

<b>TITLE:</b>	<b>Senior Assistant Technical Officer, Clinical Services</b>
<b>GRADE:</b>	<b>Band 3</b>
<b>HOURS:</b>	<b>37.5</b>
<b>DEPARTMENT:</b>	<b>Pharmacy Department King's College Hospital</b>
<b>ACCOUNTABLE TO:</b>	<b>Chief Pharmacist</b>
<b>RESPONSIBLE TO:</b>	<b>Chief Pharmacy Technician, Clinical Services</b>
<b>MANAGES:</b>	<b>None</b>

King's College Hospital NHS Foundation Trust is one of the UK's largest and busiest teaching Trusts with a turnover of £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**

We are looking for a highly motivated and enthusiastic individual to become part of our team at Pharmacy Department, King's College Hospital NHS Foundation Trust

This is an exciting opportunity to join our team within the pharmacy medicines management service. You will provide safe, timely, appropriate and high quality pharmaceutical services in the hospital wards and clinics throughout the Denmark hill site.

The post holder will work on designated wards and perform a range of pharmacy related duties in accordance with set procedures.

The post holder will assist the dispensary team in the delivery of the dispensing activities in the dispensary. They will carry out duties in accordance with departmental policies and procedures

## **Key Working Relationships**

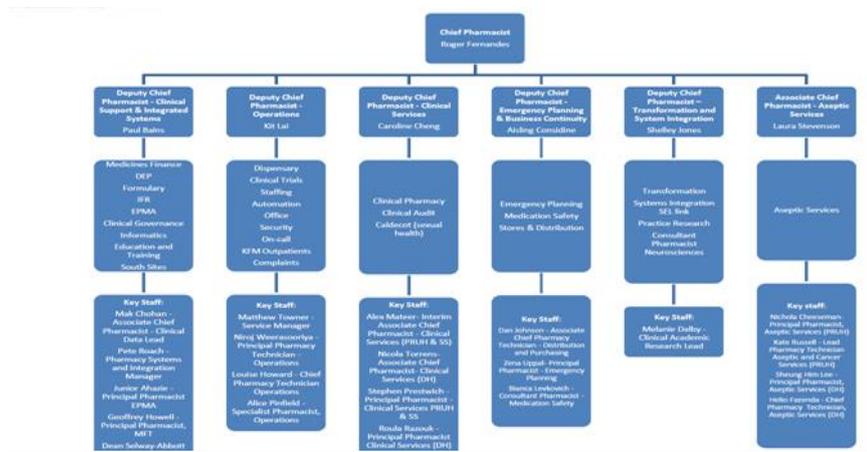
### **LIASES WITH (INTERNAL): All pharmacy staff including:**

- Deputy Directors
- Associate Directors
- Pharmacists
- Pre-registration pharmacists
- Pharmacy technicians
- Pre-registration pharmacy technicians
- Assistant Technical Officers and A & C staff

### **LIASES WITH (EXTERNAL):**

- Nursing Staff
- NHS Supplies
- Other appropriate external bodies e.g. Regional
- Pharmacy Services
- Clinical Research Associates
- Medical Staff
- Patients and their relatives
- Couriers
- The general public

## Organisation Structure Chart



## Main Duties and Responsibilities

### POLICY/SERVICE DEVELOPMENT

- To ensure the safe, effective and economical use of drugs for all patients in the Trust.
- To be able to follow departmental Standard Operating Procedures (SOPs) and to be able to dispense medication accurately.
- To contribute to wider policies that have an impact within the pharmacy department and across the Trust.
- To support the Chief Pharmacy Technician, Clinical Services by contributing to the development of the Clinical Pharmacy Service to the wards.
- To use a degree of initiative and deal with matters independently where possible, but to refer non-routine enquiries to a more senior member of staff as appropriate.
- To be able to use pharmacy computer systems correctly, enter data accurately from transcription sheets, prescription forms and any other prescriptions written by others and ensure that data is stored and archived appropriately in accordance with local and regionally agreed guidelines.

### PATIENT/CLIENT CARE

- To deliver a customer-focused service to all patients.
- To adhere to the highest principles of customer services when dealing with Patients, staff and the public.

### FINANCIAL/RESOURCE MANAGEMENT

- To comply with SOPs relating to efficient stock control in the issue, return and recycling or safe disposal (as appropriate) of drugs from wards departments & clinics and patients.
- To ensure that all accountability logs are completed accurately and in accordance with study protocols
- To check expiry dates and rotate medication including refrigerated items.

## **TRAINING**

- To assist in the training and supervision of new staff in relation to ward based dispensing protocols and procedures while they are working in Medicines Management as part of their induction

## **RESEARCH & DEVELOPMENT**

- To participate in research and audits undertaken in Pharmacy with regard to pharmacy Clinical Services

## **MEDICINES MANAGEMENT**

- To undertake medicines management accreditations for transcribing and patient's own drug (POD) checks, carrying out appropriate duties with the guidance of a qualified pharmacy technician or pharmacist once accredited.
- Make decisions based on the relevant information to solve problems and refer where necessary to the appropriate pharmacist or medicines management technician any issues or queries related to the wards or dispensary.
- Assist in the transfer of medicines between wards and locating medicines that have been left behind when patients are transferred between wards, including patient's own drugs.
- Be responsible for the stock management for designated ward(s) via a regular top up service and work with the pharmacy team to ensure that stock lists are regularly reviewed and updated.
- Dealing with problems associated with the ordering of stock and specials on behalf of the pharmacy team and refer where appropriate, liaising closely with pharmacy stores and procurement.
- To actively participate in cost-saving initiatives such as recycling and recording medication which is deemed appropriate for re-use.

## **GENERAL RESPONSIBILITIES**

- To maintain satisfactory personal performances and professional standards and to achieve, where possible, agreed objectives described in the Annual Staff Appraisal system undertaken by the Director of Pharmacy.
- All employees of Kings College Hospital NHS Foundation Trust are required to carry out their duties with regard to the Fair Access Policy and respect the cultural beliefs and customs held by clients and staff.
- To ensure compliance with the Health and Safety at Work Act and all other relevant legislation, national and local policies and procedures.
- To uphold the principles of Clinical Governance within the Trust,
- To uphold and comply with the Standing Orders and Standing Financial Instructions of Kings College Hospital NHS Foundation Trust.
- To undertake any other relevant duties, as may be required by the Director of Pharmacy.
- Nothing omitted or written here shall absolve the pharmacist, technician or assistant from at all times ensuring that correct, professional techniques, ethics, attitudes and procedures are maintained by the staff for whom he/she is responsible.
- The post holder has a general duty of care for the health, safety and wellbeing of work colleagues, visitors and patients within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.
- The job description is an outline of the current position and may be subject to change, dependent on the future needs of the service. It will be reviewed with the post holder on an annual basis, in

conjunction with the King's College Hospital Annual Staff Appraisal, and will automatically be reviewed in the event that the post becomes vacant. The Dispensary Manager will review the job description.

- 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.
- 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.
- All employees must hold an 'nhs.net' email account which will be the Trust's formal route for email communication. You are therefore required to check this regularly and to deal with such communication promptly. Infection Control Statement
- 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.

## General

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- 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
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- 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

### **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.

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## PERSON SPECIFICATION

### Senior Assistant Technical Officer, Clinical Services – Band 3

	Essential	Desirable
<b>Education and Qualifications</b>		
Maths and English GCSE (grade A to C) or equivalent	X	
NVQ Level 2 or equivalent or be working towards this qualification	X	
<b>Knowledge and Experience</b>		
Knowledge of procedures for dispensary Service.		X
Knowledge of pharmacy computer Systems.		X
Relevant experience to Hospital Pharmacy Practice with assessed competencies.		X
Appropriate experience of working in a hospital pharmacy environment		X
<b>Skills and Competencies</b>		
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 communicate effectively in both written and verbal formats with staff and patients		X
Be able to make judgments involving facts or situations, some requiring analysis		X
Be able to make sound judgments on how to fulfil urgent orders		X
Be able to plan and organise straightforward activities.		X
Be able to organise the supervision of trainees		X
To possess highly developed physical skills in relation to accuracy		X
To have basic keyboard and computer skills (word processing, spreadsheet, report generation and presentations)	X	
<b>Physical/Mental /Emotional /Effort</b>		
Be able to participate in frequent moderate physical effort for several short periods		X
Be able to sit for data input and stand for dispensing		X
To be able to move pharmaceutical goods		X
Be able to concentrate for extended periods with a predictable work pattern		X
Be methodical in approach		X
Be able to provide information and advice to distressed patients in a calm and empathetic manner		X
<b>Working Conditions</b>		
Be able to work in a busy demand-led service with occasional exposure to verbal aggression from patients		X
<b>Other</b>		
Able to participate in 7 day working service as well as Bank Holiday Service	X	