

Candidate Information Pack



Message from Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff have met the demands of the Covid-19 pandemic over the last two years, and we continue to work hard to reduce waiting lists for vital non-Covid services.

As an organisation, we've made significant improvements for patients and staff in the last two-and-a-half years. This is reflected in our most recent Care Quality Commission (CQC) inspection (from February 2020), which found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change and are at the start of delivering our five-year strategy, "Caring for our local communities". This was agreed with staff and partners in November 2020 and provides clarity about our role in the local health and care system. First and foremost, we will be a community focused provider of consistently high quality local and acute care. We will work with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce are reflective of the local communities which we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity of joining us.

Ben Travis
Chief Executive

A handwritten signature in black ink, appearing to read 'Ben Travis', with a long horizontal flourish extending to the right.

Our vision, values and priorities

Our vision

To work together to provide high quality care to every patient, every day.

Our priorities



Quality

Continually improve safety and quality



Patients

Put patients at the heart of everything we do



People

Support and develop our workforce to live our values every day



Partnership

Work effectively with partner organisations



Money

Ensure we spend every penny wisely

Our values



We treat our colleagues with respect and compassion



We take responsibility for our actions



We learn, develop and share knowledge



We work together for patients and colleagues



We work as a team to improve quality

General Information

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 the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

General Data Protection Regulation 2018

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.
Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and

Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks

to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding

All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline

JOB DESCRIPTION

JOB TITLE: Senior Pharmacy Assistant Stores & Distribution
HOURS: 37.5 hours per week
GRADE: Band 3
REPORTS TO: Principal Technician
BASE LOCATION: University Hospital Lewisham or Queen Elizabeth Hospital Woolwich

Job Summary

To supervise the provision of an accurate and timely distribution of drugs to Wards, departments and within the pharmacy department. This will include:-

1. Managing the day to day running of the distribution service
2. Stock control
3. Training other staff
4. Covering the storekeeper in receiving goods from external suppliers

Work force

- You will be responsible for two regular members of staff plus two rotational staff and any students rotating through the Stores and Distribution area.
- Work will be generated by staff within the pharmacy department and by staff in wards and departments within the hospital and community services.

Partnerships

- **Communications and Relationships**

You will work closely with the Chief and Senior Technicians to ensure the smooth running of the Stores and Distribution departments.

You will liaise with pharmacists, technicians and other staff within the Pharmacy department.

You will be communicating with staff from wards and departments around the hospital.

General duties

1. Supervise the day to day running of the distribution section ensuring that all pharmacy assistant duties are completed daily. Liaise with the Chief/Senior Technician(s) appropriately.
2. Organise and ensure daily stock checks are completed making any amendments necessary.
3. Produce and circulate the weekly ward top up rotas taking into account staff sickness and annual leave.
4. Ensure staff availability is sufficient to cover ward top-ups on a daily basis and refer to the Chief/ Senior Technician(s) where necessary.
5. Check and sign off Pharmacy ward top up boxes before releasing them for the porter to take to the ward.
6. Complete the distribution error form for all boxes checked and discuss all errors with affected staff.
7. Report any computer problems to the Pharmacy System Manager.
8. Deal with Stores / distribution queries from wards, other hospital departments and external sources.
9. Update ward top up sheets after liaising with the ward Pharmacist or relevant nurse or ward manager.
10. Run and check To-follow reports from the Pharmacy computer system and supply any out of stock items to wards. Liaise with Order Clerk as necessary.
11. Ensure that internal orders are dealt with promptly and sent to the respective area.
12. Ensure any equipment failure is reported to the appropriate person/ department.
13. Ensure the daily filing of requisition order forms from wards.
14. Ensure the monthly filing is completed for archiving.
15. Input onto the computer system all weekend and out of hour's stock requests, which had not been booked out at the time.
16. Provide ward top up cover in the event of staff absence
17. Provide cover for Storekeeping duties when requested
18. Monitor and record environmental temperatures within the Stores and Distribution area. Report any out of range temperatures immediately to the Chief/Senior Technician(s).

19. Organise the distribution staff to perform the three monthly expiry date check of the drugs kept in the departments and clinics, which are not topped up regularly.
20. Responsible for ensuring the daily cleaning of stores area & trolleys is performed and the log completed.
21. Maintain the Porter's log for delivering the green boxes & packages to the wards & departments.
22. Act as a witness for the NVQ level 2 & 3 students while they cover the elements in stores & distribution

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Safeguarding Children

All staff must be familiar with and adhere to Trust child protection procedures and guidelines.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Valuing Diversity

- It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot

be shown to be justifiable. To this end the Trust has a Single Equality Scheme and it is for each employee to contribute to its success.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Training	<p>Maths GCSE (grade A to C) or equivalent.</p> <p>English GCSE (grade A to C) or equivalent</p> <p>NVQ level 2 Pharmacy services</p>	
Skills and Abilities	<p>Excellent Communication skills</p> <p>Literate and numerate and be able to perform simple calculations</p> <p>Team player</p> <p>Able to work from written procedures</p> <p>Able to prioritise workload</p> <p>Able to organise self and others</p> <p>Ability to work under pressure</p> <p>Good attention to detail</p> <p>Ability to handle conflict situations/refer as necessary</p>	
Experience	<p>Dealing with the public</p> <p>Use of computers</p>	<p>Supervision of other staff</p> <p>Previous hospital/pharmacy experience</p>

Other	Patient focused Trustworthy Good attendance record Able to work weekends and bank holidays Physically able to undertake manual handling tasks and remain standing for prolonged periods	
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Post Holder's name/s:

Post Holders' Signature/s: **Date:**

Manager's Name:

Manager's Signature: **Date:**