

## **JOB DESCRIPTION**

### **JOB DETAILS:**

Job Title:	Pharmacy Assistant – Rotational
Band:	2
Directorate:	Clinical Support and Cancer Services Group
Department:	Pharmacy (inpatient)
Base:	Yeovil District Hospital
Responsible for:	n/a
Responsible to:	Dispensary Manager
JD updated:	New template only 28/1/24

### **Department Core Purpose**

The purpose of the inpatient pharmacy at Yeovil District Hospital (YDH) is to provide the safe and effective supply of medicines to its users following all relevant legislation.

### **Job Purpose:**

The purpose of this role is to carry out core tasks within the dispensary and distribution services to ensure a safe and effective supply of medicines to wards and patients on a daily basis.

To participate in day to day routine pharmacy activities under supervision of the Dispensary and Distribution Managers in line with current policies and procedures.

**This role will require you to work one 'late' shift per week where working hours are 9.30-6.00**

**Weekends and bank holidays are worked on a rotational basis (approx. 1 in 9)**

**37.5hours per week (Monday to Sunday)**

This role does require heavy lifting when on the distribution rotation.



## **Duties and Responsibilities**

### **Dispensary**

- Dispense in-patient supplies and discharge medication to the Yeovil District Hospital Wards
- Dispense the supply of medication for all commercial contracts
- Dispense and supply medicines for St Margarets Hospice in Taunton
- Receiving, dispensing and issuing out-patient prescriptions,
- Arranging payment for out-patient prescriptions
- Manage the out of stock medicines in a timely manner
- Assist with the dispensing of current clinical trials when requested
- Dispensing total parenteral nutrition, clinic prescriptions and controlled drugs
- Processing of private prescriptions
- Completion of the Dispensing Accuracy Assessment after suitable training
- Prioritise workload appropriately to meet deadlines
- Work alongside the experienced technicians and become familiar with how to manage the smooth workflow of the dispensary
- Assist in the training of new dispensary assistants
- Ensure procedures relating to good dispensing practice are followed
- Encourage and maintain high standards and orderly methods of working
- Undertake routine stock checking and expiry date checking of the dispensary
- Maintain the cleanliness of all dispensary equipment
- Answer the dispensary telephone and deal with ensuing queries
- Log all incoming prescription charts and orders
- Sort emails from commercial units and place in correct trays ready for clinical checking
- Move completed orders from the checking bench to the appropriate dispatch route
- Assist with the stocking up of the Emergency Drugs Cupboard
- Issue FP10 prescriptions to clinics according to procedure.



## **Distribution**

- Receiving deliveries of pharmaceutical goods
- Ensure storage requirements of pharmaceutical goods are met when putting goods away.
- Carrying out expiry date and stock level checks.
- Ensure good stock rotation practices are met
- Participate in the ward top-up service, ensuring that the wards have adequate stock.
- Making appropriate paper and computer entries to maintain proper records of issues, receipts, transfers and returns of goods.
- Assembling sterile fluid orders ready for delivery to wards
- Assisting with the assembling of orders for wards, departments, community hospitals and others as requested and agreed by departmental managers.
- Ensuring that assembled goods are ready for collection at appropriate times.
- Assemble the deliveries ready for despatch to the External units and complete the consignment paperwork
- Ensure that all medicines supplied to external units are stored, issued and transported in line with Good Distribution Practice (GDP)
- Prioritise workload appropriately to meet deadlines
- Assisting with the assembly of emergency drugs for inclusion in emergency boxes
- Delivery of items, including controlled drugs, to wards and departments.
- Removal and correct disposal of refuse from the pharmacy department.
- Assisting with the pre-packing or over-labelling of medicines in the non-sterile manufacturing unit according to departmental procedures.
- Compiling the daily I.V. and topical fluid order to ensure that the hospital is adequately stocked with these items.
- Complete end of day check list
- Filing pharmacy lists
- Robot expiry date checking
- Following suitable training and experience and proven competency will be required to dispense controlled drugs and PCA orders.

## **Ward services**



The tasks mentioned above may be carried out in the pharmacy department or take place in the ward environment

<b>Communication and Key Working Relationships</b>
<ul style="list-style-type: none"> <li>▪ To work closely with Pharmacy Technicians, Pre-registration pharmacy technicians, Pharmacists, Trainee Pharmacists, procurement staff, nursing staff, discharge facilitation team etc. to aid in the smooth workflow of the departmental processes.</li> <li>▪ To respect all grades of staff and always work in a professional manner.</li> <li>▪ To nurture great working relationships with dispensary colleagues</li> </ul>
<b>Planning and Organisation</b>
<ul style="list-style-type: none"> <li>• To organize certain areas within the dispensary to ensure a consistent supply of medicines to patients. E.g. organizing the 'to follow' medication, planning and organizing the clinic prescriptions for dispensing and collecting.</li> </ul>
<b>Analytics</b>
None
<b>Responsibility for Patient / Client Care, Treatment &amp; Therapy</b>
<ul style="list-style-type: none"> <li>• To deal with queries from patients via the phone/face to face and help facilitate positive outcomes even when patients are distressed.</li> <li>• To supply medication for patients safely and effectively, according to departmental SOP's.</li> </ul>
<b>Policy, Service, Research &amp; Development Responsibility</b>
Reading of Standard Operating Procedures only
<b>Responsibility for Finance, Equipment &amp; Other Resources</b>
<p>No finance responsibility, other than ensuring medicines and resources are never wasted unnecessarily</p> <p>Responsibility to clean pharmacy desk stations and medication shelving</p> <p>Responsibility to aid in the topping up and organization of dispensary consumables.</p>
<b>Responsibility for Supervision, Leadership &amp; Management</b>
<p>No line management or leadership responsibilities required</p> <p>Supervision of pharmacy support workers and new staff will be required after a suitable training period</p>
<b>Information Resources &amp; Administrative Duties</b>
See details in duties and responsibilities.
<b>Any Other Specific Tasks Required</b>
<ul style="list-style-type: none"> <li>• To participate in staff training schemes.</li> <li>• To undertake any other duties appropriate to the role.</li> <li>• To participate in the Saturday, Sunday and bank holiday rotas</li> <li>• To participate in the late night rota.</li> </ul>





## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role

## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.



## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

## **Review of Job Description**

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



## Person Specification

Requirement	Essential / Desirable	How Assessed
<b><u>QUALIFICATIONS</u></b> Good General Education – to include good grades in Maths, Science and English ( Grades A*-C or 4 or above)	Essential	Certificates
<b><u>QUALIFICATIONS</u></b> NVQ2 or Btec 2 modules in dispensing services or equivalent	Desirable	Certificates
<b><u>KNOWLEDGE</u></b> Basic knowledge of how a pharmacy and hospital runs and operates Knowledge of working in pharmacy	Desirable	Application and Interview
<b><u>EXPERIENCE</u></b> Experience of working with the public in a customer service type role Experience of working with a variety of software Experience of working in a team	Essential	References and interview
<b><u>SKILLS AND ABILITIES</u></b> <ul style="list-style-type: none"> <li>• Able to demonstrate initiative</li> <li>• Computer literate including ability to use Microsoft Word, email and internet</li> <li>• Ability to work as part of a team</li> <li>• Flexibility with regard to change in work schedules</li> <li>• Professional appearance</li> <li>• Honest and trustworthy and able to maintain strict confidentiality at all times</li> <li>• Self-motivated with enthusiasm to work</li> </ul>	Essential	Application and interview
<b><u>COMMUNICATION SKILLS</u></b> <ul style="list-style-type: none"> <li>• Able to demonstrate a good standard of English language</li> <li>• Effective verbal and written communication skills</li> </ul>	Essential	Application and interview
<b><u>PLANNING &amp; ORGANISING SKILLS</u></b> <ul style="list-style-type: none"> <li>• Methodical with effective organisational skills in the workplace. Able to prioritise workload and meet deadlines</li> <li>• Skills in improving processes and implementing change</li> </ul>	Essential	Application and interview
<b><u>PHYSICAL SKILLS</u></b> <ul style="list-style-type: none"> <li>• Able to work standing for prolonged periods of time, although a chair is provided for quieter times</li> </ul>	Essential	Application and interview
<b><u>OTHER</u></b> <ul style="list-style-type: none"> <li>• Willingness to use technology to improve standards of care and support to our patients</li> </ul>	Essential	Application and interview
<b>SUPPORTING BEHAVIOURS</b>		





To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.

- Kindness
- Respect
- Teamwork

#### SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		X	
Working in physically cramped conditions		X	
Lifting weights, equipment or patients with mechanical aids		X	
Lifting or weights / equipment without mechanical aids		X	
Moving patients without mechanical aids		X	
Making repetitive movements		X	
Climbing or crawling		X	
Manipulating objects		X	
Manual digging		X	
Running		X	
Standing / sitting with limited scope for movements for long periods of time		X	
Kneeling, crouching, twisting, bending or stretching		X	
Standing / walking for substantial periods of time	X		When covering reception you may be required to stand on your feet all day
Heavy duty cleaning		X	
Pushing / pulling trolleys or similar		X	
Working at heights		X	
Restraint ie: jobs requiring training / certification in physical interventions		X	



<b>Mental Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Interruptions and the requirement to change from one task to another ( give examples)	x		You may receive several telephone queries and interruptions at once, you will need to be able to organize and prioritize these, and be able to ask for help from your team.
Carry out formal student / trainee assessments		X	
Carry out clinical / social care interventions		X	
Analyse statistics		X	
Operate equipment / machinery		X	
Give evidence in a court / tribunal / formal hearings		X	
Attend meetings (describe role)	x		Attend monthly dispensary meetings and bi-monthly departmental meetings with other assistants
Carry out screening tests / microscope work		X	
Prepare detailed reports		X	
Check documents		X	
Drive a vehicle		X	
Carry out calculations	X		Once you have learnt to dispense, you will be required to calculate simple doses of medications for patients to take. Can be a daily occurrence
Carry out clinical diagnosis		X	
Carry out non-clinical fault finding		X	
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events		X	
Giving unwelcome news to patients / clients / carers / staff		X	
Caring for the terminally ill		X	
Dealing with difficult situations/ circumstances	X		If patients/staff have to wait a long time for their medication it is important to remain calm and help them understand why they need to wait. This can be difficult. E.g. out of stock medication
Designated to provide emotional support to front line staff		X	
Communicating life changing events		X	
Dealing with people with challenging behaviour	x		Upset staff and patients may be at the hatch or on the phone, you will need to be able to deal with this politely and kindly. You may ask for help with



			a challenging situation from someone senior, you would not be on your own.
Arriving at the scene of a serious incident		X	
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather		X	
Excessive temperatures		X	
Unpleasant smells or odours		X	
Noxious fumes		X	
Excessive noise &/or vibration		X	
Use of VDU more or less continuously	x		Frequent and daily use of VDU, however as this role does require answering the hatch and moving around the department to deal with queries and carry out other tasks you will have breaks from screens.
Unpleasant substances / non household waste		X	
Infectious Material / Foul linen		X	
Body fluids, faeces, vomit		X	
Dust / Dirt		X	
Humidity		X	
Contaminated equipment or work areas		X	
Driving / being driven in <b>Normal</b> situations		X	
Driving / being driven in <b>Emergency</b> situations		X	
Fleas or Lice		X	
Exposure to dangerous chemicals / substances in / not in containers		X	
Exposure to Aggressive Verbal behaviour		X	
Exposure to Aggressive Physical behaviour		X	

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### Job Profile Agreement



Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

