

Job Description

Job title	Pharmacy Service Assistant
Grade	Band 2
Reports to	Distribution & Logistics Manager
Accountable to	Pharmacy Operation Service Manager
Directorate	Division A
Department	Pharmacy

JOB PURPOSE

- To participate in day to day routine activities of the dispensary, distribution and ward services under supervision of the Distribution Lead, in line with current policies and procedures..
- To assist in the delivery of an efficient dispensing and distribution service to Dorset County Hospital NHS Foundation Trust and other commissioned services.
- To work independently following standard operating procedures following competency assessment.
- To have shared responsibility for reducing waste and expenditure.
- This role does require heavy lifting
- To undertake and complete within a minimum of 12 months of being enrolled on the Pharmacy Services Assistant NVQ Level 2 qualification.
- To participate in weekend and late night rotas as required.

1 DIMENSIONS

Staff: Part of a team of over 84 Pharmacy staff

Workload: Medicine spend £18m. Approximately 400,000 transactions per year.

2 ORGANISATION CHART

Available on request

3 COMMUNICATION AND WORKING RELATIONSHIPS

Post holder is required to liaise with:

- The Pharmacy Operational Services Manager, Dispensary Manager and Distribution Manager with regard to workload, rotas and personal development.
- Colleagues within the department and on the wards regarding routine/sensitive information.
- Patients and their representatives regarding routine/sensitive information requiring empathising and reassurance skills.
- To work closely with Pharmacy Technicians, Pre-registration pharmacy technicians, Pharmacists, Pre-registration Pharmacists, procurement staff, nursing staff, discharges facilitation team etc. to aid in the smooth workflow of the departmental processes.

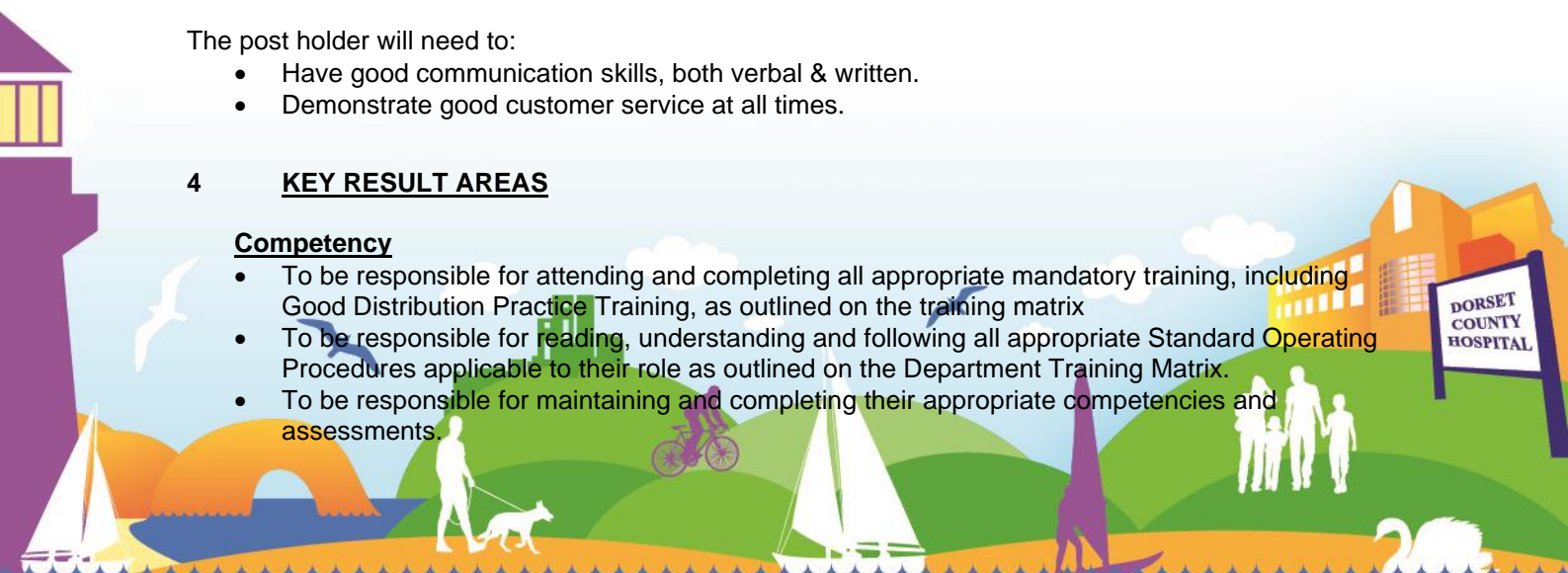
The post holder will need to:

- Have good communication skills, both verbal & written.
- Demonstrate good customer service at all times.

4 KEY RESULT AREAS

Competency

- To be responsible for attending and completing all appropriate mandatory training, including Good Distribution Practice Training, as outlined on the training matrix
- To be responsible for reading, understanding and following all appropriate Standard Operating Procedures applicable to their role as outlined on the Department Training Matrix.
- To be responsible for maintaining and completing their appropriate competencies and assessments.



- Will undertake a Level 2 Pharmacy Services Assistant qualification within an agreed timescale.
- To undertake training in Good Distribution Practice (GDP) as a requirement of Wholesaler Dealers Authorisation (WDA(H))

Responsibility for Patients

- Whilst working in the department the post holder will have regular contact with outpatients and their representatives.
- To supply a robust ward stock top up service to ensure good patient care at all times
- To provide a robust stock distribution service to external customers according to requirements of our Wholesaler Dealers Authorisation (WDA(H))

Responsibility for Policy and Service Development

- The post holder will at all times comply with all Trust and Departmental Standard Operating Procedures, policies and guidelines.
- The post holder will have a responsibility for contributing to departmental Standard Operating Procedures and policy/service development by suggesting changes/improvements within own area of activity.
- The post holder will maintain a safe working environment and safe working practice in department and on wards

Responsibility for Financial and Physical Resources

- The post holder will have shared responsibility with the Senior Assistant for stock profiles to reduce wastage and expenditure.
- The post holder will have shared responsibility for minimising stock wastage within the pharmacy department.
- Whilst working in the Pharmacy Department the post holder may occasionally be required to receive cheque, cash and credit card payments from outpatients and issue debtor forms as necessary.
- While working in the Pharmacy environment in a supportive role towards the Pharmacy team and support where required

Responsibility for Staff

- After completing required basic training, the post holder will be required to support training other pharmacy staff within own area of activity to ensure priority tasks are covered during the post holder's absence.

Responsibility for Information Resources

- Will dispense and maintain levels of stock items and pharmacy consumables by using the pharmacy JAC computer system.
- Will be responsible for the safe and secure use of IT equipment and systems in and out of the department in accordance with Departmental and Trust policies in.
- Will maintain records of all monitoring activities, which may include some computer records.
- When dispensing using the pharmacy JAC computer system, will have access to patients' details and medication history.
- Will attend to automated robot alarms as required.
- Will use a PDA to aid delivery of medicines to wards/departments and record information.

Responsibility for Personal Development

- Will ensure any training undertaken as a requirement of the post is completed to a high standard and within an agreed timescale.
- The post holder will actively participate in annual Appraisals and 1:1s with their Line Manager and the development and implementation of a personal development plan and objectives

5 ENVIRONMENT AND EFFORT

Physical Effort

- Post holder will spend most of day standing and walking (approx. 80%) or sitting (approx. 20%).
- Whilst replenishing ward stock and delivering medicines to wards/departments, post holder will be required to lift boxes weighing up to 13.5kg

Mental Effort

- A high level of concentration required at all times to maintain accuracy and ensure patient safety.
- A high level of pressure encountered daily to meet unpredictable and fluctuating workloads, to maintain accuracy and meet deadlines.
- Motivational and training skills will be required when training other staff in own work area.

Emotional Effort

- Whilst making routine visits to the wards/units may be exposed to distressing situations.
- Whilst dealing with outpatients may be required to have direct contact on a regular basis with distressed and/or relatives and may occasionally have indirect access to distressing information.

Working Conditions

- The post holder will be required to manage the spillage of hazardous substances in line with the COSHH guidelines. Occasionally it is necessary to safely dispose of dry ice in line with the departmental operating procedure.
- May rarely be exposed to hazardous substances

6 OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST

(Please tick as appropriate)

Patient contact	x ✓✓	Lone working		Working in isolation	
Passenger / Client Transport		Exposure prone procedures		Patient Handling	
Strenuous Physical Activity	x	DSE user (defined in DSERegs)	x	Confined Spaces	
Night working		Food Handling / Preparation		Working at heights	
Working with vibratory tools		Noisy Environment Working		Safety Critical Work	
Working with respiratory irritants (including latex)			Please specify Gloves		
Working with substances hazardous to health			Please specify COSHH		
Other			Please specify		

7 HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

8 EQUAL OPPORTUNITIES

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

9 CONFIDENTIALITY

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.



PERSON SPECIFICATION

POST: Pharmacy Assistant Stock and Distribution

CATEGORY	CRITERIA	Score per criteria	HOW ASSESSED THROUGH SELECTION PROCESS
EDUCATION, QUALIFICATIONS & TRAINING	Evidence of good level of education to include GCSE grade C in Mathematics and English or equivalent.	3	Application form, certificates at interview
	Evidence of good level of education to include GCSE grade C in Science or equivalent	2	Application form, certificates at interview
E, Q & T total score:			
KNOWLEDGE & EXPERIENCE	Evidence of general work experience.	2	Application form and questions at interview
	Evidence of previous pharmacy work experience	3	
	Evidence of previous Hospital experience	2	
K & E Total Score			
SKILLS & ABILITIES	Computer literacy and keyboard skills	2	Application form, questions at interview
	Ability to use initiative and work with minimum supervision	3	
	Ability to work methodically and accurately under pressure	3	
	Ability to organise and prioritise own workload in order to meet deadlines	3	
	Ability to work as part of a team	3	
	Good communication skills both oral and written	3	
S & A Total Score			
Total shortlisting score:			

Scoring

Criteria in each section are weighted in order of importance 3 – 1, with 3 being the most important

SHORTLISTING CRITERIA

Each candidate will be scored against the person specification as follows:

3 points = fully meets or exceeds the criteria

2 points = significantly meets criteria although falls short on minor aspects

1 points = partially meets criteria but falls short on key aspects

0 points = does not meet criteria



Outstanding Care, Outstanding Careers