

## **JOB DESCRIPTION**

### **JOB DETAILS:**

Job Title:	Pharmacy Assistant (Rotational)
Band:	2
Hours	37.5hrs
Directorate:	Clinical Support and Cancer Services
Department:	Pharmacy Department
Base:	Somerset Foundation Trust Musgrove Park Hospital
Responsible to (line manager):	Pharmacy Operational Manager or deputy
Accountable to:	Director of Pharmacy
JD updated	February 2024

Somerset NHS Foundation Trust is an integrated Trust providing acute, mental health and community health services for the people of Somerset. The Trust provides services for Community Health and Mental Health from a number of inpatient units and community sites, services are throughout Somerset. The trust has 2 acute sites – Musgrove Park Hospital in Taunton and Yeovil District Hospital in Yeovil.

### **Job Role:**

On rotation within the Pharmacy department will work in a number of different service areas and undertake the following duties:

- Dispense prescriptions accurately for in patients and outpatient clinics, and will assist in a range of other Dispensary related duties as required.
- Will carry out a medicines top-up service on wards and will assist with other medicines related duties i.e. medicines expiry checks, stock checks and returning medicines.
- Receiving deliveries of pharmaceutical goods to support the store person.
- Will adapt to using a range of computer systems.

The post holder will be required to work on the late night and weekend & Bank Holiday on rotation.

### **Disclaimer**

This job description is covering the Somerset FT sites (***Musgrove Park Hospital, Yeovil district Hospital***) therefore this job description is subject to differences according to the site and does not purport to cover all aspects of the post holder's duties but is intended to be indicative of the main areas of responsibility.

## **Duties and Responsibilities**

### **Communication and Key Working Relationships**

Communicates with Pharmacy staff at all levels as required both verbally and electronically through day-to-day operational activities.

Liaises with Nursing staff when visiting wards to perform a medicine's top up service.

In the Dispensary, deals directly with patients when receiving prescriptions or handing out dispensed medicines. Also includes issuing stock to other AHP's collecting from Pharmacy

Answers the telephone taking messages and providing routine information in line with SOP's or passing complex queries to appropriate personnel.

Communicates via e-mail as required and uses a number of different IT systems and data entry methods.

Contributes to internal Pharmacy meetings making suggestions where appropriate.

Provides information to senior Pharmacy staff on request.

### **Planning and Organization**

Works in line with operational requirements and service rotation times. Is flexible to work in areas where increased workloads require additional support.

Will work efficiently & accurately to ensure set targets are met.

### **Analytics**

Will work in a timely manner looking at the priorities in the area and will keep senior staff informed as required if KPI's are not likely to be achieved.

### **Responsibility for Patient / Client Care, Treatment & Therapy**

Dispenses medicines accurately and in a timely manner with awareness of waiting times on the tracking system.

Visits Wards/ICU to undertake medicines top up service to ensure appropriate medicines are available for patient treatment,

### **Policy, Service, Research & Development Responsibility**

Follows Trust and Department SOP's and Policies at all times and ensures any trainee's working alongside adhere to all of the above.

Provides feedback and contributes with ideas for any improvement or changes that will benefit the service.

### **Responsibility for Finance, Equipment & Other Resources**



Responsible for picking/checking Pharmacy orders for Wards, Clinics and Theatres ensuring reconciliation between goods and picking list.

Carries out stock and expiry date checks on Wards and in the Department and reports discrepancies or any short dated stock that may be utilised elsewhere to promote efficiency.

Checks and returns medicines through the Pharmacy stock control system to credit Wards and Theatres.

In the Dispensary will process prescription payments from Patients.

#### **Responsibility for Supervision, Leadership & Management**

On rotation and when checking competencies have been achieved, will assist with supervising some activities in ward services ensuring orders for medicines are processed in a timely manner in line with internal delivery and external courier service times.

Working on rotation will work flexibly across the range of Pharmacy services as required to meet service needs.

Acts as a positive role model and leads by example, and supports new staff members into the team with help and guidance as required whilst they are settling in to their new role.

#### **Information Resources & Administrative Duties**

Uses the Pharmacy stock control system to issue and return stock medicines to Wards and Theatres.

Maintains appropriate records as required in all areas of work

Will work at achieving a comprehensive understanding of relevant Trust information systems

#### **Any Other Specific Tasks Required**

Participates in flexible working as required, and on rotation works late night, weekends, and bank holidays.

Undertakes any training and updates required for the role.



### **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

### **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

### **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

### **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

### **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

### **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.



### **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

### **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

### **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

### **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

### **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

### **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



### Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<b><u>QUALIFICATIONS &amp; TRAINING</u></b>  Good general education to include Science, Maths and English at grades A* to C  <b>Must be able to communicate in English Language, both written and verbally appropriate to the post.</b>  Willing to do NVQ Level 2 in Pharmacy Services or equivalent inhouse training.	E  E  E	Interview & Application form qualifications
<b><u>KNOWLEDGE</u></b>  Basic key board skills and ability to use a range of computer systems.	E	Interview & Application form
<b><u>EXPERIENCE</u></b>  Previous pharmacy experience not essential	D	
<b><u>SKILLS &amp; ABILITIES</u></b>  Good communication skills on the telephone, via email, face to face and in written correspondence  Professional and responsible approach at all times  Good analytical and judgmental skills with ability to prioritise.	E  E  E	
<b><u>COMMUNICATION SKILLS</u></b>  Good communication skills Will provide guidance and information to help junior staff. Communicates via e-mail as required and contributes to internal Pharmacy meetings.	E	
<b><u>PLANNING &amp; ORGANISING SKILLS</u></b>  Ability to multitask,  Ability to organise own time,	E  E	



Prioritising activities to meet service needs and systems of work,	E	
Ability to calculate quantities of medicines accurately for dispensing, and ward issues,	E	
<b><u>PHYSICAL SKILLS</u></b>		
Able to cope in a busy working environment.	E	
Has the ability to physically lift and move stock when visiting wards to top up medicines or assemble stock on return to Pharmacy.	E	
<b><u>OTHER</u></b>		
Flexible approach to work	E	
Demonstrate respect for confidentiality at all times	E	
Proven experience of successfully working in a team environment	E	
Show initiative but also able to follow instruction as required	E	
Willingness to use technology to improve standards of care and support to our patients	E	
<b>SUPPORTING BEHAVIOURS</b>		
<p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.</p> <ul style="list-style-type: none"> <li>• Kindness</li> <li>• Respect</li> <li>• Teamwork</li> </ul>		



### SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		N	
Working in physically cramped conditions		N	
Lifting weights, equipment or patients with mechanical aids		N	
Lifting or weights / equipment without mechanical aids	Y		Boxes of IV & Irrigation fluids for a few minutes at a time
Moving patients without mechanical aids		N	
Making repetitive movements	Y		Dispensing medication.
Climbing or crawling		N	
Manipulating objects		N	
Manual digging		N	
Running		N	
Standing / sitting with limited scope for movements for long periods of time		N	
Kneeling, crouching, twisting, bending or stretching		N	
Standing / walking for substantial periods of time	Y		In the Dispensary & Ward services throughout the working day.
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar	Y		Moving stock from storage areas to transit boxes throughout the day in ward services.
Working at heights		N	
Restraint i.e. jobs requiring training / certification in physical interventions		N	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another ( give examples)	Y		Sometimes asked to dispense urgent prescription. Answer telephone.
Carry out formal student / trainee assessments		N	
Carry out clinical / social care interventions		N	



Analyse statistics		N	
Operate equipment / machinery		N	
Give evidence in a court / tribunal / formal hearings		N	
Attend meetings (describe role)	Y		Internal meetings only
Carry out screening tests / microscope work		N	
Prepare detailed reports		N	
Check documents		N	
Drive a vehicle		N	
Carry out calculations	Y		For dispensing prescriptions.
Carry out clinical diagnosis		N	
Carry out non-clinical fault finding		N	
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events		N	
Giving unwelcome news to patients / clients / carers / staff		N	
Caring for the terminally ill		N	
Dealing with difficult situations / circumstances		N	
Designated to provide emotional support to front line staff		N	
Communicating life changing events		N	
Dealing with people with challenging behaviour	Y		Very occasionally with patients waiting for medicines becoming impatient.
Arriving at the scene of a serious incident		N	
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather		N	
Excessive temperatures		N	
Unpleasant smells or odours	Y		Occasionally on wards when undertaking medicines top up service.
Noxious fumes		N	
Excessive noise &/or vibration		N	



Use of VDU more or less continuously		N	
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen		N	
Body fluids, faeces, vomit		N	
Dust / Dirt		N	
Humidity		N	
Contaminated equipment or work areas		N	
Driving / being driven in <b>Normal</b> situations		N	
Driving / being driven in <b>Emergency</b> situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers	Y		Chemotherapy drugs in vials/infusion bags and other agents only if the container is broken
Exposure to Aggressive Verbal behaviour		N	
Exposure to Aggressive Physical behaviour		N	



**Department Core Purpose**

Pharmacy staff aspire to provide a safe, efficient, and high-quality service to patients, delivered in an atmosphere of professionalism, respect, and effective communication.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

**Job Profile Agreement**

Associate Director of Pharmacy – Clinical Services Agreed and Signed:		Date:	
Post Holder Agreed and Signed:		Date:	