

**Happy,
Healthy
& Heard**



Candidate Information Pack

Band 3

Senior Assistant Technical Officer

Pharmacy



“ Thank you for your
interest in this role with us ”

Dear Colleague,

Thank you for your interest in joining our Trust.

Dartford and Gravesham NHS Trust (DGT) is a dynamic and transforming Trust, committed to delivering the highest quality service to the communities it serves. DGT is an organisation that is genuinely committed to making you feel valued and important by supporting your physical and mental wellbeing, your career development and your general enjoyment of work.



We provide services across Darent Valley Hospital in Dartford, Queen Mary's Hospital, Sidcup, Erith and District Hospital, Bexley and Gravesham Community Hospital in Gravesend as well as a number of community locations across our population.

At DGT, we put quality at the heart of everything we do and whether directly or indirectly, everyone in this organisation contributes to providing safe, effective and compassionate care.

We are delighted that you are considering to come here and I very much look forward to meeting you personally.

Warm wishes.

Jonathan Wade, Chief Executive

Our Trust Vision and Strategy

Providing outstanding care which is skilled, trusted and kind every time



Journey
to
Outstanding

We will ensure patients receive outstanding clinical care, are safe, kept free from harm and are treated with thoughtfulness skill and respect



Working
Together

We will collaborate with our partners and communities to make sure the way care is delivered feels joined up and meets the needs of our citizens



Working Smartly
Within Our Means

We will make sure that we do the best for our patients by achieving all of our targets and making the best use of the funding we receive



Continuous Quality
Improvement

We will develop a learning and improving culture , using continuous improvement to discover, create and innovate



Joy at Work

We will support our staff to be happy, healthy and heard with a sense of belonging and fulfillment



Digital First

We will drive safe, connected and efficient digital innovation to improve care for patients

Our values



Care with
compassion



Striving
to excel



Respect
& dignity



Professional
standards



Working
together

Job Description

Pre-Registration Trainee Pharmacy Technician

Job Details

Grade/Band:	Band 3
Location:	Darent Valley Hospital
Speciality/Department	Pharmacy
Reports to:	Principal Technician Purchasing & Stores
Managerially Accountable to:	Deputy Pharmacy Operational Manager
Professionally Accountable to:	Chief Pharmacist
Accountable for:	Generation of homecare orders to maintain sufficient supply. Authorise invoice payments. Accurate dispensing of prescribed items.

Job Summary

To undertake the provision of a safe, efficient support service to the pharmaceutical care of the Trust's patients.

To participate in a 7-day pharmacy service

Assists the Purchasing Manager in the provision of a safe & efficient homecare dispensing and invoicing service within the Trust.

Supervising the work of more junior personnel generating and processing homecare orders on the CMM Computer System for pharmaceuticals and other goods required for trust patients ensuring that sufficient supplies are ordered and managing the processing of invoices in a timely fashion according to deadlines.

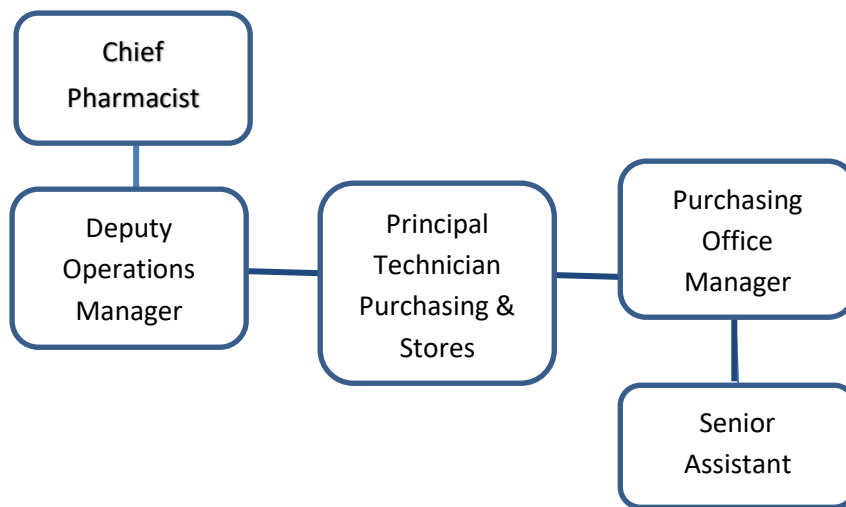
Assists the Purchasing and Stores Manager with administrative duties and ensuring correct stock levels are maintained including accurate and timely replenishment of pharmacy & ward stock including stock required by the robotic dispenser.

Values and Behaviours

- The Trust is committed to providing high quality services and in 2014 we engaged over 300 staff to help us develop values that underpin how we approach our responsibilities.
- Our Values are critical to our success and we expect all staff to adhere to them:
 - Delivery high quality **CARE WITH COMPASSION** to every patient.
 - Demonstrating **RESPECT AND DIGNITY** for patients, their carers' and our colleagues.
 - **STRIVING TO EXCEL** in everything we do.
 - **WORKING TOGETHER** to achieve the best outcomes for our patients.
 - Sustaining the highest **PROFESSIONAL STANDARDS**, showing honesty, openness and integrity in all our actions.

Our Values are supported by Our Behaviours, which we expect every member of staff to exhibit.

Structure Chart



Relationships

To communicate effectively with:

Internal Relationships

Colleagues and Co-Workers
Senior Managers
Other Trust departments

External Relationships

Patients & Clients
Carers
Families
Visitors
Communities and Community Representatives
Workers from other agencies

The post holder must be able to deal with routine enquiries and information, which may be sensitive. They must also be able to communicate on a 1:1 basis

Specific Responsibilities: -

Clinical Responsibilities: to include level of responsibility for:

Generation of orders and requisitions, dispensing medicines from a homecare prescription

The prompt and accurate processing of invoices and credit notes supporting an efficient supply chain of medicines to the patients.

Dispensing medicines in accordance with department procedures using computers facilities for label generation and checking stock levels.

To be responsible for organising own work within the agreed programme, maintaining a training portfolio, in line with the agreed learning contract.

Ensuring stock returned from the wards is suitable for re-use and distribution, returning items to the pharmacy via computer for re-use.

Scans and organises hard copy order records to enable easy access and reference.

Store medicines in accordance with department procedures.

Managerial responsibilities: to include level of responsibility for:

Supporting with departmental daily administrative duties for example, looking after, lieu time addition and maintenance of weekend rota. Other general administrative paper work as required.

To act within scope of own competence to comply with department SOP's and Trust procedural guidelines.

Report any incidents or near miss situations via the error reporting system and the relevant manager

Ensure the Trust's waste policy is followed

To act within scope of own competence to comply with departmental procedure and Trust policy

Education and development responsibilities:

Assist the Purchasing Manager in ensuring that training requirements for all trainees are met.

To attend courses of instruction provided for those intending to qualify as NVQ level 2 as required by the department.

Attend and ensures attendance at department training sessions, completes all mandatory training as required for professional and personal service development

To participate in the Trust's appraisal process

General responsibilities:

On occasions, the post holder may be asked to participate in other departmental duties that whilst not specifically detailed in this job description, are commensurate with the post banding.

Participates in the late night, weekend and Bank Holiday service.

Patient Experience

- Staff should ensure that they always put the patient at the heart of everything they do. All staff will strive to create a positive patient experience at each stage of the patient's/service users care journey

Trust Policies and Procedures

- To adhere to the Trusts agreed policies and procedures.

Equal Opportunities

- To promote and develop the equality of opportunity in accordance with the Trust's Equal Opportunities Policy

Confidentiality

- To protect the confidentiality of information relating to the Trust, Patient and Staff or other agencies

Quality

- To provide a quality service to internal and external agencies and participate/ develop clinical governance within sphere of responsibility.

Infection Control

- All Trust employees are required to be familiar with, and comply with, Trust policies and guidelines for infection control and hand hygiene in order to prevent the spread of healthcare-associated infections.
- For clinical staff with direct patient contact, this will include the uniform and dress code policy, the use of personal protective equipment guidance, the guidance on aseptic techniques and the safe handling and disposal of sharps.
- All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

Health and Safety

- To share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy.

Sustainability

- It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Our Behaviours

- All staff are expected to behave in accordance with 'Our Behaviours'. The six areas of focus are the responsibility of each individual and should be the basis for all work undertaken within the Trust.

Safeguarding

- The Trust expects all employees to adhere to the principle that safeguarding children and adults is everybody's responsibility, including the escalation of any concerns.

Environment

Category	Description/Definition	Frequency/ Measures
Working Conditions	Office based	Frequent
	Dispensary, Reception duties, Pharmacy stores and office based working	Occasional
Physical Effort	Combination of sitting, standing and walking.	Frequent
	Moderate physical effort required lifting and moving pharmacy supplies	Occasional

Person Specification

POST:- Assistant Technical Officer Purchasing

Criteria Group	Essential	Desirable
Education and Training	Educated to GCSE level or equivalent NVQ (QCF) level 2 in Pharmacy Service Skills or equivalent	
Knowledge and Skills	Working with Standard Operating Procedures EDC IT/Computer skills Customer service skills	Working within tight deadline Microsoft Word applications. Advanced word processing and spreadsheet skills Accounts payable knowledge Quick and accurate dispensing skills. Ability to train staff
Experience	Working as a member of a team Experience of working in an office environment. Pharmacy experience	Hospital experience Stores/stock control experience Experience of purchase to pay processes. CMM computer/programme knowledge
Personal Attributes	Willingness to seek and find new solutions to problems. Ability to plan and prioritise work effectively to meet deadlines Committed to high standard of patient care Good communication skills Able to work alone and as part of a team Ability to be flexible in approach to work Organised & Reliable Self -Motivated Approachable Caring Enthusiastic Attention to detail Demonstrates professionalism Confident and assertive Polite and approachable	Leadership qualities

Terms and Conditions of Service

Band	Band 3
Salary Scale	As per Agenda for Change.
Hours of work	37.5
Annual Leave Entitlement	Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable): On Appointment = 27 days After five years = 29 days After ten years = 33 days
Contractual Notice	As per Agenda for Change.
Registration	N/A
Medical	Occupational Health Clearance required prior to appointment
DBS Check	Required

Please note that these terms and conditions are subject to change and may differ from your proposed contract should you be successful in your application.