**Agenda For Change Job Description Template**

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| **JOB IDENTIFICATION**  **Job Title: Pharmacy Support Worker (Acute/Mental Health sites only)**  **Responsible to: Senior Pharmacy Technician/Pharmacy Technician Team Lead**  **Department: Pharmacy Services**  **Directorate: Corporate Services** |
| **2. JOB PURPOSE** |
| To contribute to the effective running of the Pharmacy Department by   * Process and provide medicine top up to wards, theatres and departments, including automated cabinets * Organising and co-ordinate ward top all product Top Up * Process emergency indents for medicines to wards and departments * Receive and receipt medicines into pharmacy department * Using own knowledge of wards/departmental usage review of ward stock levels in conjunction with Senior Pharmacy Technician/Ward Manager and make recommendations for change * Medicinal product knowledge required   Provide an accurate dispensing service to both inpatients, outpatients and Clinical Trials as well as Distribution of medicines to wards and departments.  Customer service is a large part of the role, ensuring all customers have supplies in the right quantity, quality, place and time, to support nursing and clinical services and to resolve complaints timeously and to liaise with suppliers accordingly.  The duties of this post are crucial in supporting the supply and delivery of medicines to clinical front-line services |
| **3. ROLE OF DEPARTMENT** |
| The role of NHS (National Health Service) Greater Glasgow and Clyde Pharmacy Services is to:   * Ensure that patients derive maximum benefit and minimum harm from their medicines * Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions * Support clinicians in their provision of high quality, effective and efficient pharmaceutical care to individual patients at whatever their point of need in their healthcare journey      * Provide prescribers and managers with high quality, timeous information, analysis and advice to assist them to deliver effective prescribing management * Ensure that medicines are purchased, stored, dispensed, and prescribed as cost effectively as possible   Each Pharmacy department stocks in excess of 1500 medicines each with varying strengths and preparations for example Aspirin tablets come as a 75mg and 300mg dose with a separate record for suppositories. These medicines are listed on the stock control computer system alphabetically.  In addition to routine medicines each store has Controlled Drugs:- 32 medicines with varying strengths and preparations. Unlicensed Medicines(ULMs) of which there are 210 medicines come with different controls and can only be ordered for the dispensary and issued to wards on receipt of appropriate paperwork. |
| **4. ORGANISATIONAL POSITION** |
| Chief Sector Technician  Technical Team Leader  Pharmacy Technician Higher Level  Pharmacy Technician  Pharmacy Senior Support Worker  Pharmacy Support Worker   (this Post) |
| **5. SCOPE AND RANGE** |
| The post holder will be allocated a range of theatres, wards and departments, for which they will be primarily responsible for providing top up service, they will be based both locally at the hospital and at offsite hospitals with appropriate access to all computer systems and equipment required to deliver the Pharmacy Top Up service. This is achieved by a comprehensive training programme  The post holder will review current ward stock levels on a regular basis in line with standard operating procedures, initiate the process to replenish products to agreed levels ensuring that requisitions are channelled in the appropriate way. This channel will be dictated by Pharmacy Services Standing Operating Procedures. They are also responsible for processing ad-hoc requisitions for drugs and other items from wards and departments and issuing/picking from main department, packing them for delivery to the wards.  The post holder is also responsible for the accurate labelling and dispensing of both inpatient and outpatient prescriptions in accordance with SOP’s following a comprehensive training programme on commencement to the role  The post holder is responsible for the receiving goods into the department and updating the stock management system. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**  **DISPENSARY SERVICES**   1. To dispense inpatient and outpatient prescriptions that are clinically/professionally screened by a registered pharmacist to a high level of accuracy following a comprehensive dispensary training package and competency sign off 2. To dispense complex prescriptions for example palliative care prescriptions and patient compliance aids. 3. To label and dispense controlled drugs prescriptions, to issue the stock and enter the patient details and quantities required into the controlled drug register. Checking that the medicine balances are up to date and accurate, any discrepancies must be reported to Senior Technical staff. 4. To use the IT and stock management systems to produce labels for dispensing medications following a comprehensive dispensary training package and competency sign off 5. To have a good knowledge of and pack/prepare/dispense; Unlicensed/Licensed medicines, Clinical Trials, Controlled Drugs, Antibiotic Alert Policy and Non-Formulary medicines ensuring that the necessary paperwork is completed 6. To be able to identify and liaise with senior pharmacy technician/Pharmacist regarding any medication discrepancies found on prescriptions 7. To have knowledge of and comply with current legislation, code of ethics, conduct and practice relevant to Pharmacy and follow the NHSGGC (NHS Greater Glasgow and Clyde) policy on the safe and secure handling of medicines 8. May act as super user for the pharmacy robotic system, fixing any errors that may incur in the day to day running of the machine, following training. 9. To deal with telephone enquiries as appropriate, gathering information, offering resolution, or knowing when to forward to most appropriate member of staff if required 10. To effectively communicate with fellow colleagues, management, and the wider hospital 11. To ensure required equipment is prepared, clean, ready and in good working order for use as per standard operating procedures 12. To receive prescriptions via current hospital systems, printing and logging into the dispensary statistical system (e.g. excel) as well as updating the patient’s status along the prescription pathway on the hospital systems. 13. To participate in regular audit, collation of documentation and presentation of appropriate workload statistics, as well as general filing and record keeping. 14. To undertake filling/administration duties as appropriate and undertake photocopying complying with Quality Assurance standards.   **Distribution**   1. To accurately input ward requisitions through pharmacy stock control system with a degree of interpretation required, referring to manager or ward to provide clarity on required product ordered. Producing picking tickets and delivery notes 2. As the designated checker, check pharmacy requisitions according to departmental procedures and ensure packaging is appropriate for delivery 3. Manage the pharmacy generic email account, forwarding emails and attachments to relevant departments within pharmacy. 4. To order departmental unavailable medicines from the Pharmacy Distribution Centre and running the daily/weekly automatic order. 5. To replenish sundry items (bottles, skillets, spoons, measures etc) and order replacement stock as required. 6. To participate in the management of stock control systems for medicines including stock checks, stock rotation, expiry date checks and good housekeeping of medicines and report any stock discrepancies found as necessary 7. To pick and pack a varied range of medicines/medical products and devices according to picking tickets/delivery notes for delivery to wards/departments. 8. To rectify inputting errors or problems from the computerised stock control system identified by the designated checker 9. To undertake the receipt of goods at delivery point, ensuring stock is fit for purpose, and all documentation is endorsed and stored appropriately/securely, ensuring fridge items do not break the cold chain. To be responsible for receipting the goods on to the stock control systems. 10. To liaise with suppliers regarding returnable items, damaged goods, missing items, and queries as required as well as following up the progress on this over time if needed. 11. To dispose of medicinal waste and recording in line with Standard Operating Procedures (SOP’s) 12. To undertake the pre-packing/packing down of medicines following departmental procedures ensuring packaged correctly and correct labels are attached with appropriate instructions/warnings 13. To arrange transportation (including ordering taxi’s and couriers) and delivery as appropriate for outpatient prescriptions and ward/department orders for outside hospitals and patients ensuring they are ready for collection and all necessary paperwork is completed. This includes any ad-hoc drug orders for the pharmacy from the PDC 14. To process the requisitions for controlled drugs to the Pharmacy Distribution Centre using the Pharmacy stock control system. Ensuring controlled drug order book is legally filled out by the ward following the SOP’s 15. To undertake the daily/weekly/monthly environmental monitoring programme in accordance with departmental SOP’S, including fridge/freezer monitoring.   18. To participate in the re-call of medicines as per departmental procedures.    **Ward Top Up**   1. To participate in the ward top up service to allocated wards and departments including regular wards, High Dependency, Neonatal ICU. Following a comprehensive training programme 2. Following stock sheets accurately count each drug line to ensure stock in ward cupboards ensuring stock level is present, if not order to level. 3. Follow good stock management, to assist nursing staff by ensuring the products are alphabetised and in neat and tidy order. Performing weekly/monthly expiry checks where necessary following SOP’s for opened medicines. 4. To ensure good hand hygiene and use appropriate PPE (Personal Protection Equipment) where necessary following any infection control guidance in place. 5. To act as temporary key holder for drug cupboards whilst performing top up service in accordance with NHS GGC safe and secure handling of medicines policy. 6. Liaise with ward Pharmacist and ward manager regarding stock levels and unavailable drugs. Seeking advice on alternative products where appropriate. Making suggestions to either increase or decrease levels with usage and to identify slow moving or static lines on wards. 7. To remove excess stock, non-stock and expired medicines on a regular basis from ward cupboards, transporting them back to the Pharmacy department. Completing appropriate documentation to ensure there is an audit trail. 8. To process returned medicines, assessing their suitability for re-use at ward level or destruction, then adding them back into the stock management system following the SOP’s 9. To order and ensure adequate buffer stock within the Pharmacy department of special items e.g. TPN bags for neo-natal ICU. 10. To make up emergency trays/kits for departments on request, in preparation for checking. E.g. Home birth kits, SCOTSTAR, OOH bags 11. To be responsible for the receiving of stock and replenishment of the OmniCell cabinets correcting any errors of stock within the cabinet made by the nursing staff.   **Clinical Trials**   1. To be responsible for ensuring all aspects of clinical trials within their remit are managed in accordance with service SOPs including:  * Dispensing clinical trial material to patients on receipt of a valid clinical trial prescription * Maintenance of accountability records (dispensing, returns etc.) * Maintenance of clinical trial files and all other computer & written records * Temperature monitoring * Expiry date monitoring * Ordering of clinical trial materials * Disposal and destruction of clinical trial materials  1. To liaise with Research Staff where appropriate 2. To carry out environmental monitoring, documentation of it and any remedial actions required as appropriate, in conjunction with the Portfolio Clinical Trials team 3. To participate in regular audit, collation of documentation and presentation of appropriate workload statistics. 4. To adhere to GPhC guidelines, The European Directive for Clinical Trials and service standard operating procedures (SOPs) |
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| **7a. EQUIPMENT AND MACHINERY** |
| Responsible for own appropriate use and maintenance of equipment  Equipment used within this job:    IT equipment, PC/Laptops, Printers,  Automated storage/delivery systems  Scan, Photocopier, and telephone  Balances, mixing and measuring equipment  Lifting equipment (ie pallet trucks)  Moving and handling equipment (ladders/trolleys/barrows) |
| **7b. SYSTEMS** |
| Systems used within this job:    Computerised pharmacy stock control and manual stock control packages, e.g. controlled drug registers – to produce and complete relevant paperwork for pharmacy issues to wards/departments e.g. Ascribe, HEPMA/Orion, PECOS, Clinical Portal, Chemocare, wardview, clinical trial electronic systems  Patient information and labelling programme  E-mail to communicate quickly and effectively daily  Microsoft Office including Word and Excel to maintain departmental records  Internet/Intranet  Manual records  ARX/Ascribe Interface – (ARiM) |
| **8. DECISIONS AND JUDGEMENTS** |
| The postholder frequently works alone therefore is responsible for making decisions relating to the management and execution of their workload and uses their own initiative to maintain and improve individual quality of work i.e. ongoing review of procedures to refine the service for optimum efficiency.    As a key member of the Pharmacy Team, performing an important service to the hospital, the Pharmacy Support Worker contributes to the governance arrangements in relation to operational practice.  The postholder also deals with a range of queries, suggestions and complaints from their internal and external customers and resolves these by application of product knowledge, experience of local needs and understanding of operational requirements and systems.    Using their knowledge and analytical judgement skills, provide advice to theatre, ward and departmental staff with regards to effective and efficient replenishment levels thus being cost effective.    The post holder has responsibility for responding to unforeseen circumstances for example by re-scheduling top-up schedules, ensuring prompt communication with relevant staff & customers i.e. if the product ordered is unavailable or late, the post holder will aim to resolve situation independently and / or advise line manager and escalate through the management structure. Where the delay involves a discharge prescription will try to source from other internal departments/sites. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will communicate with all members of the healthcare team (internal/external stakeholders)  The post holder will be expected to communicate with patients and relatives by providing information and may need to overcome barriers e.g. where English is not the first language  The post holder will also support the Department in the induction of new staff and trainees  aligned to roles and responsibilities  The post holder will be expected to communicate effectively in a professional and person-centred manner while maintaining confidentiality. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| |  |  |  | | --- | --- | --- | | **Physical skills**    Working with computers and keyboards    Manual handling skills    Standard keyboard skills    Dispensing skills  Use of dispensing tools e.g. tweezers, triangle counting equipment. | **Physical demands**    Standing for extended periods of time    When working in ward area, is required to work at benches not always at appropriate height, using patient medicines lockers and talking to patients at bedside which involves bending and poor posture    Walking to and from wards and pharmacy a number of times daily, moving heavy pharmacy stock items including infusion boxes, ward drug boxes etc    Input of information into Pharmacy Computerised Stock Control system/periods working at VDU    Working at heights. Carrying ladders into the robot when clearing high shelves during shift. | **Emotional demands**    Exposure to distressing or emotional circumstances, e.g. dealing with pharmaceutical requirements of terminally ill patients. Being witness to emotional/distressing situations on wards    Working to tight deadlines over which the person has no control and is thereby under a degree of pressure | | **Mental demands**    High degree of accuracy for picking and supplying and dispensing of medicines    Frequent interruptions from staff requiring clarification of detail around medication or drugs for patients    Frequent performance of calculations    Frequent long periods at computer – working in a restricted position    High level of Concentration required for input of data into IT systems and assembly of medicines | **Working conditions**    Working in confined and restricted spaces wearing PPE if needed.    Exposure to hazardous materials –cytotoxics    Excessive Heat/Cold departmental temperatures |  | |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| The post holder will be required to deal with a wide variety of people including staff, patients and relatives which required excellent people management skills. Some situations may arise where a sensitive approach is required to be taken to achieve a mutually agreed outcome. Negotiation and diplomacy may be required to resolve issues.  A flexible approach to tasks is required as the post holder will often be interrupted by other staff for advice/knowledge as well as answering the telephone or pharmacy window. This on a whole need’s to be balanced whilst still maintain accuracy and schedules.  Maintaining a wide knowledge of products as these change with new product lines being added, products can be unavailable or out of stock is key, the quantity of drugs used is vast. With such large volumes problems may occur in availability or the delivery of such products, this may present a challenge to keep up to date on this. |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| The Jobholder requires to have knowledge of, be proficient in, or undertake training in the following: -     * A proficient level of general education at National 5/Standard Grade level or above * Working towards achieving underpinning knowledge in Pharmacy Services SVQ * Previous Experience in a Healthcare/Pharmacy or Customer facing role.      * A good knowledge and appreciation for policies and procedures as well as legislation in relation to dispensing/supplying medication. This is learned on the job. * Proficient IT skills including typing and knowledge of Microsoft office packages (word, excel), email systems (outlook). Experience in using stock control systems. * Ability to plan and organise workload to meet the demanding needs of the service. Having the ability to use initiative and prioritise workload. * Able to communicate effectively by having the ability to persuade/influence people and having excellent people management skills. * Experience in moving and handling procedures as well as other health and safety measures. * Knowledge of Waste Management Regulations and procedures. * Complete a comprehensive on the job training programme which lasts on average 18 months to be fully proficient within the pharmacy support worker role. |
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