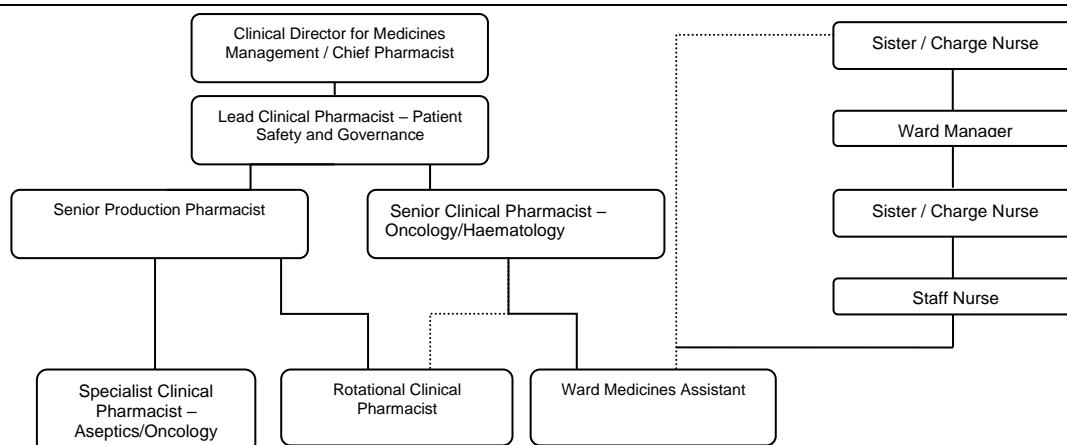


## Job Description

Job Details	
Job Title:	Chemotherapy Medicines Assistant
Business Unit:	Clinical Support & Cancer Services
Department/Ward:	Oncology Day Unit / Pharmacy
Location:	Trustwide
Pay Band:	Band 3
CAJE No:	PRO2414
Main Purpose of the Job	
<ul style="list-style-type: none"> <li>To contribute to the delivery of a comprehensive and modern chemotherapy service. Undertaking activities predominantly at oncology day unit level but also within the pharmacy department which contribute to the efficient and effective delivery of medicines to patients e.g. medicines supply, drug administration, and dispensing medication.</li> <li>To utilise the ChemoCare electronic prescribing system to ensure patients are scheduled appropriately for treatment and to act as a liaison between the pharmacy department and the oncology day units.</li> <li>To improve patient experience and contribute towards Chemotherapy 31 day subsequent treatment targets, improve SACT dataset quality and to reduce drug waste</li> <li>To act as a member of the multidisciplinary chemotherapy day unit team, predominately impacting upon increased nursing capacity.</li> </ul>	
Dimensions	
<ul style="list-style-type: none"> <li>A chemotherapy co-ordinator would highlight out of range bloods to the multidisciplinary team in advance and to co-ordinate more appropriate chemotherapy scheduling preventing waste.</li> <li>Communicate between the Consultant oncologist, oncology staff and the pharmacy team for pending chemotherapy treatments</li> <li>Support the pharmacy team in scheduling queries</li> <li>Improve patient experience</li> </ul>	

## Organisational Chart



### 1. Communications and Relationships

- As a member of the oncology day unit multidisciplinary team the post holder will be a key link between oncology day unit colleagues and pharmacy to improve communication and efficiency in the management of medicines (e.g. medicine supply issues, planning discharge)
- The post holder will communicate complex medicines related information to patients & carers (e.g. during drug administration, delivering medicines information translated into simple language appropriate for the individual e.g. patients with physical or mental disabilities, or language difficulties)
- To act as liaison between the oncology day unit staff and the pharmacy staff in order to resolve scheduling queries, communicate treatment deferrals and amendments to treatment plans.
- To positively contribute to improve patient experience of their cancer treatment, by reducing delays in treatment, reducing the number of DATIX incidents and contributing towards an effective multidisciplinary team therefore increasing nursing capacity.

### 2. Knowledge, Skills, Training and Experience

- Good standard of literacy and numeracy equivalent to GCSE grade C or above in English Language and Mathematics.
- Minimum of NVQ Level 3 in Pharmacy Services or equivalent experience and/or qualification, supported by appropriate underpinning knowledge training e.g. that provided by NPA, Buttercups or other accredited in-house programmes or a recognised pharmacy dispensing qualification (Boots, NPA) and relevant training/experience.
- Good written and verbal communication skills to facilitate the provision of routine information to others including staff and patients.
- Ability to maintain a disciplined approach to work and prioritise own work to meet service requirements.
- Good analytical and judgemental skills to deal with the resolution of job-related problems.
- Experience of computers including standard keyboard skills. The use of lifting equipment may be required for store based activities.
- Other specific requirements for experience, skills etc. are provided in the attached personnel specification.

<p><b>3. Analytical Skills</b></p> <ul style="list-style-type: none"> <li>• Will assess comfort of patients during drug administration.</li> <li>• Will take action to ensure delays to patient treatment are reduced to maximise patient experience.</li> <li>• Will deal with emergency stock or similar problems.</li> <li>• Will reduce waste by communicating patient deferrals earlier and identifying treatment that is still appropriate for use.</li> <li>• Will ensure effective chemotherapy scheduling is in place to reduce waiting times and increase nursing capacity. Assist in the appropriate scheduling of chemotherapy and supportive treatments using the ChemoCare electronic prescribing system, paying particular attention to patients who require prompt treatment to ensure National Cancer treatment waiting time targets are met</li> </ul>
<p><b>4. Planning &amp; Organisational Skills</b></p> <ul style="list-style-type: none"> <li>• Will plan their own tasks e.g. oncology day unit drug top-up, managing medicines waste, assessing patient's own drugs, facilitating referrals to the oncology pharmacy team</li> <li>• Will take action to ensure delays to patient treatment are reduced to maximise patient experience</li> <li>• Will prioritise tasks / dispensing of medicines according to need / demand</li> <li>• Will assist in the setting up of work trays and treatments areas to maximise efficiencies for nurses carrying out medication checks</li> <li>• Assist in the appropriate scheduling of chemotherapy and supportive treatments using the ChemoCare electronic prescribing system, paying particular attention to patients who require prompt treatment to ensure National Cancer treatment waiting time targets are met.</li> <li>• To work with the oncology team and pharmacy to reschedule patients where there is an unexpected and unavoidable delay e.g. resource issues</li> <li>• Assist in accurate recording of administered treatment to increase SACT data quality</li> <li>• Assist in the monitoring of patient attendances and waiting times</li> <li>• Be responsible for the safe keeping, maintenance and transfer of information and data to maintain confidentiality at all times</li> <li>• Assist in collating patient experience data and disseminating surveys and questionnaires.</li> <li>• Assist where required in ensuring nursing team documentation, chemotherapy prescriptions and other relevant documentation are available at the point of need and then filed appropriately</li> </ul>
<p><b>5. Physical Skills</b></p> <ul style="list-style-type: none"> <li>• Will have cumulative periods of 2-3 hours with a requirement to sit or stand within the oncology day unit/ dispensary environment whilst completing drug administration rounds, dispensing prescriptions.</li> <li>• Will be able to accurately and safely administer medicines to patients against prescription directions, including electronic prescriptions on ChemoCare</li> <li>• Will be able to record patient treatment in an accurate and timely manner in accordance with trust standards.</li> <li>• Will be able to accurately dispense medicines against prescriptions / supply requests.</li> <li>• Standard keyboard skills to perform computer-based tasks e.g. dispensing, incident report completion, entering audit data, ChemoCare scheduling.</li> </ul>

<b>6. Patient/Client care</b>
<p>Ward</p> <ul style="list-style-type: none"> <li>▪ To undertake oncology day unit level activities which contribute to the efficient / effective delivery of medicines to patients.</li> <li>▪ Close collaboration with nursing staff regarding out of range blood results, reducing waste.</li> <li>▪ To participate in the administration of oral / liquid medication for oncology day unit patients.</li> <li>▪ To participate in the provision of an oncology day unit medicines supply service e.g. ordering, distribution and the safe/secure storage of medicines, Topping Up, management of waste medicines.</li> <li>▪ To support the medicines quality agenda, actioning medicines related issues from CQC 15 step inspections or yearly Medicines Management Risk Assessments.</li> <li>▪ To be a key point of contact for referrals into the oncology pharmacy service.</li> <li>▪ Identify any changes in patient's conditions and be aware of the need to summon assistance when appropriate.</li> <li>▪ To be responsible for general and specific administrative duties as required and delegated</li> <li>▪ To record patient treatment in an accurate and timely manner according to trust standards.</li> <li>▪ To work to trust standards for clinical areas and to ensure that knowledge is acquired through independent learning and collaboration with senior staff.</li> <li>▪ To participate in the in-service training programmes and CPD activities as deemed appropriate by supervisory staff.</li> </ul> <p>Pharmacy</p> <ul style="list-style-type: none"> <li>▪ To undertake activities within the pharmacy department which contributes to the efficient and effective delivery of medicines to patients.</li> <li>▪ To participate in the dispensing / supply of medication for outpatients, inpatients etc.</li> </ul> <p>General</p> <ul style="list-style-type: none"> <li>▪ To adhere to the principles of patient, carer and public involvement in the work area, in line with Section 11 of the Health and Social Care Act 2001 and the Trust's strategy for Patient, Carer &amp; Public Involvement; to ensure that patients are the focus of everything we do and follow good practice shared in line with the Trust's policies and procedures, such as learning from complaints and concerns.</li> <li>▪ To have a duty to take reasonable care for own health and safety, and that of others who may be affected by own activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform own line manager of any work situation, or practice which may be considered a danger to health and safety.</li> <li>▪ To contribute to the delivery of the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies.</li> </ul>
<b>7. Policy &amp; Service Development</b>
<ul style="list-style-type: none"> <li>• Will follow Oncology day unit Standard Operating Procedures.</li> <li>• Will follow Pharmacy Department Standard Operating Procedures.</li> </ul>
<b>8. Financial &amp; Physical Resources</b>
<ul style="list-style-type: none"> <li>• To be responsible for the stock checking, distribution safe/secure storage of medicines.</li> <li>• Maintaining adequate supply and storage of high risk and high cost chemotherapy drugs.</li> <li>• To identify drugs which may be suitable for re-use, for example due to patient deferral.</li> </ul>

<b>9. Human Resources</b>
<ul style="list-style-type: none"> <li>To participate in the training of new staff including student nurses, student pharmacy technicians, work experience students and other new staff in their work area.</li> </ul>
<b>10. Information Resources</b>
<ul style="list-style-type: none"> <li>To accurately record the administration of medicines to patients on ChemoCare with associated documentation as required.</li> <li>To use the Pharmacy computer system to input data to facilitate the production of labels for dispensing (also leads to the production of a patient medication record), stock issues to wards; departments; and other sites.</li> <li>To use the Trust incident reporting system (Datix), ensuring medication incidents are reported, to support investigations as necessary and to support the implementation of any changes in practice which may result.</li> <li>To ensure that they are aware of, and apply, the standards, policies, procedures relating to Information Security Management Systems (BS7799) reflected in the IM&amp;T Security Manuals.</li> <li>To remain aware of the policies and procedures in line with NHS guidance and legislation relating to confidentiality e.g. Data Protection Act 1998; Caldicott Principles; NHS Code of Confidentiality and Human Rights</li> </ul>
<b>11. Research &amp; Development</b>
<ul style="list-style-type: none"> <li>To participate in audits and surveys as appropriate.</li> <li>To participate in dispensing drugs for patients in clinical trials.</li> </ul>
<b>12. Freedom to Act</b>
<ul style="list-style-type: none"> <li>To work within the guidelines of Oncology day unit Standard Operating Procedures under the supervision of the Oncology day unit Manager or nominated deputy.</li> <li>To work within the guidelines of Pharmacy Standard Operating Procedures under the supervision of the Pharmacy Oncology day unit and Site Services Manager or nominated deputies.</li> <li>To work with all members of staff within teams and under own initiative</li> </ul>

### **Standards**

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

**Risk Management** - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

#### **Infection Control:**

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

#### **Health and Safety:**

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

#### **Patient, Carer & Public Involvement:**

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 11 of the Health and Social Care Act 2001 and the Trust's strategy for Patient Carer & Public Involvement. Managers should ensure mechanisms are in place to obtain feedback, implement lessons learnt, and share good practice throughout the organisation.

To ensure that they adhere to the principles of patient, carer and public involvement in their work area, in line with Section 11 of the Health and Social Care Act 2001 and the Trust's strategy for Patient, Carer & Public Involvement; to ensure that patients are the focus of everything they do and follow good practice shared in line with the Trust's policies and procedures, such as learning from complaints and concerns.

#### **Safeguarding:**

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

#### **Environment and Sustainability:**

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake



their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

## Appendix 1

**NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.**

### **Effort and Environment:**

#### **Physical**

Combination of sitting, standing, walking: occasionally lifting and moving pharmacy boxes, fluid weighing over 15kg. There will be cumulative periods of 2 hours when there is a requirement to stand for long periods within the dispensary whilst carrying out accuracy checks or periods of approximately 2 hours (max. 3 hours) working in an aseptic unit sitting preparing cytotoxic within the confinement of an isolator.

As part of the role there is a frequent requirement to work on the wards that will require ongoing movement between locations within wards and the pharmacy to provide the clinical pharmacy service.

#### **Mental**

There is a regular daily requirement to concentrate e.g. while reviewing kardexes, checking patient's own medication, performing calculations and measuring volumes/quantities when preparing/dispensing medicines.

There will be a frequent requirement to maintain concentration for cumulative periods of 2 hours at a time, e.g. to carry out accuracy checks or in-process checking within the aseptic unit. The workload will be variable and there will be occasional interruptions to answer enquires from other members of the pharmacy team, oncology day unit staff and patients/carers.

Whilst working at oncology day unit level there will be interruptions from phone calls from other pharmacy staff, queries from oncology day unit staff and patients/carers this may require a changing of task requiring prioritisation to meet the demands of the clinical pharmacy service.

#### **Emotional**

There will be frequent direct exposure to patients on a daily basis, on the wards and within the outpatient dispensary, some of whom have terminal illness and other distressing conditions. Occasional exposure to distressing circumstances e.g. distressed patients/relatives due to drug regimes or misadventures. May occasionally have to deal with complaints from other staff and patients concerning pharmacy service. Will provide peer support to colleagues.

#### **Working Conditions**

Rarely exposed to body fluids, foul linen etc – MRSA patients on wards.

Required to use visual display units on daily, but not continuous basis.

Regularly exposed to odours from the Aseptic unit (principally alcohol vapour) and handles cytotoxic drugs (non-contact).

Occasional exposure to odours from cytotoxic drugs.

## Appendix 2

### Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		✓
2.	Manual Handling Operations	✓	
3.	Dust, Dirt, Smells	✓	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	✓	
5.	Patient Contact	✓	
6.	Babies/Children Contact	✓	
7.	Food handling / Preparation		✓
8.	Driving	✓	
9.	Fork Lift Truck Driving		✓
10.	User of Display Screen Equipment	✓	
11.	Noise		✓
12.	Infestation		✓
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	✓	
14.	Excessive Cold		✓
15.	Excessive Heat		✓
16.	Inclement weather		✓
17.	Radiation		✓
18.	Laser Use		✓
19.	Heights over 2 metres		✓
20.	Confined Spaces		✓
21.	Vibration i.e. Power Tools		✓
22.	Using machinery with moving/exposed parts		✓
23.	Shift work		✓
24.	Use of latex products	✓	
25.	Physical violence / aggression	✓	
26.	Employment of young people	✓	
27.	Any other hazards please specify	✓	
28.	<b>Other</b>		

If any hazard is identified above please give details below.

Hazard associated with trolleys, pallets etc. used for the transport of heavy drugs/containers within the department.

\*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.



### Person Specification

Job Title:	Chemotherapy Medicines Assistant	
Department:	Oncology Day Units/ Pharmacy	
Location:	Trustwide	
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Professional Registration</b>	<ul style="list-style-type: none"> <li>▪ GCSE Grade C or above in English Language and Mathematics, or equivalent</li> <li>▪ Minimum of NVQ Level 3 in Pharmacy Services, or equivalent, supported by appropriate underpinning knowledge training e.g. that provided by National Pharmacy Association, Buttercups or other accredited in-house programmes or a recognised pharmacy dispensing qualification (Boots, NPA) and relevant training /experience.</li> </ul>	
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>▪ Experience in a similar post</li> <li>▪ Experience of computer stock control systems.</li> </ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>▪ Ability to maintain a disciplined approach to work</li> <li>▪ Standard keyboard and IT skills</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>▪ Good written and verbal communication skills, including communication with patients</li> <li>▪ Ability to work as a member of the team</li> </ul>	
<b>Other requirements</b>		