**Person Specification**

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

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF EVALUATION** |
| **EXPERIENCE:** | Experience in issuing medicationExperience in storage, supply and stock rotationExperience 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 skillsGood IT skillsEffective written and verbal communication skillsGood interpersonal skillsGood customer care skills Willingness to participate in on-going relevant trainingKnowledge of the change processAwareness of Health and Safety  | Experience of working with challenging behavioursAbility to work through service change | Application Form, Interview, References |
| **PERSONAL QUALITIES:** | Understanding the importance of attention to detail and accuracyFlexibility to adapt and respond to changing demands on the service and to work in different environments according to service needsAbility to work as an individual and as a team memberAwareness of own limitations and the need to seek advice when appropriateAbility to follow written procedures (e.g. Standard Operating Procedures)An ability to work consistently to high standardsAn ability to adhere to the Code of Conduct for Healthcare Support WorkersAn 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 needsTravel across sites will be expected Ability to embrace change |  | Application Form, Interview, References |