

JOB DESCRIPTION

POST:	Individual patient purchasing officer
DEPARTMENT:	Pharmacy
BAND:	4
HOURS PER WEEK	37.5
REPORTS TO:	Pharmacy Homecare Supervisor
RESPONSIBLE FOR:	N/A
Base	Pharmacy, trust wide with main base at North Manchester General

JOB PURPOSE

To provide administrative support to enable co-ordination and delivery of an expanding medicines homecare service to patients across Manchester Foundation Trust (MFT).

To develop and maintain administrative technical knowledge associated with homecare services to ensure that high standards of governance are maintained and translated into a quality service for patients and hospital staff which safeguards patients whilst offering choice and making the best use of NHS resources.

To support the homecare team in harmonising homecare services at the Oxford Road Campus, North Manchester General Hospital and Wythenshawe site

To develop and maintain close working professional relationships with key stakeholders involved with medicines homecare, internally, clinical pharmacists, senior nursing, and medical staff and externally with homecare companies.

To deputise for the homecare supervisor as required

KEY DUTIES & RESPONSIBILITIES

To ensure the homecare service functions are carried out in accordance with national and local guidelines and standards.

To undertake the day to day administrative, financial and technical duties within their scope relating to homecare medicines supplies including prescription management, creating patient specific orders from a prescription, reconciling and receiving patient specific orders from homecare suppliers, matching delivery notes with proof of delivery and invoices, maintenance of relevant databases and liaising with the relevant parties to resolve discrepancies.

To Plan and priorities the homecare workload to ensure that ordering and invoicing deadlines are met.

Creating and maintaining electronic and paper systems for efficient and accurate storage, retrieval, and analysis of patient records for a growing homecare service.

To work and communicate both over the phone, face to face and via email with a range of multidisciplinary healthcare teams in specialist areas to help implement new homecare services and provide pharmacy support for ongoing services.

To provide advice and technical support within their scope to patients, carers, homecare providers and Trust staff regarding homecare enquiries and refer to the appropriate specialist staff when necessary

To actively participate in meetings with homecare companies and multidisciplinary clinical teams to review the service provided under a specific homecare contract and ensure compliance with the specification and to monitor key performance indicators in order to improve the quality of service provided to MFT patients.

Lead on dealing with any complaints as appropriate for homecare patients

To assist in the monitoring and audit of homecare related incidents, ensuring where appropriate they are reported. Liaise with homecare providers to investigate such issues according to the Royal Pharmaceutical Society Homecare standards.

To provide a range of support functions involved with the stock control, purchasing and distribution of Homecare medicine ensuring all procurement is done according to regional contracts

Process electronic and paper based invoices for homecare orders as well as carrying out electronic record keeping duties such as scanning and saving of prescriptions.

Ensure all home prescriptions received are processed according to Standard Operating Procedures (SOPs) in a timely manner

To assist in developing and implementing SOPs for homecare.

Participate in quality initiatives and data collection as requested

Analyse supplier statements received monthly and investigate and resolve discrepancies

Place orders for individual patient access schemes/free of charge schemes or other complex purchasing arrangements as required by the Lead HCD and Homecare pharmacist

To Resolve simple invoice queries promptly and efficiently, in accordance with Procurement office procedures and timelines.

To Update CMU contract prices within the pharmacy homecare computer system and communicate these changes to homecare providers as necessary,

Produce reports on quality and financial indicators for homecare services

Support the High Cost Drugs and Homecare pharmacist by providing a supervisory role as appropriate to members of the high cost drugs and homecare admin team.

To be responsible for the delivery of competence-based training, ensuring understanding of Homecare policies and procedures, to all grades of staff on administrative and simple technical aspects of homecare medicine.

Maintain effective annual and interim appraisal and mandatory training and work to agreed objectives as set by your line manager.

To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments.

Dispensary/ward level supply

Accurately dispense in-patient, discharge and out-patient prescriptions for wards, departments and clinical areas within the Trust.

Participates in any other duties assigned by the dispensary manager.

Participates and weekend, bank holiday and late night rota.

Professional Responsibilities

To always behave in a manner that is professional, positive, and polite

Act as an effective role model and provide support and leadership

To ensure that patients are safe and receiving effective, appropriate care

To ensure safe systems of work are maintained as defined under statutory legislation, COSHH, Regional and professional Standards. To observe the regulations in respect of the Health and Safety at Work Act and Data Protection Act.

Key Relationships

Homecare Team
Wider pharmacy Technical Team
Clinical Pharmacists
Multidisciplinary teams
Homecare Companies

Infection Control

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

Health and Safety

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.

Safeguarding

Ensure that the policy and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

Security

The post holder has a responsibility to ensure the preservation of NHS property and resources.

Confidentially

The post holder is required to maintain confidentiality at all times in all aspects of their work.

Team Briefing

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

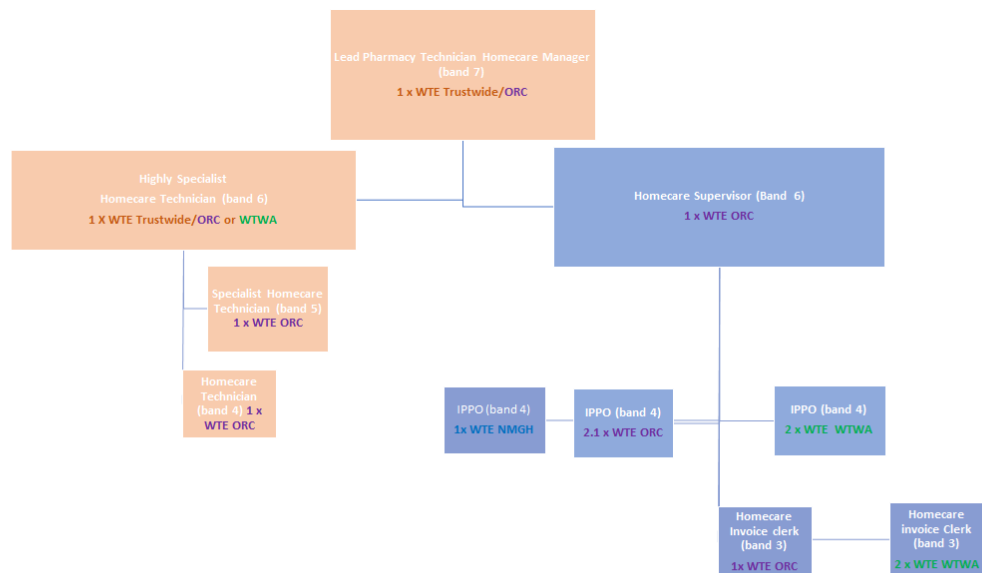
No Smoking Policy

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.

ORGANISATIONAL CHART



PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>NVQ Level 2 or equivalent in Pharmacy Services</p> <p>Clerical and administration NVQ3 or equivalent training and experience of administration processes and systems</p>	<p>ECDL/ Microsoft Office qualification or equivalent</p> <p>Registered pharmacy Technician</p>
Knowledge and Experience	<p>Experience in pharmacy</p> <p>Demonstrate an understanding of Homecare services</p> <p>Experience of working in a clerical role</p> <p>Proven experience of working to deadlines.</p>	<p>Experience in a hospital pharmacy</p> <p>Experience of using Hive to place orders</p> <p>General knowledge about the use of specialist medicines that are found within the pharmacy homecare service.</p>
Skills and Abilities	<p>Good verbal, written and interpersonal skills with an ability to liaise with a wide range of staff and patients within and outside the Trust.</p> <p>Excellent IT skills including purchasing system, PC, and good understanding of Microsoft Office – Word, Excel, and PowerPoint.</p> <p>Excellent literacy and numeric skills. Good organisational skills.</p> <p>Ability to work on own initiative and as part of the team</p> <p>Ability to recognise own limitations and boundaries and need to consult with senior colleagues</p> <p>Good time management skills</p>	<p>Competent in creation of databases</p>
Attributes	<p>Enthusiastic and committed.</p> <p>Diligent and meticulous.</p> <p>Self-motivated and able to motivate others</p> <p>Professional awareness.</p> <p>Conscientious, reliable, and professional</p> <p>Must be able to demonstrate behaviours consistent with the Trust's values</p> <p>Ability to work under pressure and prioritise work to meet deadlines.</p>	<p>Teaching/training skills</p>

	Ability to work to a high specification of accuracy and to pay attention to detail.	
Others	Adaptable and flexible approach to work	