NHS Grampian

**Job Description**

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| JOB IDENTIFICATION |  |
| **Job Title:** | **Vaccine Services Administrator** |
| **Department(s):** | **Pharmacy Vaccine Services** |
| **Location:** | **Aberdeen Royal Infirmary** |
| **Hours:** | **37.5 hours per week** |
| **Grade:** | **Band 4** |
| **Salary:** | **£23,709 - £25,982** |
| **Contract:** | **Permanent** |
| **Job Reference:** | **NW107308** |

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|  | **Job Purpose**  To provide a comprehensive administrative service within Pharmacy Vaccine services. The responsibilities detailed here represent the main features of this post but may be subject to alteration in the light of changing demands and priorities of the service. Responsibilities will include:   * Completing the appropriate paper and electronic data. * Printing and booking in vaccine orders. * Ordering vaccine sundries through the PECOS system. * Completing Audit forms. * To oversee the management of archiving and confidential waste. * Updating Q-PULSE documents as required. * Maintaining local workload statistics. * Programming and downloading Comark loggers * Gathering information when required from Kelsius Refrigerator Monitoring System * Completing and overseeing data entry of immunoglobulins on National Database * To compile and complete data entry on near misses. * Completing Datix forms as required. * To minute meetings within Vaccine services. * To draft required communication emails to be sent to Pharmacy staff. * To update training records and send renewal reminders to Vaccine services staff. * To update data on numerous systems as and when required.   The role will be supported by the Lead Vaccine Services Technician, to ensure that the post holder will, develop the ability to make decisions, which will lead to good practice and the provision of an excellent support mechanism for both patients and clinical teams. |
|  | **Organisational Chart** |

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| **1** | **Communication and Relationship Skills**  **Provide and receive routine information requiring tact or persuasive skills, barriers to understanding; Provide and receive complex or sensitive information; Provide advice, instruction or training to groups/ Provide and receive complex, sensitive information; barriers to understanding.**  The post holder will develop and maintain effective communications and working relationships, both internally and externally, and to communicate routine information to appropriate members of staff related to Vaccine Services. Communication will be verbal, face-to-face, written correspondence or electronically. Information may be sensitive and persuasion or tact may be required when dealing with clinical staff and service providers. Barriers to understanding that may need to be overcome include English not being the first language of the caller, irate impatient callers expecting answers straight away regarding progress of chemotherapy prescriptions.  The post holder will:  Communicate complex information face to face, by email and telephone with a variety of healthcare professionals e.g. nursing staff, medical staff and pharmacy staff requiring information and updates on workload statistics, vaccine, blood products and immunoglobulin availability  Liaise with service users and personnel relating to the Vaccine Service with regard to the gathering, collation and dissemination of information related to the service.  Provide and receive routine and sensitive information such as identifiable patient information, via email and by fax, to and from pharmacy colleagues, nursing and clinical staff.  Provide information regarding vaccine delivery times in a pleasant and professional manner.  Liaise with team members on a daily basis to help ensure the smooth running of vaccine services  Will be required to respond to correspondence as directed.  Needs to be familiar with current issues surrounding service development and planning |
| **2** | **Knowledge, Training and Experience**  **Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge.**  Post holder will work at HNC/SVQ 4 level equivalent (must be willing to undertake a SVQ2 in Pharmacy if required)  Have experience in an administrative post and have an exceptional understanding of routine and non-routine work procedures as well as knowledge of stock control.  Good general education including good English communication written and oral.  Proficient in Microsoft office (including Word, Excel, and Access) and electronic mail systems (desirable- European Computer Driving License).  Excellent and accurate typing skills.  Ability to communicate with all disciplines of staff.  Use initiative and have flexible approach to work.  Good organisational, prioritisation and problem solving skills.  Ensure confidentiality and extreme sensitivity at all times.  Ability to work under pressure.  Ability to work as part of the team. |
| **3** | **Analytical and Judgement skills**  **Judgements involving facts or situations, some requiring analysis/ Range of facts or situations requiring analysis.**  Will participate in a variety of projects as required to aid service development and/ or redesign  Will answer incoming calls to the department, which will involve problem solving and prioritisation of messages ensuring the queries are dealt with quickly and accurately  Uses initiative to deal with matters independently where appropriate although the Lead Technician Vaccine Services will be available for advice. In particular they will be aware of what information they can convey due to the confidential and sometimes sensitive nature of that information.  Will analyse and interpret a variety of information sources to support the day to day production schedule e.g. staff planner for daily workload, workload stats, Kelsius and Comark monitoring database.  Is responsible for the collation and reporting of activity and performance indicator data in order to aid service improvement.  This entails the post holder analysing and explaining any anomalies within collected data and implements any necessary changes in practice identified as a result. |
| **4** | **Planning and Organisational skills**  **Plan and organise straightforward activities, some ongoing/ Plan and organise complex activities or programmes, requiring formulation, adjustment.**  The post holder will plan, prioritise and organise their own workload in order to meet objectives within set timeframes i.e. processing monthly workload for vaccine team.  The post holder will organise and minute Vaccine Service staff meetings ensuring information is distributed to Pharmacy team members.  They will assess the order workload as it comes through and effectively prioritise, plan and organise urgent/non-urgent orders to aid vaccine staff in prioritisation to enable the most effective use of resources available. |
| **5** | **Physical skills**  **Physical skills obtained through practice/ Developed physical skills: advanced keyboard use.**  Standard keyboard skills are required.  Good IT skills to operate local computer systems such as Wellsky, Microsoft programmes, Turas and Q-Pulse. |
| **6** | **Responsibility for patient/client care**  **Assist patients /clients during incidental contacts/ Provide non-clinical advice, information to patients/clients/relatives.**  Incidental patient contact. |
| **7** | **Responsibility for Policy/Service development**  **Follow policies in own role, may be required to comment/ Implement policies and propose changes to practices, procedures for own area.**  The post holder will, review and implement working policies and procedures as required by the Pharmacy Management team e.g. monthly work load statistics collection procedure.  Will input into the review and updating of standard operating procedures as appropriate taking account of any changes to practice.  Review and propose changes to the general working practice with a view to improving efficiency.  Assist other members of the Vaccine team in ensuring all SOP’s are suitable and conform to standards. |
| **8** | **Responsibility for Financial and Physical resources**  **Personal duty of care in relation to equipment, resources/ Handle cash, valuables; Safe use of equipment other than equipment used personally; Maintain stock control; Authorised signatory, small payments; Safe use of highly complex equipment.**  The post holder has delegated responsibility for Purchasing of sundries and devices at well over £5000 a year.  Responsible for maintaining stock control, ensuring that there are adequate drugs and disposables for the needs of the unit. Use the Wellsky stock control computer system to ensure that products are costed to appropriate consultants/directorates and that stock levels are correct, occasionally liaising with Finance as appropriate.  Responsible for ordering equipment, consumables and chemicals, some of a hazardous nature, used within the department via PECOS as a level 1 approver.  Ensuring the timely and accurate purchase of vaccine sundries, devices and products via the pharmacy computer system in accordance to Standard Financial Instructions, National Contracts and NHS Policies and Procedure and Formulary processes and procedure.  To ensure that any emergency orders placed out with ordering times are managed appropriately.  Ensure that adequate protective clothing is available for use by staff when required. |
| **9** | **Responsibility for Human resources**  **Demonstrate own activities to new or less experienced employees/ Day to day co-ordination of staff; Professional /clinical supervision; Provide training in own discipline.**  Post holder will assist in the induction and training of pharmacy support workers and student technicians upon their first rotation within vaccine services. |
| **10** | **Responsibility for Information resources**  **Data entry, text processing, storage of data; Occasional requirement to develop or create reports, documents, drawings/ Take, transcribe formal minutes; Regular requirement to develop or create reports, documents, drawings; Responsible for maintaining one or more information systems, significant job responsibility.**  The post holder will ensure that all relevant paperwork with regard to ordering, receipt, invoicing have been completed in order to meet Standing Financial Instructions  To provide managerial and financial information by regularly generating reports for the pharmacy management team e.g. workload statistics, stock wastage reports for vaccines and immunoglobulins that either get cancelled/ returned or expire before they can be used.  Ensure on going accurate manipulation of electronic information within specific Vaccine databases  Enter patient details on to the prescription tracking system and produce tracking labels which detail where the completed prescription is to be sent, how many items need to be prepared and for what time bearing in mind porter collection times, availability of flights, and transport. The Pharmacy department in ARI prepares and sends vaccine orders throughout NHS Grampian as well as NHS Orkney and Shetland with deliveries going to these locations regularly.  Participation in archiving completed documentation and ensuring appropriate storage and disposal.  Assist with analysing and recording prescribing and dispensing activity. From an IT point of view this will involve querying several databases across a variety of systems. Some data will involve analysing excel spread sheets.  Assist with the management of QPulse, the documentation management system.  Is responsible for the collation and reporting of monthly activity and performance indicator data in order to monitor performance, customer satisfaction and workload.  Be responsible for ensuring that all commercially sensitive and confidential information is handled in accordance with NHS Grampian Data Protection and Information Security Policy and Freedom of Information Act. |
| **11** | **Responsibility for Research and Development**  **Undertake surveys or audits, as necessary to own work.**  To assist in the completion of forecast demands for National Procurement Contracts.  To participate in audit and produce reports.  Gather information from various resources and use for reporting purposes e.g. Key performance indicators, compliance, performance etc. |
| **12** | **Freedom to Act**  **Clearly defined occupational policies, work is managed, rather than supervised.**  The post holder functions without direct supervision although advice and guidance is provided by Line Manager.  They will work within the strategic and policy guidelines established by the Pharmacy Vaccine Service and towards objectives agreed with Line Manager.  Will work unsupervised and in accordance with Standard Operating Procedures (SOPs). |
| **13** | **Physical Effort**  **Combination of sitting, standing, walking/ Frequent sitting or standing in a restricted position; Frequent light effort for several short periods; Occasional light effort for several long periods; Occasional moderate effort for several short periods/ Occasional moderate effort for several long periods; Frequent moderate effort for several short periods.**  80% of work is computer based therefore sitting in a restricted position is required for a large proportion of duties.  Occasional moderate effort required for pushing, carrying and packing pharmaceutical supplies and goods e.g. delivered PECOS orders of up to three times a week with individual item weights not exceeding 5 kg.  Manual handling of heavy archive boxes and confidential waste bags potentially on a weekly basis with a weight not exceeding 10kg |
| **14** | **Mental Effort**  **Frequent concentration; work pattern predictable/ Unpredictable.**  Frequent concentration required for high levels of accuracy due to the pharmaceutical components, detail and specific nature of the work undertaken.  Work will be regularly unpredictability e.g. due to when vaccine orders will be sent resulting in peaks in activity that need processed in a timely manner.  Constant interruptions mainly from phone calls from service users looking for information regarding orders, refrigerator malfunctions etc.  Will regularly read spreadsheets and deal with large volumes of data, ensuring all necessary information is completed and recorded.  Dealing with constantly large volumes of data, ensuring all necessary information is completed and accurate.  Long periods of concentration required for performing calculations, report writing, data input, accuracy  Working on complex material requiring a high level of concentration.  Will require high levels of accuracy due to the pharmaceutical components, detail and specific nature of the work undertaken.  Ability to work under pressure and constant interruptions in a busy environment |
| **15** | **Emotional Effort.**  **Exposure to distressing or emotional circumstances is rare/ Frequent indirect distressing or emotional circumstances.**  Frequent indirect dealing with sensitive and distressing information e.g. confidential patient information which detail patient diagnosis. |
| **16** | **Working Conditions**  **Exposure to unpleasant conditions is rare/ Occasional unpleasant conditions; Use VDU equipment more or less continuously.**  Will be exposed to VDU/repetitive data entry for long periods each day while producing reports/analysing and interpreting data. |

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|  | **NHS GRAMPIAN**  **PERSON SPECIFICATION**  **Vaccine Services Administrator**  **ABERDEEN ROYAL INFIRMARY**  **DEPARTMENT: PHARMACY** | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below. | |

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **How**  **Assessed** | |
| Qualifications | Educated to HNC/SVQ level 3/4 administrator. | European Computer Driving Licence | Application  form | |
| Experience | Experience in an administrative post within a medical field.  Experience using Microsoft Office, Word, Excel and Access.  Experience in completing reports. | Previous experience in a hospital environment.  Experience in analysing data.  Experience in reviewing/updating of standard operating procedures. | Application form and interview | |
| **Skills and knowledge** | Excellent written/oral communication skills. Good command of English language verbally and in writing.  Ability to plan prioritise and organise own workload.  Excellent and accurate IT skills. | Good touch or audio typing skills.  Knowledge of medical terms.  Knowledge of local computer systems such as Q-pulse. | Application form and interview | |
| **Disposition** | Well presented. Confident personality  Good team worker  Customer orientated, interested in patient well-being | Interest in service development. | Interview | |
| **Physical Requirements of the Post** | General good health and a proven good attendance record.  Able to lift up to 10kg  Combination of standing and walking, sitting in a restricted position |  | Interview | |
| **Particular Requirements**  **of the Post** | Willingness to develop personal knowledge and skills.  Self-motivated. Able to work as part of a team.  Enthusiastic, hard working and confident.  Ability to work under pressure and under constant interruptions.  Maintain concentration with a high level of accuracy. |  | Interview | |
| **MAJOR RISKS IN DOING THIS JOB** | | | |
| Back/arm strain lifting weights up to 10kg  Eye/back/neck strain due to long periods of computer use | | | |