pharmaceutical Council and the obligations in the Standards of Good Professional Practice will be upheld at all times.
- To interpret appropriate evidence and guidelines in order to formulate pharmaceutical patient care plans.
- To prioritise own workload in defined clinical area( mental health).
- To participate in the emergency duty rota working as a lone practitioner out of hours.

## **PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<ul style="list-style-type: none"> <li>• Vocational Master's Degree in Pharmacy.</li> <li>• Registered with the General Pharmaceutical Council.</li> <li>• Member of the Royal Pharmaceutical Society (RPS).</li> <li>• Postgraduate Diploma in Clinical or Hospital Pharmacy, or equivalent clinical experience.</li> <li>• Good knowledge of medicines management.</li> <li>• Evidence of continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• MSc in Clinical Pharmacy.</li> <li>• Other clinical qualification (certificate/diploma in psychiatric pharmacy).</li> <li>• Evidence of building your portfolio for RPS Faculty.</li> <li>• Independent prescriber.</li> </ul>	Application Form Interview Production of evidence (certificates etc.)
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant post registration pharmacy experience.</li> <li>• Experience of working effectively within a multi-disciplinary team.</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital pharmacy experience.</li> <li>• Broad experience of clinical pharmacy including mental health</li> <li>• Experience in primary care pharmacy.</li> </ul>	Application Form Interview References
<b>Aptitude and Abilities Skills</b>	<ul style="list-style-type: none"> <li>• Effective verbal, written and interpersonal communication skills.</li> <li>• Effective organisational and prioritising skills.</li> <li>• Ability to present information to individuals and groups.</li> <li>• Skilled negotiator and facilitator.</li> <li>• Ability to manage conflict and deal with difficult situations.</li> <li>• Able to evaluate information and make decisions involving highly complex facts.</li> <li>• Computer keyboard skills and software packages, including report writing skills.</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to speak or learn Welsh to a satisfactory level.</li> <li>• Financial modelling and forecasting skills.</li> </ul>	Interview References

	<ul style="list-style-type: none"> <li>• Mentoring and Appraisal skills.</li> </ul>		
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to work independently.</li> <li>• Able to work as part of a team.</li> <li>• Enthusiastic and motivated.</li> <li>• Flexible and adaptable to changing demands and situations.</li> <li>• Conscientious.</li> <li>• Responsible for own actions.</li> <li>• Reliable.</li> <li>• Approachable.</li> <li>• Positive attitude to improvement and development (self and service).</li> <li>• Empathic, diplomatic, and professional response to emotional/confrontational situations.</li> </ul>		Application Form Interview References
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Able to undertake the full duties of the role.</li> <li>• Satisfactory DBS check.</li> </ul>		Application Form Interview

#### **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for

- participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
  - **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
  - **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
  - **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
  - **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
  - **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
  - **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
  - **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/UHB Disciplinary Policy.
  - **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/UHB's pre-employment check procedure. \*Delete as appropriate. The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
  - **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
  - **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
  - **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.



**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) \_\_\_\_\_ Date: \_\_\_\_\_

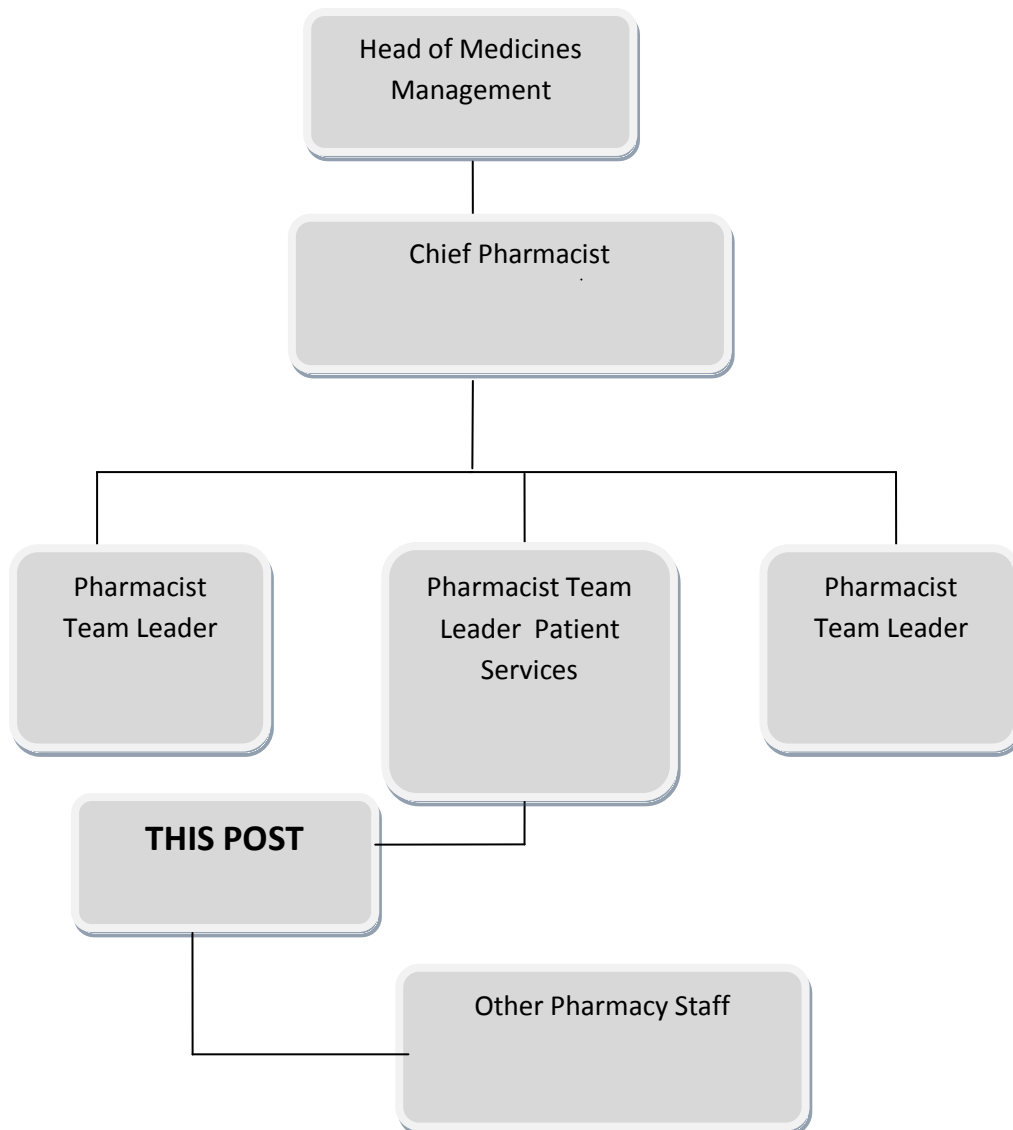
Signed: (Directorate Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Divisional Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Date Job Description compiled: 2<sup>nd</sup> August 2018 \_\_\_\_\_

Date for Review: \_\_\_\_\_

## Organisational Chart



Job Title: \_\_\_\_\_ Specialist Clinical Pharmacist \_\_\_\_\_

### **Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

#### **Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
There is a frequent requirement for walking carrying light loads (2-5kilos) for several short periods of time, although occasionally bulky objects around 10 kilos e.g. IV fluids may have to be moved.	Daily	Several Short Periods of time during the Day	
Ward based duties will require frequent walking and spending significant time away from the pharmacy.	Daily	Varies	

Using VDU and computer equipment for large portions of the day, with occasional requirement to travel throughout the locality and, on occasions, further afield to attend meetings/training etc.	<b>Daily</b>	<b>Varies</b>	
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### **Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency beep; driving a vehicle; examining or assessing patients/clients.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
The job requires attention to detail and there is a frequent need for concentration e.g. when checking prescriptions, calculating drug doses etc.	<b>Daily</b>	<b>Most of day</b>	
The work pattern is generally unpredictable especially when checking and working on the ward e.g. interruptions to give advice and deal with queries, urgent requests etc.	<b>Daily</b>	<b>Varies</b>	

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Ward based medicines management involves discussing and supplying medication with/for distressed and terminally ill patients including occasional exposure to emotional circumstances.	Occasional	Up to 30mins a time	

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

**\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The pharmacy dispensing service includes frequent handling of drugs including cytotoxics, and packs containing, pharmaceutical chemicals, inflammable/volatile and other substances subject to COSHH regulations.	Daily	Most of day	
There may be rare direct exposure to blood/body fluids when working with patients on the ward and dealing with returned emergency drugs boxes.	Occasional	Varies	Vaccination against hepatitis B, provided by the UHB (unless there is a valid contraindication), and the use of protective equipment are essential.
Patients arriving at the pharmacy reception maybe upset or angry and there is occasional direct exposure to verbal aggression.	Occasional	Varies	