**Person Specification**

|  |
| --- |
|  |
| JOB TITLE/BAND: | Pharmacy Support Worker Band 3 |
| **LOCATION:** | Justice Healthcare and GP Out of Hours |
| **HOURS:** | 37.5 hours |

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF EVALUATION** |
| **EXPERIENCE:** | Experience in issuing medication  Experience in storage, supply and stock rotation  Experience of interacting with people in a variety of situations | Experience of participating in training members of staff | Application Form, Interview |
| **QUALIFICATIONS:**  (Training; Research; Publications) | Level 2 Pharmacy Services or recognised equivalent qualification of units appropriate to job role | Completion of the Mandatory Induction Standards for Healthcare Support Workers | Application Form |
| **KNOWLEDGE & SKILLS:** | Effective numeracy and accuracy skills and attention to detail.  Good organisational skills  Good IT skills  Effective written and verbal communication skills  Good interpersonal skills  Good customer care skills  Willingness to participate in on-going relevant training  Knowledge of the change process  Awareness of Health and Safety | Experience of working with challenging behaviours  Ability to work through service change | Application Form, Interview, References |
| **PERSONAL QUALITIES:** | Understanding the importance of attention to detail and accuracy  Flexibility to adapt and respond to changing demands on the service and to work in different environments according to service needs  Ability to work as an individual and as a team member  Awareness of own limitations and the need to seek advice when appropriate  Ability to follow written procedures (e.g. Standard Operating Procedures)  An ability to work consistently to high standards  An ability to adhere to the Code of Conduct for Healthcare Support Workers  An ability to work under pressure to meet timescales in a potentially challenging environment  Sensitivity to the needs of clients and colleagues moving through an intense period of change | Ability to work using own initiative | Application Form, Interview, References |
| **OTHER:**  (eg travel across Tayside) | A willingness to participate in extended hours, 7 day working, public holidays and weekend working to meet service needs  Travel across sites will be expected  Ability to embrace change |  | Application Form, Interview, References |