



**Bank
Pharmacy Support
Worker**

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Western Isles Health Board
The best at what we do



Job Advert



Bank Pharmacy Support Worker

Band 2 £23,362 - £25,368 per annum
Plus £1,279 Distant Islands Allowance per annum
Flexible Hours
Bank Staff

NHS Western Isles (NHSWI) is seeking a highly motivated and enthusiastic individual to join our pharmacy team, as a pharmacy support worker.

The post holder will work as part of the expanding technical team within the pharmacy at Western Isles Hospital.

The Pharmacy Support Worker fulfils a vital role within the department, receiving and distributing medications, maintaining adequate stock levels of drugs and sundries. There will also be opportunity to provide medicines top-up service to wards and departments within the hospital. Other general duties include date checking, cleaning and administrative work including filing, as required.

The post holder will work alongside Senior Pharmacy Assistants, Pharmacy Technicians and Pharmacists to ensure that medicines are provided safely and efficiently within the hospital and to some outlying areas.

This post requires a minimum of 3 standard grades or equivalent in English, Mathematics and at least one other subject. Previous experience is not necessary as training will be provided.

We are offering an opportunity to live and work in our beautiful and rural island community. You can enjoy amazing outdoor and cultural activities such as kayaking, surfing, climbing, hill walking, diving as well as a wealth of traditional crafts and music related pursuits. We are also only a short journey from Glasgow, Inverness and Edinburgh by plane, with twice daily ferry sailing to Ullapool.

Find NHS Western Isles on Facebook; Twitter @NHSWI.

For an informal chat on the above posts and how it may suit you, please contact Dr Liam Callaghan (Chief Pharmacist) via 01851 708140 or liam.callaghan@nhs.scot.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach

Any further queries please contact Tel: 01851 762027.

**NHS WESTERN ISLES (NHSWI)
JOB DESCRIPTION**

1. JOB IDENTIFICATION

Job Title: Pharmacy Support Worker (Bank)

Department(s): Pharmacy, Western Isles Hospital

Job Holder Reference:

No. Of Job Holders: 0 WTE

2. PURPOSE

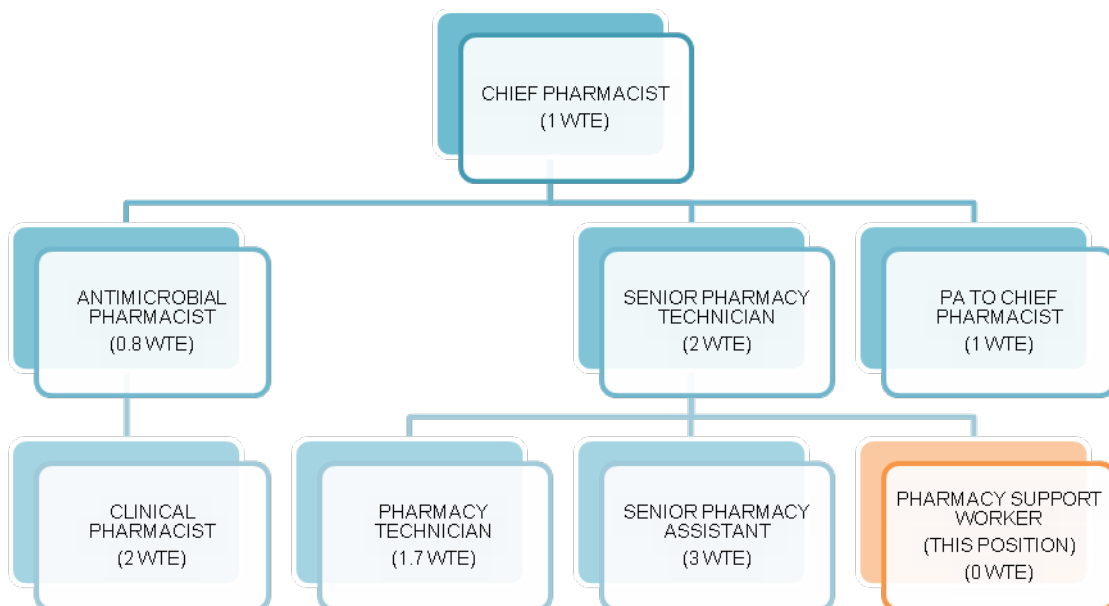
Undertake duties in support of Pharmacists and Pharmacy Technicians to ensure the timely distribution of quality assured pharmaceuticals and related products to ward and departments at the Western Isles Hospital as well as other hospitals and Primary Care locations in the Health Board area.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

2.1 JOB SUMMARY

1. Assist with receipt of all pharmaceutical products, unpacking and stocking shelves.
2. Assist Senior Pharmacy Technician (Procurement and Distribution) with distribution and stock control.
3. Assists with repacking and relabeling of medicines.
4. Undertake the ward top-up service using pre-agreed stock lists and levels.
5. Maintenance of filing and cleaning duties
6. Participate in the rolling stock taking programme.

3. ORGANISATIONAL CHART



4. MAIN DUTIES AND RESPONSIBILITIES OF THE POST

4.1 DISTRIBUTION

The post-holder is to:

- Check off deliveries to the Pharmacy ensuring that the items are correct, in date recording the Batch Number and Expiry date and put away in the correct location ensuring good stock rotation.
- Take part in the daily programme of rolling stock take, which ensures that all items within the department are checked at least once every six months.
- Undertake the updating of various emergency trays using pre-agreed stock lists and accurately recording data relating to the items in each tray. Distribution of these trays to specified locations throughout the Health Board area before the existing tray expires, accurately recording the exact location of each tray. Ensure there are sufficient and correct quantities of pharmaceuticals available for replacement of expiring and used items and for department stock.
- Ensure that any items removed from the out-of-hours emergency cupboard are replaced in a timely and appropriate manner and issue any items removed from the cupboard to the appropriate cost centre. When undertaking the Dispensary part of the rota check the stock in the Emergency Cupboard once a week to ensure nothing is missing. If stock is missing then items are replaced if stock is available, if no stock is available notify the Senior Technician – Procurement and Distribution.
- Undertake an assessment of stock items returned from wards and departments for suitability to reuse and accurately count and return through Pharmacy Stock Control (PSC) system.
- Return non-stock items returned from wards and departments which have already been assessed as suitable for reuse by a pharmacy technician, accurately count and return through PSC system.
- Notify the relevant Senior Pharmacy Technician of any deficiencies in physical resources.

4.2 DISPENSARY

The post-holder is to:

- Assist in over labelling and/or pre-packing of pharmaceuticals ready for issue to wards and departments using documentation that complies with good practice guidelines.

4.3 WARD

The post-holder is to:

- Undertake top-up of ward pharmaceutical stocks using pre-agreed stock and levels on a pre-determined timetable. Generate, issue, assemble, check off and pack the order as required by the Pharmacy Assistant rota.

- Take part in the Pharmacy delivery run for discharge prescriptions and non-stock orders to the wards as part of the rota.
- As part of the ward top-up and distribution function identify remedial action with shortages of pharmaceuticals to re-distribute products within the hospital and notify the Senior Technician of the action planned to ensure continuity of care within current stocks.
- Update and maintain the ward stock lists on the PSC system as directed by the Senior Technician – Dispensary and Clinical Services, Senior Technician - Procurement and Distribution, Clinical Pharmacists or Chief Pharmacist and as required resulting from pack size changes.

4.4 CLERICAL DUTIES

The post holder will:


- In the absence of the Clerical Officer, undertake the ordering and receiving goods function including computerised and Goods Received Notes as instructed by the PA to Chief Pharmacist.
- Undertake the correct archiving, storage and disposal of filing in accordance with Health Board guidelines on the storage and retention of records.
- Under the instruction of a Senior Technician or Chief Pharmacist design and/or develop paperwork for the distribution service to improve the effectiveness of the service using the Microsoft packages currently available within the Pharmacy Department.
- Write procedures as required for the distribution service under the direction of a Senior Technician or Chief Pharmacist.

4.5 GENERAL DUTIES

The post holder will:

- Work as a team with the other assistants to ensure that at the end of each day, week or month there are no outstanding tasks from the rota. To participate in the monthly communication session prior to moving to the next section of the rota.
- To undertake the daily/weekly/monthly environmental monitoring programme in accordance with departmental Standing Operating Procedures, including fridge/freezer monitoring.
- To liaise with suppliers regarding returnable items, damaged goods, and queries as required.

Answer the telephone and take factually accurate messages as position and experience allows in line with



Pharmacy Standard Operating Procedures in an appropriate and courteous manner. Undertake housekeeping and top-up of sundry items within the department to assist in the delivery of the dispensing and distribution services.

Undertake the correct segregation and disposal of expired and/or hazardous pharmaceutical waste and completion of appropriate paperwork in accordance with the manufacturers' recommendations and the Western Isles NHS Health Board Waste Management policy.

Understand and comply with the safety and security requirements of the Pharmacy Department.

Comply with policies, procedures and standards identified and/or defined by management.

Ensure the safe and secure handling of all documentation and medicines.

Maintain the confidentiality of patient information, product costs and documents processed.

Contribute to the implementation of local and national Health and Safety policies.


To attend and maintain skills with regard to mandatory Health and Safety Training e.g. Lifting and Handling, Fire Training etc.

Update current skills and knowledge as required.

Participate in continuing personal development programme.

Participate in internal or external courses/meeting as appropriate.

Undertake any other designated assistant duties as appropriate and with the agreement of the post-holder.



5. SYSTEMS, EQUIPMENT AND MACHINERY

The post-holder will utilise the following resources on a regular basis:

- Electronic Clinical Systems, e.g. PSC
- Paper based clinical systems, e.g., Medication Administration Record (MAR) Charts
- Microsoft Office 365, Internet, e-library and medicines information databases.
- Printer/Photocopier
- Label machine

6. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENT DEMANDS OF JOB

6.1 PHYSICAL SKILLS AND DEMANDS

- Prolonged use of computer equipment.
- Repetitive work, regular use of keyboard
- Movement between pharmacy and wards carrying paperwork or laptop.
- Standing or sitting for long periods of time.
- Good level of manual handling skills for the repetitive lifting of packs, boxes and heavy fluid boxes on a daily basis most boxes being over 10Kg with some over 15kg.

6.2 EMOTIONAL DEMANDS

- Dealing with distressed patients, relatives or carers who may occasionally be aggressive or demanding.
- Emotional effort may be required when talking to patients about their medication.

6.3 MENTAL DEMANDS

- Prolonged periods of concentration with requirement for accuracy at all times.
- Unpredictable workload, interruptions and reprioritisation required
- Work may be carried out in an area which is busy and noisy but the post holder requires to concentrate

on the task in hand.

6.4 WORKING CONDITIONS

- Dealing with difficult working conditions, e.g. exposure to unpleasant or hazardous circumstances such as poorly controlled temperatures, smells, drug spillages.
- Space is limited in some working areas so often working in a small confined space.

6.5 CHALLENGING PARTS OF THE JOB

- Plan, prioritise and manage your own diverse workload under the direction of the Senior Pharmacy Technicians.

7. STANDARD ELEMENTS

7.1 CONFIDENTIALITY

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it. All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

7.2 HEALTH AND SAFETY

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHSWI attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the

public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board’s policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

7.3 JOB DESCRIPTION AGREEMENT

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

Job Holder’s Signature:


Date:

Head of Department Signature:

Date: 23.02.2022

**NHSWI
PERSON SPECIFICATION GUIDANCE**

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE		Previous experience in a Healthcare and/or retail environment.
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	General Education. Willing to undertake further training deemed essential to the post.	Communications/ Numeracy and Computer skills. E.C.D.L.
KNOWLEDGE AND SKILLS	Good communication skills. Competent in using computers. Good literacy and numeracy.	Word Processing.
DISPOSITION	Must be able to work as part of a team and independently of others. Must be able to work under instruction. Must be able to provide effective instruction to other staff. Honesty and motivation Ability to prioritise tasks.	
OTHER		A reasonable level of fitness commensurate with repetitive light to moderate lifting.



The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk

About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan’s Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board’s response to the COVID-19 pandemic can be found on the Board’s dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com