

<b>Post title:</b>	Senior Pharmacy Support Worker
<b>Directorate/department:</b>	Pharmacy, Clinical Support Services
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<b>Agenda for Change band:</b>	3
<b>Accountable to:</b>	Lead Pharmacy Technician/ Advanced Senior Pharmacy Support Worker
<b>Accountable for:</b>	Pharmacy support workers
<b>Main purpose:</b>	<p>To work accurately and in line with relevant procedures, to select, prepare or supply medicinal products for patients and ward use.</p> <p>Performs general duties to meet service requirements under the supervision of an Advanced Senior Pharmacy Support Worker or Pharmacy Technician.</p> <p>Trains, supervises day to day activities of pharmacy support workers and trainees.</p>
<b>Key working relationships:</b>	Pharmacy Technicians Pharmacy Support Workers Advanced Senior Support Workers
<b>General duties:</b>	<ol style="list-style-type: none"> <li>1. To accurately select, prepare and supply medicinal products for individual patients use and/or for stock replenishment to wards and outside units.</li> <li>2. Supervising, planning, and managing day to day work of allocated staff, reviewing and reallocating tasks when necessary to meet workload demands.</li> <li>3. Use all relevant technology associated with the role appropriately after training. Ensuring the supply of medicines is recorded within pharmacy stock control systems in accordance with Standard Operating Procedures (SOPs)</li> </ol>

	<ol style="list-style-type: none"> <li>4. Responsible for the development and delivery of training to pharmacy support workers and trainees.</li> <li>5. To participate in the selection and recruitment of Pharmacy Support workers.</li> <li>6. Responsible for good stock control in line with departmental SOPs, including ordering/receipting drug/sundry deliveries, dealing with the relevant paperwork, stock rotation, stock taking, checking expiry dates, crediting wards for used stock and putting stock on shelves</li> <li>7. Responsible for supporting pharmacy support workers and junior staff in the resolution of more complex queries that may involve a range of possible solutions. Referring to an appropriate senior member of staff when necessary.</li> <li>8. Maintain good manufacturing/distribution practice and awareness throughout the work area following written procedures and COSHH guidelines to ensure the safety of the product, patient, and staff</li> <li>9. To assist with stocktaking as required, including periodical checks of allocated sections, completing relevant documentation reporting any discrepancies and investigating where appropriate.</li> <li>10. To assist in the sorting of medicines returned to the pharmacy, disposing of unwanted medicines in accordance with departmental policy and returning appropriate items onto the pharmacy computer system following standard operating procedures.</li> <li>11. Responsible for keeping the work area safe, clean, and tidy with suitable supplies of relevant sundry items. Ensuring all relevant local checks and housekeeping are done in accordance with SOPs.</li> <li>12. Participates in routine audits'</li> <li>13. Contributes to service improvement, evaluation, and development through participation in team meetings and review of departmental policies and procedures.</li> <li>14. To act as a role model and mentor to junior staff; providing support, guidance and training as needed to develop staff.</li> <li>15. All staff are expected to support the pharmacy department service as a whole and may be required to work in other specified areas on an ad hoc basis if they have the relevant competency and support.</li> </ol>
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## AGENDA FOR CHANGE: JOB DESCRIPTION

### IMPORTANT ADDITIONAL INFORMATION RELATING TO YOUR EMPLOYMENT

<b>Duty of care</b>	<p>You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p> <p>Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.</p>
<b>NHS standards of business conduct and professional registration</b>	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.</p> <p>All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
<b>Living our values every day</b>	<p>All staff are expected to strive to make the Trust values ‘what we do’ – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> <li>1. Patients First</li> <li>2. Always Improving</li> <li>3. Working Together</li> </ol> <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>

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<b>Health and safety:</b>	Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare
<b>Infection prevention and decontamination of equipment:</b>	All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.
<b>Child protection/safeguarding</b>	All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child protection and safeguarding policies including employment checks.
<b>Confidentiality</b>	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.</p> <p><b>Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</b></p> <p>This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.</p>
<b>Mental Capacity Act 2005</b>	All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.
<b>Sustainability</b>	Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.
<b>Last updated</b>	23 April 2024