

JOB DESCRIPTION

Job Title	: Senior Assistant Technical Officer, Patient Services
Department	: Pharmacy
Care Group / Directorate	: Pharmacy
Band / Grade	: 3
Responsible to	: Deputy Dispensary Manager
Accountable to	: Chief Pharmacist
Location	: Denmark Hill

King's College Hospital NHS Foundation Trust is one of the UK's largest and busiest teaching Trusts with a turnover of c£1 billion, 1.5 million patient contacts a year and around 15,000 staff based across 5 main sites in South East London. The Trust provides a full range of local hospital services across its different sites, and specialist services from King's College Hospital (KCH) sites at Denmark Hill in Camberwell and at the Princess Royal University Hospital (PRUH) site in Bromley.

King's is committed to delivering Sustainable Healthcare for All via our Green Plan. In line with national Greener NHS ambitions, we have set net zero carbon targets of 2040 for our NHS Carbon Footprint and 2045 for our NHS Carbon Footprint Plus.

Our values at King's, are that we're a kind, respectful team;

Kind. We show compassion and understanding and bring a positive attitude to our work

Respectful. We promote equality, are inclusive and honest, speaking up when needed

Team. We support each other, communicate openly, and are reassuringly professional

The trust-wide strategy Strong Roots, Global Reach is our Vision to be BOLD, Brilliant people, Outstanding care, Leaders in Research, Innovation and Education, Diversity, Equality and Inclusion (EDI) at the heart of everything we do. By being person-centred, digitally-enabled, and focused on sustainability, we can take Team King's to another level

King's is dedicated to embracing the broad diversity of our staff, patients and communities and stand firmly against all forms of prejudice and discrimination. This includes, but is not limited to, racism, ableism, homophobia, biphobia, transphobia, sexism, ageism, religious discrimination, and any other prejudiced behaviour that undermines the rights, wellbeing and identity of our staff, and patients.

As part of our commitment to EDI, we have five staff network groups that represent and advocate for staff:



Job Summary

The post holder will work as part of a dedicated pharmacy team to deliver a high standard of care to patients within the Trust through the provision of a safe and effective dispensing service. The post holder will be responsible for:

- Dispensing medicines for inpatient, discharge and outpatient prescriptions ensuring the work is carried out accurately, safely and efficiently following current departmental procedures.
- Facilitating the 'fast track' dispensing of medicines as needed for patients.
- Accurately supply and dispense Controlled Drugs (CDs) on request from clinical areas and discharge/ outpatient prescriptions in accordance with departmental procedures and legal requirements for record keeping, storage, and transportation of CDs.
- Accurately dispensing private, compassionate and unlicensed use prescriptions in accordance with departmental procedures and legal requirements for record keeping.
- Conducting reception duties and answering the telephone promptly and politely as needed.
- Processing to-follow prescriptions in accordance with departmental procedures.
- Overseeing the safe receipt, handling and storage of medicines in the dispensary.
- Overseeing dispensary housekeeping activities to facilitate the smooth running of patient services. This includes but is not limited to co-ordinating expiry date checking and stock rotation on shelves, undertaking weekday filing & stock cycle counts and weekly dispensary consumables top-ups.
- Supporting the supervision of assistants in the team through the organisation and prioritisation of workload.
- Supporting the training of assistants and undergraduate students as needed.
- Referring to more senior members of the Patient Services team for advice where appropriate.

Key Working Relationships

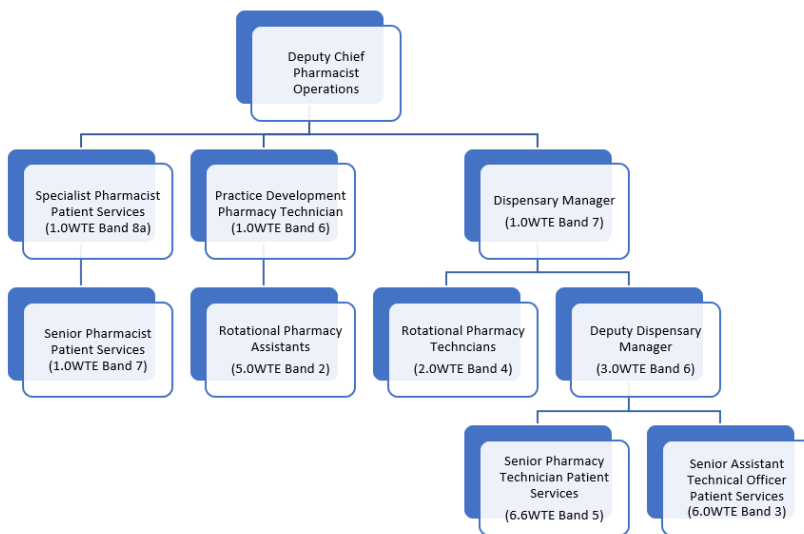
Internal Interface:

All Pharmacists
All Pharmacy Technicians and assistants
Trainee Pharmacists and Pharmacy Technicians

External Interface:

Patients and their relatives
The general public
Nursing staff
Medical staff
Ward staff
Clinical research staff
Undergraduate students
Portering staff
Courier staff
Other external bodies as needed.

Organisation Structure Chart



Main Duties and Responsibilities

Patient Services (Dispensary)

- To work in the dispensary and use the pharmacy dispensing system to dispense medicines for inpatient, discharge and outpatient prescriptions ensuring the work is carried out accurately, safely and efficiently following current departmental procedures.
- To facilitate the 'fast track' dispensing of medicines as needed for patients.
- To accurately supply and dispense Controlled Drugs (CDs) on request from clinical areas and discharge/ outpatient prescriptions in accordance with departmental procedures and legal requirements for record keeping, storage, and transportation of CDs.
- To accurately dispensing private, compassionate and unlicensed use prescriptions in accordance with departmental procedures and legal requirements for record keeping.
- To conduct reception duties when required where needed throughout the working day.
- To answer the telephone promptly and politely where needed throughout the working day:
 - To deal with queries and respond to them promptly
 - To relay complete and accurate information
 - To recognise self-limitations and refer to a more senior colleague where appropriate.
- To deliver a customer-focused service to all patients who attend the Dispensary.
- To adhere to the highest principles of customer services when dealing with patients, staff and the public.
- To take action to ensure that to-follow medicines for patients are followed up and a supply made within a suitable timeframe. This includes referring to a more senior member of the team where long delays are identified to get advice on appropriate action to be taken.
- To facilitate the prompt replacement and recall of paediatric flying squad kits and maintain accurate records in accordance with departmental procedures.
- To undertake daily stock counts and expiry date checks as part of departmental cycle count requirements.
- To dispose of expired stocks in accordance with departmental procedures.

- To undertake monthly IVIG cycle counts on Omnicell in a timely manner and report results to the Specialist Pharmacist Patient Services.
- To attend and actively participate in weekly Patient Services team meetings and other relevant departmental meetings to contribute to improvements in service delivery.
- To participate in dispensary late night, weekend and bank holiday rotas.
- To maintain security of the Pharmacy department at all times.

Supervision

- To supervise assistants in the team through the organisation and prioritisation of workload.
- To oversee the safe receipt, handling and storage of medicines in the dispensary.
- To oversee and be responsible for undertaking dispensary housekeeping activities to facilitate the smooth running of patient services. This includes but is not limited to co-ordinating expiry date checking and stock rotation on shelves, undertaking weekday filing & stock cycle counts and weekly dispensary consumables top-ups.
- To oversee the working areas and surfaces, ensuring that they are kept clean and tidy at all times.
- To undertake daily filing and manage accurate retention of records in accordance with departmental procedure.
- To manage outpatient fridge stocks in accordance with departmental procedures.
- To manage the returns on medicines not picked up in outpatient in accordance with departmental procedures.
- To manage yellow bin waste in the dispensary and organise for bins to be disposed off (through pharmacy stores) and replacement bins to be available.

Financial and Resource Management

- To comply with departmental procedures relating to efficient stock control in the issue, return and recycling or safe disposal (as appropriate) of drugs from wards, departments & clinics.
- To facilitate good stock rotation in the dispensary, checking for expiry dates and reporting any short dated stock to facilitate use of item avoiding waste.

Education and Training

- To undertake all relevant personal training to support this role, completing all in-house training to demonstrate competency in each area.
- To support the training and supervision of new staff as part of the departmental induction programme.
- To support the training of assistants and undergraduate students as needed.
- To be compliant with all Trust statutory and mandatory training requirements including completion within required timeframes and keeping own records up to date.
- To proactively take part in regular 1:1 meetings with the line manager and ensure appraisal meetings are undertaken and objectives set and met annually.

Research & Development

- To participate in research and audit undertaken in Patient Services.
- To participate in the dispensing and preparation of clinical trials as needed.

General

The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.

- To observe the rules, policies, procedures and standards of King's College Hospital NHS Foundation Trust together with all relevant statutory and professional obligations.
- We want to be an organisation where everyone shares a commitment to delivering the very best care and feels like their contribution is valuable and valued.
- At King's we are a kind, respectful team:
Kind. We show compassion and understanding and bring a positive attitude to our work
Respectful. We promote equality, are inclusive and honest, speaking up when needed
Team. We support each other, communicate openly, and are reassuringly professional
- To observe and maintain strict confidentiality of personal information relating to patients and staff.
- To be responsible, with management support, for their own personal development and to actively contribute to the development of colleagues.
- This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder. It will automatically be reviewed in the event that the post becomes vacant. The Deputy Dispensary Manager will review the job description.
- All employees must hold an 'nhs.net' email account which will be the Trust's formal route for email communication.
- Everyone is responsible for promoting inclusion no matter their role or team. At King's, we want to create an environment where everyone feels valued, respected and welcomed.
- To undertake any other relevant duties, as may be required by the Chief Pharmacist.
- Nothing omitted or written here shall absolve the post holder from at all times ensuring that correct, professional techniques, ethics, attitudes and procedures are maintained by the staff for whom he/she is responsible.

Safe Guarding

The Trust takes the issues of Safeguarding Children, Adults and addressing Domestic Abuse very seriously. All employees have a responsibility to support the organisation in our duties by;

- attending mandatory training on safeguarding children and adults
- familiarising themselves with the Trust's processes for reporting concerns
- reporting any safeguarding child or adult concerns appropriately

Infection Control Statement

The post holder has an important responsibility for and contribution to infection control and must be familiar with the infection control and hygiene procedures and requirements when in clinical areas.

The post holder has an important responsibility for and contribution to make to infection control and must be familiar with the infection control and hygiene requirements of this role.

These requirements are set out in the National Code of Practice on Infection Control and in local policies and procedures which will be made clear during your induction and subsequent refresher training. These standards must be strictly complied with at all times.

PERSON SPECIFICATION

Senior Assistant Technical Officer Patent Services, Pharmacy Band 3

	Essential	Desirable
Education and Qualifications		
NVQ Level 2 certificate in pharmacy skills (QCF), BTEC Level 2 Certificate in Pharmaceutical Sciences qualification or equivalent or currently undertaking course	X	
GCSE Maths and English or equivalent, grade C or above	X	
Knowledge and Experience		
Knowledge of dispensing and supply processes	X	
Knowledge of stock control systems	X	
Knowledge of pharmacy dispensing systems	X	
Knowledge of code of practice/ customer service	X	
Working knowledge of EPIC dispensing system		X
Experience of working in a Pharmacy (community or hospital)	X	
Experience in staff training	X	
Knowledge of drugs, side effects and where to find information		X
Knowledge of Health & Safety at work, manual handling and COSHH	X	
Skills and Competencies		
Communication skills		
Be able to communicate effectively in both written and verbal formats with staff and patients	X	
Be able to provide and receive routine factual information to inform work colleagues, patients/carers that may require tact and persuasion, where there may be barriers to understanding	X	
Be able to identify customers needs and deliver services to the required level	X	
Be able to motivate self and others	X	
Analytical and Judgement Skills		
Be able to deal with routine dispensary enquiries	X	
Be able to make judgments involving straightforward facts or situations, some requiring analysis	X	
Be able to recognise professional and personal limitations, referring to appropriate person when needed.	X	
Planning and Organisational Skills		
Be able to plan & prioritise the day-to-day activities of self and others	X	
Be able to problem solve effectively in a timely manner	X	
Takes responsibility for own work and actions and contributes to team success	X	
Physical Skills		
To have basic keyboard and computer skills (word processing, spreadsheet, report generation and presentations)	X	
To have accurate dispensing skills	X	
Be flexible in responding to demands of the service	X	
Be methodical in approach	X	

Be able to work independently and undertake a variety of tasks.	X	
Be able to deal with frequent interruptions e.g. telephone calls, and maintain accuracy under pressure.	X	
Be able to work in busy office conditions	X	
Be able to participate in frequent light physical effort for several short periods	X	
To be able to move pharmaceutical goods	X	
Be able to concentrate for extended periods with a predictable work pattern	X	
Be able to sit and stand for different tasks within the dispensary	X	
Able to participate in Pharmacy seven day service including the Late Duty, Weekend and Bank Holiday Service	X	
Be able to work at any King's College Hospital NHS Foundation site as required	X	