



JOB DETAILS:


Job Title	Clinical Lead Pharmacist- Your Medicines @ Home Service
Pay Band	Band 8a
Hours of Work and Nature of Contract	37.5 hrs/week Fixed Term 12 Months
Division/Directorate	Medicines Management
Department	Pharmacy
Base	Ynysmeurig House, Abercynon


ORGANISATIONAL ARRANGEMENTS:


Managerially Accountable to:	Clinical Director & Head of Medicines Management
Reports to:	Principal Pharmacist: Community Services
Professionally Responsible to:	Chief Pharmacist: Primary Care and Medicines Optimisation

OUR VALUES AND BEHAVIOURS:

MAE EIN GWERTHOEDD YN EIN HELPU NI I FOD AR EIN GORAU
OUR VALUES HELP US BE AT OUR BEST

RYDYN NI'N GWRANDO, YN DYSGU AC YN GWELLA

WE LISTEN, LEARN AND IMPROVE

RYDYN NI'N TRIN PAWB A PHARCH

WE TREAT EVERYONE WITH RESPECT

RYDYN NI I GYD YN CYDWEITHIO FEL UN TÎM

WE ALL WORK TOGETHER AS ONE TEAM

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board (CTMUHB). They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect
We all work together as one team

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

Job Summary/Job Purpose:

The post holder will be the Clinical Lead Pharmacist for the Your Medicines @Home (YM@H) team, providing highly specialised pharmaceutical advice and regular reports on clinical, financial and service governance issues, and be responsible for providing a safe and effective clinical pharmacy service to patients referred to the Your Medicines @Home Service.

The team is responsible for :

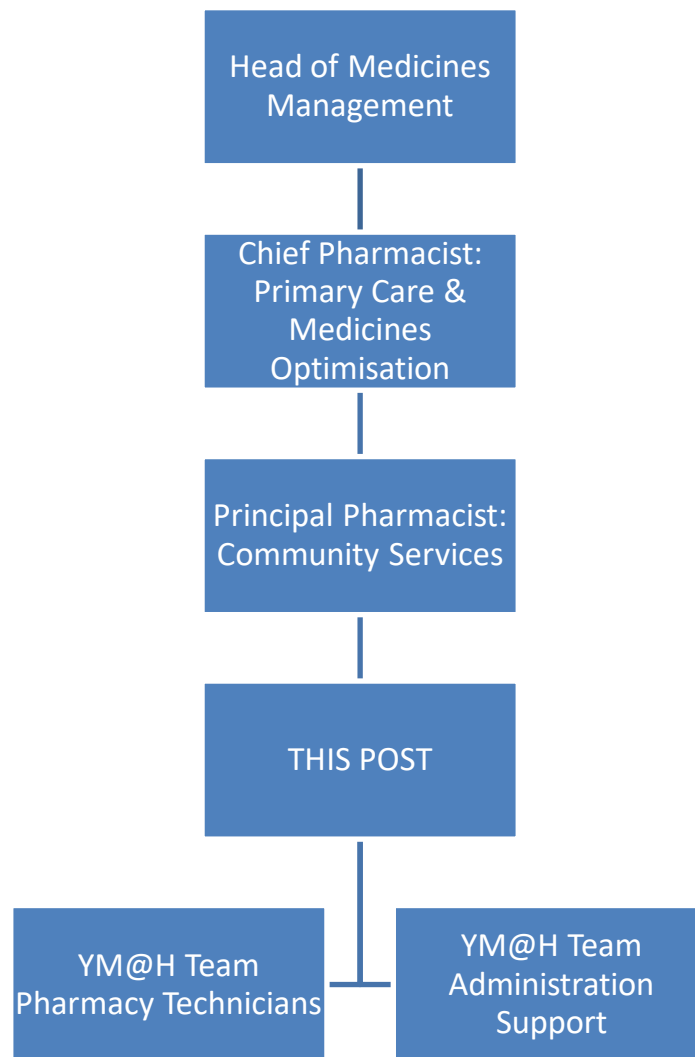
- Managing referrals to the YM@H service, completing patient assessments and implementing interventions to support patients to manage their medicines and remain safe and independent at home.
- Delivering medication administration training to domiciliary care workers.
- Supporting the initiation of the Medicines Support @Home Service packages of care.
- Providing clinical advice to service users, healthcare and social care staff

The post holder will also provide clinical pharmacist support to the Health Board's multi-disciplinary Community Health and Wellbeing Teams.

The post holder will be accountable for own professional actions and undertake duties in accordance with national protocols, legislation, and Cwm Taf Morgannwg university Health Board (CTMUHB) policies and procedures.

The post holder will deliver a high quality specialised clinical pharmacy service to promote the safe rational and cost effective use of medicines, through personal practice and the training of other staff.

Organisational Chart



DUTIES/RESPONSIBILITIES:

The post holder will:

Clinical Pharmacy Service

- Maintain and develop a Medicines Governance Framework for the Your Medicines @Home (YM@H) Service, ensuring that existing and new services are safe, legal and comply with national standards or guidance.
- Implement, develop, communicate and monitor medicines related policies, protocols, commissioning, competency training frameworks and procedures for use by the YM@H team and the multi-disciplinary team that interfaces with Service.
- Manage a patient caseload, providing a specialised pharmacy service, undertaking a review of patient medication, dispensing and supplying medication (where necessary to support continuity of care), identifying medicines related problems and recommending appropriate actions.
- Construct pharmaceutical care plans for patients, identify and solve problems, assess and monitor clinical progress with regard to their medication and make recommendations on changes in treatment e.g. give advice on dose and administration where there are no licensed liquid formulations available.
- Provide highly specialised advice and information to patients/parents on the correct and safe use of medication. The information will often be complex or sensitive and will need to account for their specialist clinical condition e.g. possible side effects, precautions in certain disease states etc.
- Ensure supplies and medications are securely stored as per CTMUHB policies and departmental guidelines.
- Receive and respond to enquiries regarding patient care from all grades of health and social care professionals e.g. urgent requests for advice regarding drug doses for individual patients.
- Require well developed communication to overcome communication difficulties e.g. young children, anxious or distressed relatives and to persuade patients/parents to comply with their medications.
- Ensure there is effective communication using the most appropriate methods at a level appropriate. The information will often be complex and sensitive, and conflicting data will need to be explained.
- Provide highly complex advice to Health and Social Care staff involved in the care of patients, patients, relatives and carers on straight forward and complex medicines management issues e.g. medication dosages, possible side effects and ensures compliance with legislation.
- Document any advice given in patient records; this is particularly important where opinion varies, where the advice could be challenged or the management of the patient questioned.

- Act as, or undertake training to act as an Independent Non-Medical Prescriber.
- Investigate new, complex and innovative medicines management solutions, using judgement skills to determine appropriateness and, if introduced, evaluate implementation.
- Undertake risk evaluation of medication errors in the clinical specialty, investigating and taking action to prevent future medication errors.
- Commission services from independent social care providers to support individuals to be independent at home and monitor performance of these services.
- Provide Medicines Management training to Pharmacy and other Health and Social Care staff.
- Lead and participate in Quality Improvement Projects, audit, service evaluation and practice research activities in line with national standards and guidelines. For example:
 - Investigate new, complex and innovative medicines management solutions, using judgement skills to determine appropriateness and, if introduced, evaluate implementation.
 - Liaise with the Local Authority and Voluntary Sector partners, identifying new initiatives and developing cross sector medicines management processes and procedures.
- Co-ordinate meetings or represent, the YM@H Service at meetings relevant to the service e.g. Stay Well @Home, Local Authority Domiciliary Care Providers Forum, Incident Review Panel.

Staff Management & Development

- Provide day to day supervision of YM@H staff, and support the recruitment of new members to the team.
- Undertake the University Health Board's annual performance, development and review process for managed staff; objective setting, appraisal, and personal and career development of team members, reviewing objectives set in the previous year.
- Review progress of team members' objectives and development plans through regular meetings.
- Identify performance related issues and discuss these with staff, highlighting any areas of concern to the Pharmacist Team Leader – Community Services.
- In collaboration with the Senior Technician plan and organise weekly work schedules and rotas.
- Assess and adjust plans and reallocate work and/or staff to meet the needs of the service and current demands.

Training & Education

- Facilitate ongoing training and education for Undergraduate Health Professionals and Post-Graduate Pharmacists, Nurses, Junior Doctors and Technicians.
- Train, tutor and supervise post-graduate diploma pharmacists in a clinical specialty, setting objectives, mentoring, conducting formal appraisals and providing feedback.
- Act as a General Pharmaceutical Council Pre-Registration Pharmacist tutor for the department.

- Deliver training sessions to other staff groups and patients as required.

Financial & Service Management

- Develop and monitor workload, capacity and key performance indicators for YM@H services, providing regular reports on performance to the Team Leader for Community Services.
- Monitor expenditure of the YM@H service e.g. identifying cost pressures and savings opportunities.
- Undertake financial modelling for new initiatives to support effective use of medicines, produce horizon scanning reports identifying future costs pressures to identify and implement cost saving initiatives for Directorates.
- Provide the Medicines Management Directorate with prescribing analysis support and service, utilising databases such as CASPA, DEFINE, and QlikSense identifying outliers, trends and opportunities to improve prescribing practice.
- Advise and inform the Senior Pharmacy Management Team on issues concerning the sustainability of current services, and development of future services.
- Undertake risk assessments of services provided, identify and prioritise issues to Team Leader and implement agreed action plans.

The duties of this post are flexible, will be reviewed periodically and may be changed following consultation with the post holder, to be consistent with the banding of the post as the organisation develops.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/Qualifications/Training	<p>Master's Degree in Pharmacy or equivalent e.g. BSc/BPharm/MPharm.</p> <p>Registered member of the general pharmaceutical council (GPhC).</p> <p>Appropriate post graduate qualification e.g. clinical diploma or equivalent clinical experience.</p> <p>Knowledge of medicines management issues relating to transfer between primary and secondary care.</p> <p>Knowledge of medication adherence/concordance and options to support safe management of medication by patients in the community.</p> <p>Specialist knowledge of issues relating to medicines use in elderly patients.</p> <p>Understanding of clinical governance and risk management.</p> <p>Knowledge of prescribing and pharmaceutical systems/processes across care settings.</p> <p>Excellent clinical knowledge.</p>	<p>Active membership of the Royal Pharmaceutical Society of GB.</p> <p>Independent prescriber.</p> <p>Understanding of quality improvement and IQT methodology.</p>	<p>Application form</p> <p>Interview</p> <p>Pre-employment Checks</p> <p>References</p>
Experience	<p>Relevant post-qualification experience in a relevant setting.</p> <p>Audit/research experience.</p> <p>Working within a multi-disciplinary team.</p> <p>Experience of managing change and/or service development and improvement.</p>	<p>Previous experience working in a Primary Care setting.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Aptitude/Skills	<p>Ability to communicate effectively (verbal and written) with members of the public</p>	<p>Experience of inter-agency (partnership) working.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

CAJE Reference RYL/2022/0230 (Version Attached 270324EC)

Clinical Lead Pharmacist – Your Medicines @Home Service (Band 8a)

	<p>and other healthcare professionals.</p> <p>Effective interpersonal skills.</p> <p>Skilled negotiator and facilitator.</p> <p>Ability to manage conflict and deal with difficult situations.</p> <p>Ability to analyse and solve problems.</p> <p>Good time management and organisational skills.</p> <p>Ability to evaluate information and make decisions involving highly complex facts, including prescribing data.</p> <p>Ability to train/supervise other members of staff.</p> <p>Computer literate, including report writing.</p>		
Personal Attributes	<p>Able to work independently without direct supervision when required, in accordance with professional and national guidelines.</p> <p>Able to lead and work as part of a team.</p> <p>Able to work under pressure and meet deadlines.</p> <p>Positive attitude to improvement and development (self and service).</p> <p>Enthusiastic, motivated and innovative.</p> <p>Empathic, diplomatic and able to respond professionally to emotional or confrontational situations.</p> <p>Flexibility in approach to meet service needs.</p>	Able to communicate in Welsh.	Application form Interview References
Other	<p>Successful DBS Check.</p> <p>Independently mobile to travel in a timely manner across the CTMUHB geographical area.</p>		Application form Interview

	Able to work hours flexibly to meet the demands of the service.		
<u>GENERAL REQUIREMENTS</u> <ul style="list-style-type: none"> ➤ Values: All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation. ➤ Registered Health Professional: All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration. ➤ Competence: At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty. ➤ Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development. ➤ Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post. ➤ Health & Safety: All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies. ➤ Risk Management: It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. ➤ Records Management: As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work. ➤ Welsh Language: In line with Welsh Language legislation and in compliance with the Welsh Standards, the health board must actively seek to employ staff with Welsh language skills to meet the needs of the Welsh speaking public. Please click here to assess whether a post requires staff to speak Welsh. Alternatively, prospective employees should be encouraged to learn Welsh to a satisfactory level if Welsh skills are deemed necessary to the job requirements. For further information on Welsh language skills requirements, please contact the health board's Welsh Language Unit ➤ Confidentiality of Information: The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy. ➤ Equality and Human Rights: The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage 			

and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients / service users / children / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the Trust's pre-employment check procedure. *Delete as appropriate.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Line Manager) _____ Date: _____

Signed: (Care Group Manager) _____ Date: _____

Date Job Description compiled: _____ March 2017 _____

Date for Review: _____

Job Title: Clinical Lead Pharmacist – Your Medicines @Home Service**Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Combination of walking, standing and sitting e.g. walking within community and between departments at base.	Daily	Most of shift	
Occasional sitting in restricted position at computer station.	Daily	Varies	Able to take breaks away from computer station.
Occasionally required to move boxes, fluids and other supplies within the pharmacy and community.	Monthly	Varies	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration required when undertaking medication reviews, calculating dosages and discussing medication information with patients/carers.	Daily	Most of shift	
Work pattern can be unpredictable e.g. interruptions by telephone calls and requests for advice by community pharmacy teams, other professionals and patients.	Daily	Varies depending on request	
Need to concentrate when developing policies, analysing data and writing reports and procedures whilst working in a busy environment.	Daily	Varies	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to emotional circumstances e.g. distressed patients/carers.	Monthly	Up to 30mins	
Dealing with team members, staff who are upset e.g. exposed to distressing situation and require support, or following conversations regarding their performance.	Rare	Up to 30mins	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Use of VDU equipment for significant periods of time.	Daily	Varies	
Travelling to various locations across the University Health Board.	Daily	Varies	