



**University  
Hospitals Sussex**  
NHS Foundation Trust

# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Senior Pharmacy Assistant Supplies Services
<b>Band</b>	3
<b>Hours</b>	37.5
<b>Department</b>	Pharmacy
<b>Division</b>	Core
<b>Location / Hospital Site</b>	Worthing or St Richards
<b>Responsible to</b>	Senior Pharmacy Technician Supplies Services
<b>Accountable to</b>	Pharmacy Assistants rotational in Supplies Services
<b>DBS Level</b>	Enhanced
<b>DBS Barred</b>	Adults
<b>DBS Workforce</b>	Adults

### Role Summary

To assist in managing and organising the provision of a safe, efficient and effective pharmaceutical service, with particular emphasis on the 'top-up' and supply of stock pharmaceutical items to Wards and Departments within the named Trusts above.

To assist in the management of staff in line with departmental procedures.

To dispense in-patient, out-patient and discharge prescriptions in line with departmental procedures.

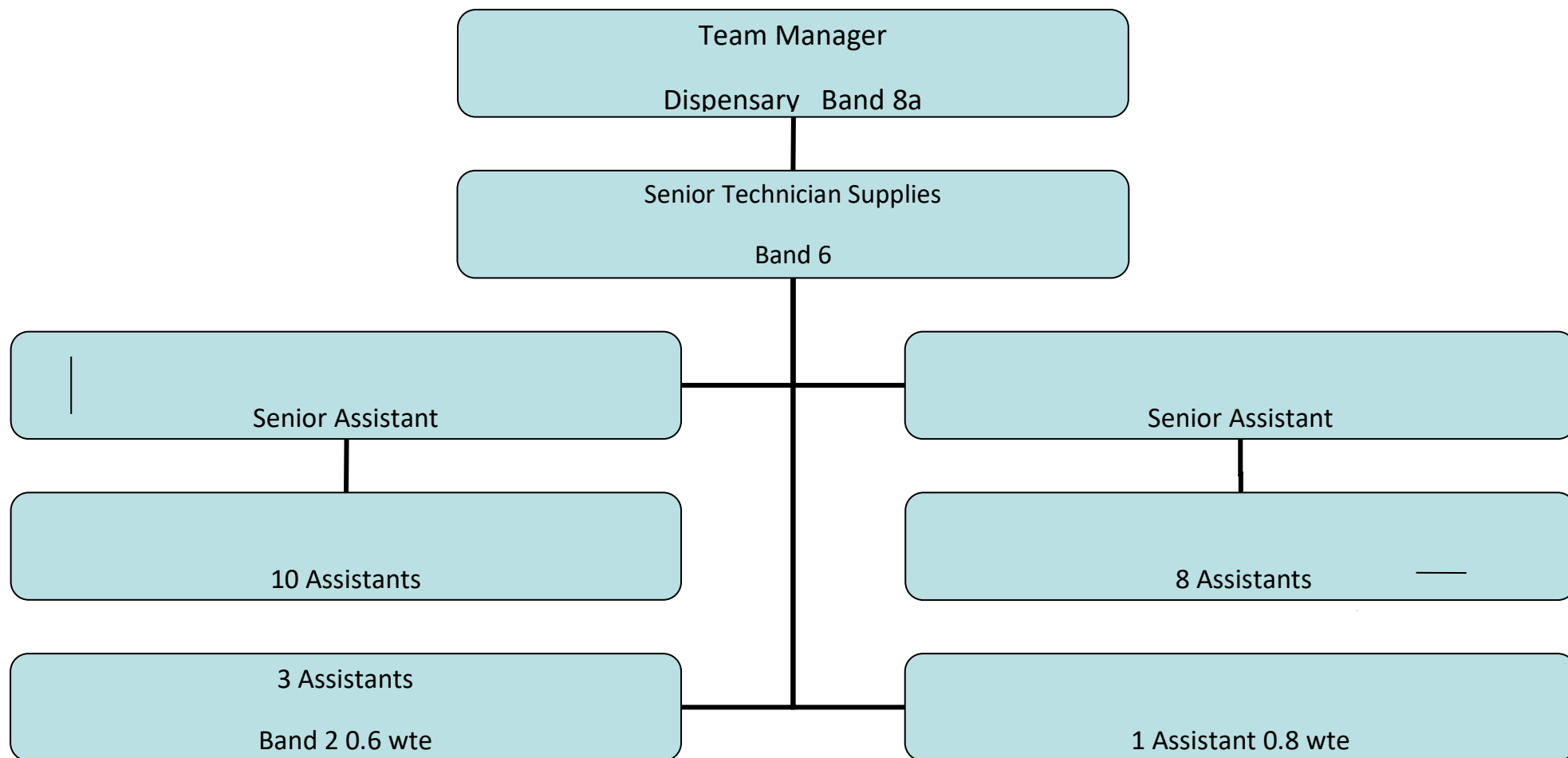
To improve patient access to their own medicines by providing assistance and support to the receipt, storage and transfer of patient's medicines between clinical areas throughout the hospital. To enable the ward based pharmacy team to deliver a high level of pharmaceutical care to patients at University Hospitals Sussex NHS Foundation Trust.

## **Key Working Relationships**

- To work closely with the Senior Pharmacy Technicians, alternative site Senior Pharmacy Assistant, and the wider pharmacy teams working across the Trust.
- To develop and maintain good communications with all medical staff, nursing staff and other healthcare professionals working in the Trust.
- To maintain good communications with all patients, their carers and relatives.

## **Structure Chart**





## Main Duties and Responsibilities

## Communication


- To use communications skills effectively.
- To maintain good communications using a variety of methods to include email/ telephone with patients and all Trust staff
- To conduct effective working relationships.
- To liaise with other health professions and their staff as the need arises.

### **Service Delivery and Improvement**

- To ensure goods are stored under the appropriate conditions and stocks are appropriately rotated.
- To supervise and participate in the daily Pharmacy stock level checks on specified items.
- To maintain the system of a periodic check of pharmacy stock on wards and departments that are not routinely topped up.
- To advise the Senior Pharmacy Technician of expiring stock and adequate stock levels in the distribution area.
- To check and report stock errors from the pharmacy when identified by audits or staff, and when necessary to correct errors found. To report all errors to the Senior Pharmacy Technician, Supply Services.
- To investigate errors within the team and record using the Quality Management System as defined by the Wholesale Dealers Licence. To record errors and look at trends. To implement changes to avoid future errors.
- To be responsible for tidiness of workplace areas.
- To supervise and ensure that adequate levels of consumable items used in the course of dispensing are available and to 'top-up' these items as necessary.
- To assist, when required in checking and putting away of incoming goods.
- To supervise and participate in the stock supply systems provided from the Pharmacy Department.
- To supervise and participate in the top-up service provided to the wards/departments.
- To draw up and implement Pharmacy Assistant work rotas in conjunction with the senior Pharmacy Technicians. This includes direction of staff to undertake dispensing activities as needed in line with the agreed rota, in conjunction with the Technician Team Leader, Dispensary Services.
- To prepare and review procedures for the distribution services.
- To ensure crash boxes and back up boxes are up-to-date, complete and available.
- To organise six monthly stock list reviews for topped up wards/departments; in conjunction with the Senior Pharmacy Technician Supplies Services in accordance with Departmental procedures.
- To assist the Senior Pharmacy Technician Supplies Services in the administration/filing paperwork and ordering process in the pharmacy office.

- To assist the other pharmacy assistants in providing a full range of services (see the appropriate job description)
- To participate in local rota arrangements for covering on call (if included), late night duties, and weekend and Bank Holiday duties.
- To comply with and promote all policies, procedures and official directives pertaining to the post and to promote the highest standards of professional practice and safe working procedures.
- To maintain the safety of the working environment.
- To work closely with the Senior Pharmacy Technician in respect of stock maintenance within the Automated Robotic System.
- To enter receipt of goods onto pharmacy WellSky computer system in accordance with local guidelines and procedures.
- To undertake specific duties agreed with the Senior Pharmacy Technician, Supply Services in line with the grade and scope of post.
- To deputise for the Senior Pharmacy Technician, Supply Services as needed.
- To be prepared to travel and work across site as needed.
- To undertake any other appropriate duties as may be requested by your manager.

### **People Management and Development**


- To assist in the responsibility for the appropriate line management of the Band 2 Pharmacy Assistants including delivery of annual appraisal, assessment against KSFs, management of poor performance, managing sickness and absence, including annual leave, ensuring staff are treated equitably according to trust policies.
  - To supervise all Pharmacy Assistants undertaking supply services. This includes assistance with objective setting and annual appraisals. To ensure that staff duties are carried out in accordance with agreed procedures, local policies and official directives.
  - To ensure all pharmacy assistants maintain their mandatory training.
  - To provide training to all Pharmacy Assistants undertaking supply services and to ensure the completion of the training pack.
  - To review and update training pack as required.
  - To assist as and when necessary in the in-service education and training of staff within the pharmacy and in the Trusts as a whole.
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- To assist as and when necessary in the in-service education and training of staff within the pharmacy and in the Trusts as a whole.
- To assist in the supervision and direction, where appropriate, of other pharmacy staff.
- To monitor sickness absences of the Pharmacy Assistants and liaise with the Senior Pharmacy Technician in reducing absence rates.
- To be fully involved in the interviewing and induction of new Pharmacy Assistants.

### **Patient Care Delivery**

- To respond appropriately to incoming telephone calls, patients, customers, visitors and other hospital staff attending the pharmacy. This includes booking items/ prescriptions on to the Prescription Tracking System and undertaking reception duties as required by the Department.
- To dispense in-patient, out-patient and discharge prescriptions in accordance with departmental guidelines

### **Learning and Development**

- Attend mandatory training updates as required.
  - Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
  - Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
  - Identify own learning needs and jointly plan training requirements with your line manager
  - Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.
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- To be committed to further education
- To take responsibility for own continuing professional development (CPD).
- To attend such courses, study days and meetings that are mandatory for all staff and others considered relevant to the post.
- To undertake the Level 2 Certificate in Pharmacy Service Skills (NVQ) (QCF), or appropriate units of the NVQ level 2 in Pharmacy Service Skills, with support from a nominated NVQ assessor. Study is backed by full time work experience and practical instruction from qualified pharmacy technicians and pharmacists at the base hospital. During this time experience will also be gained in dispensing in-patient and out-patient prescriptions and discharge summaries in accordance with departmental guidelines.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.





Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## **Patient First**

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes
  - Equal voices for all
  - Engagement of staff is a big factor in job performance.
  - Good engagement leads to improved quality, mortality and safety measures

## **Safeguarding Children and vulnerable adults**

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with



children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

Physical	
Emotional	
Mental	
Working Conditions	

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A		N/A	
Experience/ Qualifications	NVQ level 2, Pharmacy	AF	3 GCSE or equivalent at grade C or above and must include Maths, English language science.  Knowledge and experience in Hospital /Community Dispensary	AF

	<b>Services (appropriate units) or working towards.</b>			
	<b>Must be UK/EU resident for at least 3 years</b>			
<b>Skills</b>	<b>Evidence of having undertaken own development to improve understanding of equalities issues</b>	<b>(I)</b>		
<b>Equality, Diversity, and Inclusion</b>	<b>Evidence of having championed diversity in previous roles (as appropriate to role).</b>	<b>(I)</b>		

