#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Pharmacy Assistant (Rotational)   (Pharmacy Support Worker) (Band 2)Responsible to: Senior Pharmacy TechnicianDepartment(s): Pharmacy Departments, Queen Margaret and Victoria HospitalsDirectorate: Pharmacy and MedicinesOperating Division: CorporateJob Reference:No of Job Holders: Last Update: April 2022 |
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| 2. JOB PURPOSE |
| To provide support to the professional and technical staff of the pharmacy department in the storage and distribution section and medicines top-up, dispensary and aseptic following Standard Operating Procedures in all areas to maintain a high quality pharmaceutical service to Fife Operational Division and other NHS Organisations. |

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| **3. DIMENSIONS** |
| The NHS Fife Pharmacy and Medicines Directorate serves a population of approximately 380,000 people, and is provided by an integrated team of around 300 Pharmacy staff, including Pharmacists, Pharmacy Technicians, Support Workers, Nurses, and Administrators. The team work across Acute and Community hospital sites, General Practices, Mental Health services, and a range of specialist teams. Partnership working is at the core of our values, and we work closely with other members of the multi-disciplinary team, including our Community Pharmacy colleagues, to deliver the highest quality care for everyone in Fife.  |

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| 4. ORGANISATIONAL POSITION |

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| 5. ROLE OF DEPARTMENT |
| The NHS Fife Pharmacy and Medicines Directorate aims to provide the highest quality pharmaceutical care to the people of Fife. The integrated pharmacy team provide person-focussed pharmaceutical care to individuals, and supply medicines through systems that ensure safe, effective and economical use. We strive to ensure patients derive maximum benefit and minimum harm from their medicines, throughout their healthcare journey. We work in partnership with our clinical colleagues, providing high quality care, timely information and advice to deliver the safe and secure use of medicines. By integrating our team across NHS and Health and Social Care Partnership (HSCP) services in Fife, we ensure medicines are purchased, stored, dispensed and prescribed to the highest standards in every care setting. |
| 6. KEY RESULT AREAS |
| To complete Healthcare Support Workers Induction Course and relevant SVQ Level 2 units, in-house training programmes for all areas and to co-operate in staff rotation within the storage and distribution section of the pharmacy department including medicines top-up.**Stores**Storage * To receive deliveries from suppliers and log deliveries received.
* To unpack goods and confirm products/quantities received with supplier advice note.
* To stock shelves with goods received.
* To follow departmental policies relating to the receipt and storage of medicines.
* To ensure security of stock is maintained.
* To package up returned goods ready for uplift to supplier.
* To monitor drug storage conditions e.g. refrigerator temperatures to maintain efficacy and compliance with product requirements and report any discrepancies.

Distribution * To process ward transit boxes including sorting returned paperwork and medicines
* To process medicines returned from wards for either re-use or destruction
* To enter data into the pharmacy computer system for the purposes of stock receipt, ward issues, ward returns or associated tasks.
* To pick and check routine and ad hoc orders including bulk orders.
* To be responsible for the printing of picking tickets, issuing and delivery notes of “to-follow” items.
* To be responsible for the assembly of “to-follow” items
* To ensure orders are packed and despatched correctly and securely following COSHH procedures and local guidelines.
* To be responsible for the assembly of the orders for porter/van runs for both the operational division and primary care.
* To re-call and replenish used or expired items in emergency boxes.
* To check and re-stock the emergency cupboard for “out of hours” use including expiry date checks.

Medicines Top up* Provide medicine top up services i.e. ordering ward stock medicines, ensuring stock is stored correctly and securely on wards.
* Identify and remove expired drug stock on wards according to local procedures.
* Review stock levels on wards in agreement with Charge Nurses/ Relevant member of pharmacy staff.

**Dispensary*** To carry out reception duties in the dispensary receiving inpatient, outpatient, and discharge prescriptions from ward staff and patients.
* To handle money/ cheques relating to prescription charges

**Aseptic*** To assist in the preparation and dispensing of aseptically prepared products
* To accurately enter details onto pharmacy computer system to generate labels for prescribed medications.
* To carry out cleaning and disinfecting procedures and environmental monitoring.

**Dispensary, Aseptic and Stores - General*** To carry out general clerical duties including filing, photocopying and faxing.
* To prepare general and clinical waste for uplift.
* To answer the telephone dealing with enquiries or passing the caller to an appropriate member of staff.
* To assist in the induction and training of new members of staff.
* To participate in the collection of data for audit purposes.
* To distribute and receive orders via the Pneumatic Tube System as per guidelines.
* To maintain the departmental archive store and organise destruction of aged documentation when appropriate.
* To carry out general storekeeping tasks including rotation of stock and expiry date checks and to maintain store in a clean, tidy and safe manner.
* To order and accept stock. (Dispensary and Aseptic Only)
* To maintain adequate levels of sundries.
* To be responsible for carrying out stock balancing (Generating Stock Balance Lists; Counting physical stock; Entering results) on a regular basis.
* To carry out reception duties.(Stores Only)
* Participates in NHS Fife Pharmacy rotas to support 7 – day service provision.

**This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.**  **To be reviewed in conjunction with the post holder.** |

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| 7a. EQUIPMENT AND MACHINERY |
| The post holder is required to:* Use of office equipment including telephone, computer, printers, fax machine and photocopier.
* Use trolleys, flatbed trolley, pallet truck and sack barrow.
* Use of Pneumatic Tube System.

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| **7b. SYSTEMS** |
| The post holder should have:* An understanding of pharmacy computer system and temperature monitoring system.
* An understanding of Microsoft office applications and able to use Email and Internet access
* An appreciation of the importance of documentation procedure, and stock control records and adhere to standard operating procedures laid down within the department.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works within the strategic and policy guidelines established by the Pharmacy Service and towards objectives agreed with the Senior Pharmacy Support Worker and Senior Pharmacy Technicians.The post holder works under the direction of the: * Senior Pharmacy Support Worker working in Stores
* Senior Pharmacy Technician, Dispensary whilst working in Dispensary
* Senior Pharmacy Technician, Aseptic whilst working in Aseptic

Routine work is carried out according to set procedures and timetables.Some non-routine tasks may be delegated by the Senior Pharmacy Support Worker or Senior Pharmacy Technicians.Some duties are executed using own initiative or on request.Annual appraisal will be carried out by the Senior Pharmacy Support Worker or Senior Pharmacy Technician.The post holder may be required to work at both Queen Margaret and Victoria Hospital Pharmacy Departments.The post holder is expected to participate in NHS Fife Pharmacy rotas to support 7 – day service provision. |
| **9. DECISIONS AND JUDGEMENTS** |
| With due consideration for timetables, deadlines and tasks delegated by the Senior Pharmacy Support Worker, or Senior Pharmacy Technicians, the post holder determines the priority of tasks within the overall workload .The post holder should be able to work alone with minimum supervision after training and is expected touse their initiative in determining which issues should be resolved without referring to supervisor. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| The post holder is expected to meet deadlines with accuracy and within tight time scales and challenged by absence requiring staff to cover additional duties. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is expected * To communicate with all levels of the pharmacy team
* To communicate with nursing staff in clinical areas
* To communicate with transport and portering staff within and out with the health service.
* To communicate with patients at the dispensary reception and to appreciate the needs of patients receiving medication.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills*** Have general keyboard skills

**Physical Effort*** Move stock including heavy infusions (5-12kg) to and from shelves and trolleys frequently
* Standing/walking for substantial amount of working time
* Frequent requirement to move heavy pallets of infusions.

**Mental*** High level of concentration required for doing repetitive tasks which require speed and accuracy whilst coping with frequent interruptions
* High level of concentration is needed to maintain the accuracy of assembled ward orders.
* High level of concentration is needed to maintain the accuracy of receiving lines into stock.

**Emotional*** Pressure of work due to staff shortages.
* Deal with physical aggression from patients on psychiatric wards
* Meet patients at reception some of whom are terminally ill
* Deal with verbal aggression from patients and staff at dispensary reception.

**Environmental*** Handling of cytotoxic and hazardous chemicals daily
* Highly flammable substances are regularly handled and stored.
* Work alone in psychiatric wards with exposure to patients, some of whom are aggressive and emotionally disturbed
* Exposure to unpleasant odours on wards
* Exposure to weather while assisting in delivery of medicines and cold whilst working in cold storage room (2º - 8º).
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Education: Educated to National 4 in English and Maths or equivalent/relevant experience. Must have an SVQ Level 2 in Pharmacy Services or be willing to work toward obtaining this.All staff not covered by professional registration must complete the **Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.****Your performance must comply with the "Mandatory Induction Standards for Healthcare Support Workers in Scotland" 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are enclosed, (further copies can be obtained on line at** **www.workinginhealth.com/standards/healthcaresupportworkers****or from your local Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to your dismissal."** |

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |