JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Pharmacy Support Worker  |
| Department(s)/Location | Pharmacy, HMP Perth and Castle Huntly, HMP Bella Unit,GP Out of Hours Service and Forensic Medical Service (Bell Street) |
| Number of job holders | 6 |
| CAJE | SC06-582 |

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| 2. JOB PURPOSE* To assist in the accurate and safe assembly of medicines to be dispensed for individual patients
* To assist in the training of pharmacy assistants and nursing staff in accordance with standard operating procedures
* To assist in ensuring an efficient and accurate medicines supply process across all services
* To assist in ensuring that quality of service, environment and equipment meet the specified standards
* Provide advice and information regarding the availability and storage of medicines to healthcare and other prison staff
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| 3. ORGANISATIONAL POSITIONORGANISATIONAL POSITIONSpecialist Pharmacy TechnicianSenior Pharmacy TechnicianBand 3 Pharmacy Assistant (this post)Denotes:Line ManagementSupervisionProfessional link  |
| 4. SCOPE AND RANGEHMP Perth has a population of approximately 650-700 prisoners and Castle Huntly has 230-250 prisoners. Out of Hours provides a service across Tayside in the evenings, overnight and at weekends however the role of the Pharmacy Assistant will be to work during normal hours and provide support around stock management.The aim of the Pharmacy is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:1. To provide pharmaceutical care to individual patients by meeting their particular needs whilst maximising efficiency in the use of resources.
2. To provide medicines through systems of quality control, which ensures safe, effective and economic use.

OperationalThe post holder is required to participate in the delivery of a range of pharmacy services and perform a variety of skills, in different environments, whilst maintaining pharmaceutical standards and quality including residential areas within a prison environment.  As a member of the team, the post holder will : * Contributes to the provision of the Pharmacy Service by assisting with stock management through accurate receipt and storage of medicines.
* Participate in Quality control and environmental monitoring
* Assist with supply and delivery of medication across various settings
* Production, monitoring and filing of documentation.

Induction Standards & Code of Conduct"Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland 2009” and with the Code of Conduct for Healthcare Support Workers." |
| 5. MAIN DUTIES/RESPONSIBILITIES1. Ensure the accurate, timely, safe and secure order, receipt, storage and distribution of medicines
2. Assemble medicines for distribution to locations
3. Assist with the distribution of smoking cessation medication and liaise with substance misuse support workers.
4. Assist with stock management including, stock balancing, stock rotation, expiry date checks and maintaining clean and tidy work areas.
5. Highlight any stock discrepancies to Senior Pharmacy Technician(s) / Pharmacy Technician(s) to address following SOPs.
6. Issue medicines to individual patients being transferred, attending court or being liberated
7. Act as a competent witness in the administration of Controlled Drugs or Supervised Medicines
8. Resolves discrepancies and problems with supply of goods to ensure continuing availability of medicines for prisoners, in accordance with SOPs. E.g. Incorrect item supplied, incorrect quantity supplied, item missing from order, to-follow items required for prisoners
9. Participates in internal and external audit and review as applicable to meet the needs of the service.
10. Work in partnership with the visiting Pharmacist to ensure an efficient and effective pharmacy service
11. Liaise with the medicines supply contractor regarding any issues relating to the supply of medicines
12. Attend and participate in Healthcare staff meetings.
13. To deal with queries from nursing and other prison staff and answer the telephone in a courteous manner.
14. Process returned medicines in accordance with SOP’s
15. To carry out agreed environmental monitoring and take appropriate action if out with agreed limits
16. Maintain a safe, secure, clean and tidy department whilst complying with health and safety regulations
17. Undertake the production, filing and archiving of requisitions and documentation.
18. Deal with the disposal of pharmaceutical waste following SOP’s
19. Attend appropriate educational and training events as required
20. To participate in and contribute towards Performance Development Review and Continuing Professional Development
21. To participate in flexible working hours.
22. To participate in working public holiday rotas

Health and safety* All staff must take reasonable care of their own health and safety and that of other persons who may be affected by their actions.
* All staff must comply with NHS Tayside and Scottish Prison Service Departmental Policies and Procedures at all times and use approved working methods and any personal protection provided.
* Staff must not in any way interfere with or misuse anything provided for their own safety or protection of others.
* Staff must report any hazard or unsafe working practice to the appropriate line manager and be aware of emergency procedures.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 6. COMMUNICATIONS AND RELATIONSHIPSThe post holder:* Communicates verbally, in writing and electronically with pharmacy colleagues and other healthcare staff.
* Must have good interpersonal and communication skills, this will involve trouble-shooting where necessary. Being able to respond to non-clinical, routine and non-routine queries and liaise with patients, prison staff, pharmacists, nurses and/or other healthcare staff to assist with the provision of seamless care.
* Must communicate effectively in a manner in-keeping with the professional operation of the department.

The post holder is required to communicate effectively with pharmacy and other healthcare staff including:Within the Pharmacy Service* All members of pharmacy staff to ensure effective team working is maintained.

Out with the Pharmacy Service* Patients for routine information and advice.
* Nursing staff and other healthcare staff for enquires and requests for reviews.
* Visitors to the department for routine information.
* Hospital and retail pharmacies and GP practices/health centres for routine information and enquiries.
* Designated pharmaceutical contractor for routine ordering and queries.
* Facilities staff re: transport/deliveries
* Prison and Healthcare Management
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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBThe post holder must:* Be capable of understanding and working within Standard Operating Procedures (SOPs)
* Posses the ability to learn and adapt
* Educated to S/NVQ Pharmacy Services level 2 or equivalent accredited qualification to meet the regulation requirement of the General Pharmaceutical Council.
* The post holder must be familiar with drug names, strengths, formulations and storage requirements or be prepared to undertake training provided by the department to provide this knowledge.
* Have accuracy and numeracy skills to undertake the role effectively

It is also desirable that the post holder possesses:* Basic information technology skills
* Manual handling skills
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| 8. SYSTEMS AND EQUIPMENTThe post holder may be required to use the following equipment and systems on a daily/weekly basisEquipment & Machinery* Scanner
* Computer
* Photocopier
* Telephone
* Kick stools
* Refrigerator
* Printer
* Measures, tablet and capsule counters
* Calculator
* Personal protective equipment

Systems* NHS Tayside and Scottish Prison Service Health and Safety, Communication and information security and any other relevant policies
* Departmental policies and standard operating procedures
* Performance Development Review
* Paging system
* NHS e-mail and Intranet system
* Electronic Prisoner Records
* Manual Health Care Records
* Electronic Health Care Records

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 9. PHYSICAL AND EMOTIONAL DEMANDS OF THE JOB The post holder will encounter the following:* A range of activities from accurate manipulations to moving and handling large objects on a regular basis i.e. daily.
* Working under pressure to meet deadlines whilst dealing with frequent interruptions.
* Standing, sitting or walking for long periods of time while carrying out activities to deadlines.
* Accuracy is required due to the pharmaceutical components, detail and specific nature of the work undertaken.
* Concentration for up to three hours is required on a daily basis.
* The post holder will be required to receive a Hepatitis B vaccination due to prisoner contact
* Verbally and physically aggressive behaviours and scenes of a violent and /or emotionally disturbing nature
* One to one interactions with prisoners, who may attempt to manipulate or intimidate staff in order to obtain specific medications.

The health centre can be an area of significant risk due to the possibility that situations may arise where patients from different halls come into contact in the health centre. This is often the only time that patients from different halls are in the same location and can lead to conflict. |
| 10. DECISIONS AND JUDGEMENTS* Deals with routine enquiries, refers to line manager when appropriate
* Follows standard operating procedures
* Uses knowledge of work schedules, medicines and medicines storage to prioritise tasks
* Participates in formal appraisal of performance annually, with informal reviews with Line Manager
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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOBWorking in a secure environment, with a requirement to be a key holder and to carry, and have an understanding of the personal alarm system. This includes awareness of the possibility of hostage taking situations.The post holder will be required to assist in the issue of medications with a registered nurse or pharmacy technician within the environment of the prison halls. The post holder must be aware that the client group may become aggressive or hostile and must understand how to manage these situations appropriately.The post holder must carry out tasks requiring a high level of concentration whilst sharing a very contained, very busy and continually accessed area by other healthcare staff. The main area of work for the post holder is the pharmacy which is the hub of the health centre; therefore the majority of queries regarding health care come via the pharmacy. This involves dealing with unpredictable working conditions, frequent interruptions and changing priorities i.e. if there is an incident in the health centre requiring medical attention or security staff the post holder may be required to stop what they are doing and re-organise their duties in accordance with new priorities.The post holder must deliver services within the constraints of the regime of the establishment. The post holder must be flexible when they require use of the hall to issue medication to ensure that both the healthcare needs and operational needs of the regime are both being adhered to.Meeting the priorities and demands of working in a busy department through effective teamwork with flexibility to respond to the needs of the service. |
| 12. JOB DESCRIPTION AGREEMENT This job description will be reviewed in partnership according to the needs of the serviceThe job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. |
| Job Holders Signature: Date: |
| Head of Department’s Signature: **Date:** |