



**University
Hospitals Sussex**
NHS Foundation Trust

Job Description and Person Specification

Job Description

Job Title	Pharmacist Team Leader Clinical Services-Surgery/Women and Children)
Band	8b
Hours	Full time 37.5hours/week
Department	Pharmacy
Division	CSS
Location / Hospital Site	Worthing and Chichester (but may be required to visit all Trust sites)
Responsible to	Trust Clinical Pharmacy Lead
Accountable to	Chief Pharmacist
DBS Level	Enhanced
DBS Barring	Children's and Adults' barred list
DBS Workforce	Adults and Children

Role Summary

Job Purpose

To plan, manage, develop, assist in the leadership and participate in the provision of clinical pharmacy services to the University Hospitals Sussex NHS Foundation Trust and the customers served through Service Level Agreements with focus at Worthing and St. Richards hospitals.

Role of Department

To provide a comprehensive pharmacy service to the patients of Worthing and St. Richards Hospitals and to other local healthcare providers against negotiated contracts including the local hospices. Services consist of provision of medicines, clinical services, aseptic preparation, hospice services, drug purchasing and formulary, education and training and providing related drug usage and financial information.

The Pharmacy Department at UHSx employs over 200 individuals across the Worthing, St. Richards and Southlands sites, with a mix of pharmacists, technicians, assistants and clerical staff.

Key Working Relationships

Other Senior Pharmacists

Divisional & Lead Nurses

Integrated Clinical Leads & Consultants

Admissions & Discharge teams

Nurse Team Leaders & Specialists

Structure Chart

* The Pharmacy department is currently undergoing restructure through consultation and a final structure chart is to be determined *

Main Duties and Responsibilities

Communication

- To skilfully negotiate at an appropriate level with Business Managers, Consultants, Finance Managers and Senior Nurses in relation to all aspects of job above.
- To convey complex clinical information or professional or legislative information to all grades and professions of staff and to anticipate others likely level of understanding and their key information requirements.
- To communicate with all team members to ensure inclusion, understanding and to allow them to represent their staff up through the pharmacy management structure.
- To communicate difficult decisions, e.g. redundancy, or difficult circumstances, e.g. management of poor performance or grievances.
- To hold regular staff meetings and use any other forum to ensure excellent dissemination of information required by staff.
- To work closely with Team Leader Clinical for the other Divisions to ensure consistent approach within the team.
- To market specialist areas of pharmacy service within the Trust and external to the Trust if appropriate and ensure that pharmacy has a good reputation and profile.

Analytical and Judgemental Skills

- To ensure site based clinical services are compliant with regulatory requirements and national standards for hospital pharmacy.
- To conduct comprehensive risk assessments on the environment and on the range of specialist services provided. To ensure risks to patients are minimised by a variety of good risk management and Patient Safety strategies. To review all incidents relevant to specialist area and ensure appropriate actions are taken. To ensure strategies are put in place to minimise risks in areas which involve medicines, but which may be outside the management of the pharmacy department. To maintain appropriate section of risk register.
- To ensure the service complies with all mandatory and statutory legislation and to ensure this is evidenced, documented and reported. To have a level of understanding of complex legislation and professional guidance in order to pre-empt any non-compliance or inappropriate service provision.
- To understand legislation and professional guidance to a level that allows the post-holder to know when it is acceptable and appropriate for themselves or their staff to deviate from standard operating procedures. To be able to take responsibility for complex contentious decisions

Planning and Organisational Skills

- To lead and maintain the Clinical Pharmacy Services at Worthing, and Chichester sites, organising and motivating all staff members, and utilising the Pharmacy team of available staff to maximum effect.
- To be responsible for provision of clinical pharmacy services to the Trust.
- To develop clinical pharmacy services which are targeted to ensure medicines optimisation for all admitted patients, medicines reconciliation, discharge and ensuring adherence to policies around safe prescribing and administration.
- To ensure that there is an appropriate and well-functioning management structure within the specialist area.

Patient/Client Care

- Active participation in the Pharmacy Risk Group to consider aspects of Risk Management for the department.
- To participate in discussions and decision-making in relations to Electronic Prescribing and Medicines Administration to ensure and enable safe effective prescribing, efficient clinical pharmacy processes, discharge and onward transfer of care of medicines information
- To participate in comprehensive Governance reporting and learning from errors.
- To ensure clinical services are patient focussed and to create a culture of customer care.
- To investigate complaints raised by patients or members of the public.
- To communicate key information to patients regarding clinical services.

Policy and Service Development Implementation

- To maintain and where appropriate delegate work in relation to a portfolio of Patient Group Directions ensuring audit, review and adherence as required.
- To assist clinicians in the development of clinical guidelines and practices for specialist areas.
- To contribute to the strategic and annual developments of services within the pharmacy department, including setting standards, measuring service delivery, ensuring compliance with requirements of external assessors, eg. Care Quality Commission.
- To attend meetings and be a proactive member of the Pharmacy Strategy Deployment and Governance Board.
- To implement service changes and ensure the timely and successful delivery of objectives by the whole team. Assist in developing policy for the specialist areas managed and to act as a specialist consultant on or lead development of policies which are external to pharmacy, but involve medications

Financial and Physical Development (including equipment, stock etc.)

- To have a high level understanding of budgetary management and reporting as well as commissioning arrangements and the Trusts Standing Financial Instructions.

- To be responsible for identification of annual contributions towards Cost Improvement Programme or other efficiency or savings programmes. To implement clinical and pathway changes to deliver savings.
- Collaboratively work with senior Pharmacy staff to monitor pay budget and consider opportunities for skill-mixing or changes in configuration to overcome recruitment difficulties or to improve the efficiency of the area

Human Resources (including developing and delivering training)

- To ensure that all staff in clinical services are adequately supervised and directed in their acts and duties, which must be carried out in accordance with agreed policies and procedures.
- Where appropriate to co-ordinate site based delivery of education and training for trainee and foundation pharmacists, undergraduates, diploma students and summer students.
- To organise and participate in the delivery of programmes of education and training in medicines related issues for all healthcare professionals.
- To act as an accredited tutor for foundation pharmacists for Postgraduate Diplomas and MSc in General Pharmacy Practice, where needed.
- To act as an accredited GPhC tutor to trainee pharmacists, assessing evidence of competence throughout year, giving feedback, assisting in identifying students further training needs and conducting quarterly appraisals for the tutee, informing the GPhC of students' progress and final competence to become registered pharmacist, where needed.
- To assist in the supervision and direction, where appropriate, of other Pharmacy staff.
- 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 directly manage the sub-section leaders.
- To be responsible for the appropriate management of the whole specialist team (directly or indirectly), including delivery of annual appraisal, management of poor performance, managing sickness and absence; ensuring staff are treated equitably.
- To ensure that all staff have their training needs met within the team and that the departmental Education and Training strategy is applied.
- To ensure that HR policies are followed and that all staff are trained appropriately for the management and supervision of others.
- To participate in the recruitment and selection of staff as required.

Information Resources

- To act as a role model in the provision of Clinical pharmacy Services, at a specialist/highly specialist level possibly with own defined area of practice.

Research and Development

- To develop and maintain processes to assist in the quantification of clinical pharmacy services for service accountability and improvement.
- To organise the participation of all pharmacists and technicians in the delivery of key audits in relation to medicines safety, antimicrobials, formulary and service delivery.

Professional

- 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 participate in local rota arrangements for covering on-call (if included), late clinics and weekend and Bank Holiday duties.
- To attend such courses, study days and meetings that are mandatory for all staff and others considered relevant to the post.
- To undertake any other appropriate duties as may be requested by your manager.
- To be the Responsible Pharmacist for dispensary activities when required.

Generic Duties for Supervisory / Managerial Staff

Diversity and Rights

- * Promote people's equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of minority groups.

Confidentiality

- * Ensure confidentiality at all times. Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment, except to authorised bodies or individuals acting in an official capacity. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action. The DataProtection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information.

Trust Policies and Procedures including Control of Infection

- * To be familiar with and to comply with the Trust's policies and procedures, which are available via line managers in each department and on the Trust intranet. Post holders are required to ensure that staff for whom they are responsible comply with this statement. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action.
- * Be aware of and adhere to the Trust's infection control policy. Infection control is everyone's business and it is important that all members of clinical and non-clinical staff observe good infection control practice at all times. Post holders are required to ensure that staff for whom they are responsible comply with this statement and that colleagues from other disciplines also comply with Trust practice. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action.

Safeguarding Children

- * Employees of the Trust have a responsibility at all times to ensure the well being and safety of children under the care of the organisation and to comply with the Trust's policies and procedures in this.

Risk Management and Health & Safety

- * Promote a risk management culture within your working environment and ensuring participation and involvement of all staff, in line with the Trust's risk management strategy and policies.
- * Identify potential risks that may impact on the Trusts ability to achieve its objectives, including details of risk likelihood, severity and impact, and record these details in the appropriate system and on the Trust Risk register.
- * Health & Safety is the responsibility of all staff and the postholder is required to take due care at work, report any accidents or untoward occurrences and comply with the Trust Health & Safety Policy in order that it can fulfil its Health and Safety responsibilities.
- * Undertake regular Health & Safety inspections with the Health and Safety Manager to ensure compliance with all current legislation.
- * The Trust operates a "No Smoking" Policy, and smoking is forbidden throughout the Trust's premises.

Training and Development

- * Ensure that self and staff participate in the relevant mandatory training, as outlined in the Trust's Study Leave policy.
- * Identify training needs of self and staff and plan, implement and evaluate in accordance with the need of the service.
- * Ensure that all staff have an Annual Appraisal using the Knowledge and Skills Framework (KSF) and a Personal Development Plan and inform the training department accordingly, so that this information can be recorded centrally.
- * Incorporate a summary of your section's training needs into your directorate central training plan.
- * 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.

Patient and Public Involvement

- * The Trust has a statutory duty to ensure that patients, clients and members of the public are consulted and involved in decisions about local health service developments. You should be mindful of this and do what you can, as appropriate to your role and level of responsibility, to meet this duty.

Data quality

- * Ensure that accurate data is entered into all data collection systems, manual or electronic.
- * Be accountable for the quality of information produced by staff within areas of responsibility (this includes those who may be acting as system managers for Trust clinical and non-clinical computer systems).

- * Report non-compliance with the Data Quality Policy, erroneous production of data and any factors affecting the production of valid data to the Data Quality Manager.

Research Governance

- * The Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver Research Governance.

Communication

- * Communicate effectively with your staff on a timely basis ensuring robust systems exist so that staff feel informed.
- * Promote the principles of Improving Working Lives amongst your staff, ensuring fairness and equity.

Sickness Absence Management

- * To manage the sickness absence of your staff in line with Trust policy.

Major Incident

- * In the event of a major incident or civil unrest all Trust employees will be expected to report for duty on notification. All Trust staff are also expected to play an active part in training and preparation for a major incident or civil unrest.

Modernisation and Change

- * To be aware of internal and external targets to achieve in respect of service delivery and improving and progressing patient care, and contribute and work to achieve them.
- * 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.

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.

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	<i>Able to undertake the duties of the role Able to travel between sites Must be able to physically get around the hospital sites</i>
Emotional	<i>Be adaptable and able to remain calm when dealing with staff in stressful or conflict situations Self-motivated and able to work using own initiative High level of emotional intelligence</i>

	<p><i>Personable Able to give unwelcome news deal with challenging behaviour care for the terminally ill deal with distressing and difficult situations</i></p>
<p>Mental</p>	<p><i>Able to concentrate for long periods i.e. checking documents and analysing statistics, managing conflicting priorities</i></p> <p><i>Able to multi-task and maintain performance under pressure</i></p> <p><i>Able to think creatively and develop innovative ideas for service improvement</i></p> <p><i>Able to critically analyse and synthesise complex information</i></p> <p><i>Able to undertake report writing, complex statistical analysis and audit</i></p> <p><i>Ability to cope with competing workload and tight deadlines/urgent demands</i></p> <p><i>Be adaptable and able to remain calm when dealing with staff in stressful or conflict situations</i></p>
<p>Working Conditions</p>	<p><i>Willing to work at different trust sites</i></p> <p><i>Use of Visual Display equipment</i></p> <p><i>Exposure to harmful chemicals/harmful materials/smells</i></p> <p><i>Makes repetitive movements</i></p>

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	Registered member of the General Pharmaceutical Council	A	Member of other professional groups/organisations	A
Experience/ Qualifications	<p>Degree in Pharmacy from a UK School of Pharmacy or equivalent, as recognised by the General Pharmaceutical Council.</p> <p>Further post-graduate qualification in Management and/or Clinical Pharmacy or sufficient experience gained in practice to equate to this level of training.</p> <p>Demonstrable expertise in highly relevant field of pharmacy specialism.</p>	A/I	Independent Prescriber	A/I
Skills	<p>Excellent and effective communication skills</p> <p>Excellent leadership and management skills</p> <p>Tutoring skills and experience of supporting trainees</p> <p>Effective negotiating skills</p> <p>Effective organisation and time-management skills</p> <p>Excellent IT skills and knowledge</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	A/I	Proven decision making skills.	A/I

People Management and Development	Experience of management of a team of staff		Further management training course/qualification.	
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).			



	<p>Experience of working with different healthcare professions and managers across the wider healthcare economy</p> <p>Experience of leading change management.</p> <p>Experience of conducting service audits and the use of performance indicators</p> <p>Equal Opportunities trained for recruitment of staff</p> <p>Training in management and HR related policies, e.g. managing absence, capability and appraisal</p>		<p>Experience of strategic planning</p> <p>Budgetary management experience</p> <p>Experience of involving patients and/or customers in service developments</p> <p>Experience of managing a distinct service</p>	
Equality, Diversity, and Inclusion	Demonstrate an understanding of the importance of EDI within a Healthcare setting	I		
Specific Requirements	<p>Excellent command of the English language</p> <p>Motivation and enthusiasm</p>			A/I
Freedom to Act				