

Job Description

Job Title:	Assistant Technical Officer Apprentice
Department:	Pharmacy
Grade:	Band 2, progressing to a Band 3 on completion of Level 2 Apprenticeship in Pharmacy Services
Base:	Stanmore
Hours per week:	37.5 hours (full time) + weekends as pro rata
Responsible to:	Lead Pharmacy Technician – Patient Services
Accountable to:	Chief Pharmacist
Key relationships	Pharmacists Medicines Optimisation Pharmacy Technicians Pharmacy Technicians Pharmacy Assistants Pharmacy staff Other healthcare professionals

Job Purpose

To provide pharmacy support in the supply chain management of pharmaceuticals at RNOH. This will include ordering, receiving, invoicing, processing credits and claims, stock control of medicines used at RNOH.

The post holder be a part an active member of the dispensary team where they will learn to work collaboratively to ensure all the tasks have been completed.

The post holder will learn how to carry out “Top Ups” in clinical areas and collect the required medicines in accordance to their stock list.

This post is offered as a 15 month development opportunity to support timely progression to the next level of your career. The post holder will be expected to complete the Level 2 Pharmacy Assistant Apprenticeship within the expected timeframe. The Apprentice needs to remain up to date with their course studies as failure to keep on track may put the continuation of your employment contract at risk.

Main Duties and Responsibilities

1. Distribution/purchasing duties

- 1.1 Ensure all NHS purchasing contracts are adhered to and the Pharmacy System is always up to date with the latest contract prices
- 1.2 Procure pharmaceuticals from wholesalers and other suppliers for the RNOH in line with contracts

- 1.3 Assist in managing any items out of stock and communicating to the team
- 1.4 Receive deliveries and match up relevant paperwork ready for processing on the Pharmacy computer system
- 1.5 Support aspects of purchasing including processing invoices ensuring Pharmacy Standard Operating Procedures are adhered to
- 1.6 Assist with resolving stock shortages and communicate appropriately
- 1.7 Ensure claims are made and received where appropriate in a timely manner
- 1.8 Assist with sending medicine drugs reports to RNOH commissioning as necessary
- 1.9 Participate and support the delivery of pharmacy “top ups” on wards
- 1.10 Assist in Clinical Trials as per request from lead Pharmacist
- 1.11 Assemble requisitions for wards/departments and forward for checking ensuring have all prepared orders checked before packing and completion of all necessary documentation
- 1.12 Produce picking tickets from orders, referring non-formulary, non-stock and restricted items to the Technician-in-charge, where necessary
- 1.13 Report and analyse stock discrepancies in conjunction with the Chief Pharmacy Technician
- 1.14 Amend and update ward stock lists, when necessary
- 1.15 Help maintain stock in the department ensuring the principles of stock rotation are adhered to
- 1.16 Take part in all departmental stock checks and maintain accuracy
- 1.17 Empty ward/ department boxes when delivered to Pharmacy, disposing of waste, returns and empty containers according to procedure
- 1.18 Pack orders appropriately for transportation, ensuring correct storage conditions are met
- 1.19 Prepare secure stationary for issue to wards and departments, and present for checking
- 1.20 Recycle returned stock, undertake regular expiry date checking and review stock holding on an ongoing basis
- 1.21 Learn how to order and maintain adequate stock levels in the fluids store room
- 1.22 Work with other ATO’s with ordering any gases for the hospital
- 1.23 Assist in checking and maintaining high cost medicines stored in Theatres

2. Dispensary and other duties

- 2.1 Familiarise with the Pharmacy system, be able to label and dispense inpatient and outpatient prescriptions accurately, and present them for checking
- 2.2 Deal with the general public, patients and fellow colleagues in a polite and empathetic manner, remembering at all times the importance of patient relations and perceptions
- 2.3 Receive prescriptions and ensure the exemptions are completed correctly; to take the prescription charges, where appropriate, according to current Government legislation and RNOH policy
- 2.4 To “top-up” and book out Dispensary sundries (boxes, bags, bottles, etc.)
- 2.5 Dispense Controlled Drug (CD) requisitions to wards, departments and theatres and complete all necessary documentation and present for checking
- 2.6 Undertake bi-weekly CD stock checks and report these electronically to the Chief Pharmacy Technician
- 2.7 Restock shelves, ensuring the principles of stock rotation are adhered to
- 2.8 Help maintain a clean and tidy dispensary
- 2.9 Ensure daily temperatures readings are taken as per Standard Operating Procedure
- 2.10 Ensure all tasks on the Daily Activity Sheet have been completed
- 2.11 Carry out tasks as necessary using the ePMA system

3. General

- 3.1 Provide cover for the Dispensary, Distribution and Pharmacy Porter, when necessary
- 3.3 Check and monitor stock in the Emergency Drugs Cupboard (EDC) per rota and correctly update all relevant documentation
- 3.4 Take verbal messages/orders over the telephone, passing over to the most appropriate person, if necessary
- 3.5 The post holder will be expected to adapt to changes that, may occur, which may affect the current practices within the pharmacy department e.g. hours of working, procedures and policies
- 3.6 To work flexibly, responding to the needs of the department
- 3.7 The post holder will be expected to work weekends and Bank Holidays
- 3.8 Ensure that total confidentiality throughout the Trust is upheld at all times
- 3.9 Comply with the requirements of the Health and Safety at work Act and COSHH
- 3.10 Comply with the Trust’s policies and procedures

Safeguarding Children and Vulnerable Adults At Risk

The Trust recognises its duty to safeguard and promote the welfare of children, young people and adults. Staff must at all times treat patients with dignity and respect protecting, young people and adults at risk from abuse and neglect

Employees have a responsibility to ensure that prompt and appropriate action is taken when concerns have been made about a child, young person or adults at risk. Employees should be aware of their responsibilities as detailed in the Local Safeguarding Children Procedures and Safeguarding Adults at Risk Policy.

The Trust will assist you by providing mandatory training, support and advice.

Safeguarding children and adults is everyone's business

Equality, Diversity & Inclusion

The RNOH is proud to be a diverse & inclusive organization, representing people from a wide group of ethnicities, gender identities, sexualities, disabilities, ages, religions and beliefs. The Trust is committed to ensuring that it is a place where our staff, patients and visitors feel included, represented and receive the support that best meets their needs.

We recognize and exercise our duty act on institutional discrimination and address inequality within our organization. **The post holder will be expected to behave in a way that is actively anti-racist, anti-discriminatory and facilitate equality and equity at all times within their role.** This will include engaging with the implementation of the Trust EDI Strategy and attending essential EDI training as and when required by the Trust.

We are a Level 2 Disability Confident Employer. **If you have a Disability** (including conditions that affect your mobility, senses, mental health, neurodivergence or long-term health) **and require support to make the workplace accessible, we will make reasonable adjustments to support you.** Therefore, we encourage you to **declare your disability, identify what support you need** and we will make the workplace accessible to your needs.

We are an organisation that supports flexible working and are able consider and offer a range of flexible working practices. Depending upon the nature of your role, this can include hybrid home working, part-time roles and job shares.

IT Skills

All staff are required to demonstrate a level of IT literacy skills appropriate to their job, as the use of IT is fundamental in delivering good quality efficient health care.

Effort and Environment

The following information has been designed to assist the recording of the effort and environment factors required for Agenda for Change.

- **Physical**
The role involves sitting at a desk, moving around the Trust and providing training and presentations
- **Mental**
Frequent periods of concentration. Ability to manage interruptions.

- **Emotional**

May occasionally deal with sensitive issues, and/or support staff who may be upset or in distress.

- **Working conditions**

Assuming normal Health and Safety standards are met.

Frequent VDU use and working from home.

Driving to and from work is not included.

Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Royal National Orthopaedic Hospital NHS Trust.

Professional conduct

The post holder must comply with the Code of Professional Conduct applicable to their profession.

Risk Management

The Royal National Orthopaedic Hospital NHS Trust strives to take a holistic approach to the management of risk; Health and Safety, Caldicott, Corporate and Clinical Governance requirements are all elements of risk management.

Risk management is fundamental in ensuring the safety of all whilst on Trust premises and in ensuring that a high level of quality care is continually provided. To support staff in the management of risk, the Trust provides training programmes and facilitates staff in the use of risk management identification tools. In turn, individuals are responsible for ensuring that they attend training sessions and adhere to the Trust's policies and procedures, which includes the reporting of incidents, both actual and near miss.

Health and Safety at Work Act

Under the provisions of the Health and Safety at Work Act 1974 it is the duty of every employee to:

- Take reasonable care of themselves and of others who may be affected by their acts or omissions.
- Co-operate with their employer in ensuring that all statutory and other requirements are complied with.

Clinical Governance

All staff must comply with all clinical and Infection Prevention and Control policies of the Trust appropriate for their job role. All employees must attend mandatory trainings i.e. Fire Safety, Infection Prevention and Control, Data Protection, Manual Handling, etc. as required within their department as directed by their line manager.

All staff must also comply with the Dress Code Policy of the Trust.

Confidentiality

Post-holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection of 1998. Post-holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post-holders must apply the Trust's FOI

procedure if they receive a written request for information.

No Smoking Policy

The Trust prohibits smoking in all of their buildings and premises.

Sustainability

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to participate in and contribute towards improving the sustainability performance of the Trust. By working together, staff will embed sustainability into the heart of the RNOH's culture; we will be helping to improve both the internal and external environment, reduce the impact on natural and energy resources, reduce air pollution, reduce the likelihood of infection and improve the health and wellbeing of staff, patients and the public.