

## JOB DESCRIPTION

<b>Job Title</b>	<b>Senior Assistant Technical Officer – Dispensary</b>
<b>Band/Grade</b>	<b>Band 2 with progression to Band 3 upon completion of relevant competencies and qualifications</b>
<b>Directorate</b>	<b>Clinical Support Division</b>
<b>Professionally Accountable to</b>	<b>Director of Pharmacy and Medicines Optimisation</b>
<b>Responsible to</b>	<b>Dispensary Deputy Manager</b>

### **VISION, MISSION and VALUES Our Vision**

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

#### **Our Mission**

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

#### **Our Values**

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

### **JOB SUMMARY**

To work under the guidance of the Deputy Dispensary Manager and assist with the smooth running of the daily activities of the dispensary whilst providing assistance to other staff working within the Department of Pharmacy in dispensary related issues. Work will include labelling and assembling of clinically checked prescriptions for final checking as per Standard Operating Procedures (SOPs) and reception duties.

## **MAIN FUNCTIONS OF THE JOB**

### **Technical Responsibilities:**

- Interpret and dispense inpatient, outpatient and discharge prescriptions in accordance with department procedures. This will include oral cytotoxic prescriptions and Controlled Drugs (CD) prescriptions and requisitions.
- Ensure any medication required for the discharge process is available at the point of entry to the dispensing process.
- Ensure prescribed items are put on order (through the To-Follow system) when insufficient supply is made and once received from the supplier are completed in a timely manner with support from the Lead and Senior Pharmacy Technicians for Dispensary and the Provision & Procurement Manager.
- Ensure all documentation required to process a prescription is available at the point of entry to the dispensing process and is completed correctly.
- Issue medication following direct instructions from a Pharmacist, Accredited Checking Technician or a Senior Technician.
- Support Dispensary management in carrying out and sustaining efficiency changes.
- Assist in other areas of the Department of Pharmacy when the need arises.
- Replenish of dispensary stocks and participate in the stock control processes.

### **Research & Audit:**

- On a daily basis, works towards achieving and improving on the Dispensary Key Performance Indicators (KPI's) to maximise the patient experience.
- Support Dispensary management and other Pharmacy staff in carrying out and completing audits in order to review and support efficiency changes.

### **Training & Development:**

- Work towards a Level 2 qualification in Pharmacy Services.
- Undertake training and work towards gaining dispensary based competencies such as the Controlled Drugs Dispensing Accuracy Assessment and the West Midlands Dispensing Accuracy Assessment.
- Complete and maintain personal mandatory training and record evidence of personal development to present at each annual SPDR.
- Attend 'in-house' training specifically for Dispensing ATOs and any other training deemed relevant by the Lead Pharmacy Technician for Dispensary Services, the Lead Pharmacist Surgical Division & Dispensary Services and the Lead Pharmacy Technician for Wards Based Services.
- Receive and maintain appropriate training in order to participate in the IV Fluid assembly rota as needed. Ensure good moving and handling technique is applied and the IV store equipment is used appropriately.

### **Administrative Responsibilities**

- Receive prescription and ward/department requests from ward staff, assessing the urgency of requests and acting accordingly, or referring any problems to a pharmacist, a technician or the Dispensary Lead ATO
- Receive prescriptions from outpatients, providing information on waiting times and other methods of supply in cases where items are out of stock. Dealing with difficult clients or referring them to a senior staff member.
- Assess patient eligibility to pay a prescription fee, or the reason for free prescriptions.  
□ Collect prescription charges and advises patients on all methods of payment.
- Take phone messages and clearly communicate the relevant information to the appropriate person in either a written or verbal format.
- Utilise the Prescription Tracking System to receive, dispense and complete discharge prescriptions.
- File all dispensary generated paperwork, including orders and prescriptions, in line with the legal requirements for the retention of pharmaceutical records.
- Email patient discharge prescriptions to GP surgeries and community Pharmacies as appropriate. Maintain confidentiality at all times.
- Participate in covering reception in the absence of the regular Receptionists and provide additional help to the Receptionists when appropriate.

### **Safety Responsibilities:**

- Understand and follow the Department of Pharmacy Procedure for the Safe Storage and Disposal of Drugs and other hazardous substances handled in the pharmacy.
- Minimise hazards in the working area, and report any identifiable hazards to your Line Manager.
- Adhere to all safe systems of work applicable to the work area.
- Ensure cold storage areas are maintained, and that the cold storage chain is maintained while awaiting delivery.
- Be aware of the Pharmacy Department's Spillage Procedure and be able to act quickly and appropriately in the event of a spillage.

### **Progression Criteria:**

Criteria for progression from B2 to B3 listed below:

- Complete Level 2 Qualification in Pharmacy Services.
- Complete departmental competencies as described in Person Specification

## **General Information**

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

## **Safeguarding Vulnerable Adults & Children**

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trust's safeguarding policies. Attend appropriate training for safeguarding.

Know who to contact if you have concerns about an adult or child's welfare.

## **Health and Safety**

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

## **Confidentiality**

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

## **Policies and Procedures**

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

## **Infection Control**

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal. **No Smoking Policy**

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

## **Equal Opportunities**

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential

employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

## **Financial**

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions. **Data Quality**

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

## **Records Management**

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

## **Conduct**

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

## **Other**

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

**PERSON SPECIFICATION**

**Directorate**                      **Clinical Support Division**

**Job Title**                        **Senior Assistant Technical Officer – Dispensary**

**Band/ Grade**                    **Band 2 with progression to Band 3 upon completion of relevant competencies and qualifications**

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
<b>EDUCATION AND QUALIFICATIONS</b>		
Willing to undertake this Level 2 in Pharmacy Services (previously NVQ Level 2) within 12 months of employment OR is already registered for this award OR has already completed equivalent	✓	
Band 3 criteria – completion of departmental competencies: - Controlled Drug Checking - Dispensing Accuracy Checking	✓	
<b>SKILLS, KNOWLEDGE AND ABILITIES</b>		
Excellent team player, able to work alone where necessary	✓	
Able to perform all tasks to dispense drugs including oral cytotoxic and controlled drugs according to Standard Operating Procedures after completing local training	✓	
IT literate	✓	
Able to effectively prioritise own workload	✓	
Able to communicate effectively using a variety of methods (written, verbal, presentation) with a wide range of people across the organisation.	✓	
Able to supervise others		✓
<b>EXPERIENCE</b>		
Previous experience working in a hospital pharmacy		✓
Experience in dealing with patients, healthcare professionals, the general public and challenging situations.		✓
Experience of working within a team	✓	
<b>PERSONAL ATTRIBUTES</b>		
Self-motivating and confident within the work place.	✓	
Able to meet deadlines and manage own time with minimal supervision.	✓	
Ability to carry out full range of duties associated with the post safely and competently with any aids or adaptations which may be appropriate	✓	
Focused on efficiency and safety.	✓	

Committed to training and development.	✓	
<b>OTHER FACTORS</b>		
Ability to fulfil the travel requirements of post	✓	
Able to work flexibly in the week between the hours of 8.30am and 6pm, to participate in the weekend and bank holiday rotas.	✓	