#### **JOB DESCRIPTION**

#### **Senior Pharmacy Support Worker – Clinical Services (Band 3)**

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| JOB IDENTIFICATION |
| Job Title: Senior Pharmacy Support Worker – Clinical Services (Band 3)    Responsible to: Senior Pharmacy Technician relevant clinical area  Department(s): NHS Fife hospital settings  Directorate: Pharmacy & Medicines  Operating Division: Corporate  Job Reference:  No of Job Holders: 1  Last Update (insert date): January 2024 |

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| 2. JOB PURPOSE |
| To provide support to pharmacy technicians and pharmacists within NHS Fife hospital clinical pharmacy, following Standard Operating Procedures. This includes taking medication history from patients as part of a comprehensive pharmacy service to maintain a high quality pharmaceutical service to patients in NHS Fife.  You will also assist with stock management of medicines at ward level and supply of medications to patients |

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| **3. DIMENSIONS** |
| The NHS Fife Pharmacy Service serves a population of approximately 380,000 people, and is provided by an integrated team of around 300 Pharmacy staff, including Pharmacists, Pharmacy Technicians, Support Workers, Nurses, and Administrators.  The team work across Acute and Community hospital sites, General Practices, Mental Health services, and a range of specialist teams. Partnership working is at the core of our values, and we work closely with other members of the multi-disciplinary team, including our Community Pharmacy colleagues, to deliver the highest quality care for everyone in Fife. |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| The NHS Fife Pharmacy Service aims to provide the highest quality pharmaceutical care to the people of Fife. The integrated pharmacy team provide person-focussed pharmaceutical care to individuals, and supply medicines through systems that ensure safe, effective and economical use.  We strive to ensure patients derive maximum benefit and minimum harm from their medicines, throughout their healthcare journey. We work in partnership with our clinical colleagues, providing high quality care, timely information and advice to deliver the safe and secure use of medicines. By integrating our team across NHS and Health and Social Care Partnership (HSCP) services in Fife, we ensure medicines are purchased, stored, dispensed and prescribed to the highest standards in every care setting. |
| 6. KEY RESULT AREAS |
| **Clinical service Work following standard operating procedures**   * To liaise with or refer to members of the pharmacy clinical team and ward staff to solve medication queries * To link with pharmacy dispensary/stores teams regarding medication supply queries * To communicate with patients to ensure they have adequate supply of prescribed medication * Takes responsibility for the maintenance of stock for clinical areas working with the stores team * To transcribe non-stock medications required for supply onto Individual Patient Supply forms and refer on for authorisation * To dispense/supply patient packs in clinical area * To consult with patients to complete a medication history / reconciliation so that the prescriber has full details of medicines the patients has been taking before admission to hospital including any medications they buy, any allergies to medication, and if they use a compliance aid and where they obtain these from * To liaise with community pharmacy regarding patient compliance aids * To assist in the assessment of patients own medications suitability for use * To assist in technical medicines supply service including the preparation and supply of medicines within dispensary, aseptic, stores and vaccines. * Supervision and training of other staff / colleagues   + To participate in the collection of data for audit purpose * Attendance at meetings when required * To maintain the departmental archive store and organise destruction of aged documentation when appropriate * Participation in weekday, evening, weekend, and bank holiday rotas as determined by, and according to, the organisation and pharmacy service needs. This may be subject to change and review in line with 7 day working strategic priorities. * This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder |

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| 7a. EQUIPMENT AND MACHINERY |
| The post holder is required to:   * Use office equipment including telephone, computer, printers, fax machine and photocopier * Use the Pneumatic Tube System * Use tablet counters and measures |
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| **7b. SYSTEMS** |
| The post holder should have:   * An understanding of the pharmacy computer system and temperature monitoring system * An understanding of Microsoft office applications and be able to use e-mail and the internet * An appreciation of the importance of documentation, policies and procedures approved by the department and organisation * Clinical Portal * Chemocare * Trakcare * Patientrack * eESS (staff system) * Turas |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works within the strategic and policy guidelines established by the Pharmacy Service and towards objectives agreed with the Senior Pharmacy Technician  The post holder works under the direction and supervision of the Pharmacy Technician/ Pharmacist  Routine work is carried out according to set procedures and timetables  Some non-routine tasks may be delegated by other members of the pharmacy team  TURAS reviews will be carried out by the Senior Pharmacy Technician  The post holder may be required to work at any NHS Fife hospitals  The post holder will be required to participate in weekend, late night and public holiday rotas. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder will receive overarching supervision from Pharmacy Technician(s) or Pharmacist(s).  Routine dispensing activity and other routine tasks are allocated to the post holder who will be required to ensure work is completed within specified deadlines  After full training and competency assessment, the post holder will respond to routine queries, referring more complex queries to the supervisors above |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| The post holder is expected to meet deadlines with accuracy and within tight time scales and challenged by absence requiring staff to cover additional duties |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is expected   * To communicate with all levels of the pharmacy team * To communicate with nursing staff in clinical areas * To communicate with transport and portering staff within and out with the health service * To communicate with patients/carers/relatives * Keep up to date with SOP’s * Have flexibility to change duties at short notice |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills**   * Have general keyboard skills   **Physical Effort**   * Moving stock including heavy stationary (5-12kg) to and from shelves and trolleys frequently * Standing/sitting for substantial amount of working time   **Mental**   * High level of concentration required when dispensing prescriptions whilst coping with frequent interruptions   + Concentration required when doing repetitive tasks which requires speed and accuracy   **Emotional**   * Pressure of work due to staff shortages * Meet patients at reception some of whom are terminally ill * Deal with verbal aggression from patients and staff   **Environmental**   * Exposure to cytotoxic and hazardous chemicals daily |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Experience working in a pharmacy team  Educated to a minimum of National 4 in English, Mathematics and a Science (or equivalent level)  Must have SVQ in Pharmacy Services at SCQF Level 6 (Full award) or equivalent.  Completion or willing to work towards the underpinning knowledge program for Pharmacy Support Workers  Good understanding of pharmacy practice and pharmacy roles  Completion of Learn Pro modules e.g. one stop and medicines reconciliation  Knowledge of NHS values and behaviours  All staff not covered by professional registration must complete the **Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers**  **Your performance must comply with the "Mandatory Induction Standards for Healthcare Support Workers in Scotland" 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are enclosed, (further copies can be obtained on line at** [**www.workinginhealth.com/standards/healthcaresupportworkers**](#)**or from your local Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to your dismissal."** |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |