



Pharmacy Support Worker – Primary Care

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Welcome from Laura Skaife-Knight, Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. The relationship with our local community here is truly a special one, and like nothing I have experienced before.



I recognise moving to Orkney is a very big decision. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like.

We have tried to answer some of these questions, provide details about NHS Orkney and share some helpful information about living and working here to help you as you do your research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work with us.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement. Our Promise (vision) is: Looking after our community and providing excellent care. Our recently published Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass at NHS Orkney and sets out our priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **People** – by 2028 we will ensure NHS Orkney is a great place to work
2. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
3. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
4. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement

5. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community

You can read more about our Corporate Strategy via our website:

<https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I am passionate about compassionate and visible leadership and working in an open, honest and transparent way that supports staff to innovate, and be bold and brave. I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. For me, choosing NHS Orkney was the best decision I ever made. I look forward to hearing from you.

Laura Skaife-Knight

Chief Executive

NHS Orkney





Job Advert



Pharmacy Support Worker – Primary Care

Pharmacy

The Balfour

Full Time 37 hours per week

Band 3 £26,972 - £28,990 including Distance Islands Allowance pro rata per annum

Permanent

An opportunity has arisen for a motivated individual who is keen to learn how to promote safe, efficient, and cost-effective medicines management within NHS Orkney, as part of the Primary Care Pharmacy Team. We are an evolving team, striving to deliver innovative pharmacy services to meet the needs of patients living on mainland Orkney and our outer isles.

As a Pharmacy Support Worker, you will work in the Primary Care Pharmacy hub in the Balfour, across the Community, Primary and Secondary Care pharmacy interfaces and with general practice, hospital, social care and third sector staff to ensure prescribing is safe, effective, and efficient.

As a key member of the Primary Care Pharmacy Team, you will assist pharmacists and pharmacy technicians by undertaking activities such as the development and delivery of training, prescription management, and cost efficiencies. Some of these tasks may require a moderate degree of technical expertise, plus a high level of focus and attention to detail. You will co-ordinate the collection of information, input and analyse data, update clinical records as appropriate and collate information in support of quality medication reviews.

This role will also have a strong focus on working with patients, families and carers who require support with medication management for patients in their own homes and residential care settings. You will be required to discuss use of medicines over the phone and in person with patients, families, and carers.

This is an opportunity to develop your career in Primary Care working with multidisciplinary teams, particularly GP practices, Community Pharmacies, Care Homes and across other care settings.

You will be supported in your own training and development and will be enrolled on the 'Pharmacy Services SCQF Level 6' training course with West College Scotland.

Applicants require excellent organisational skills to balance the on-the-job requirements and academic aspects of this post.

For further information please contact Lyndsay Steel, Lead General Practice Pharmacist on 07999029282 or email lyndsay.steel1@nhs.scot

Job Description

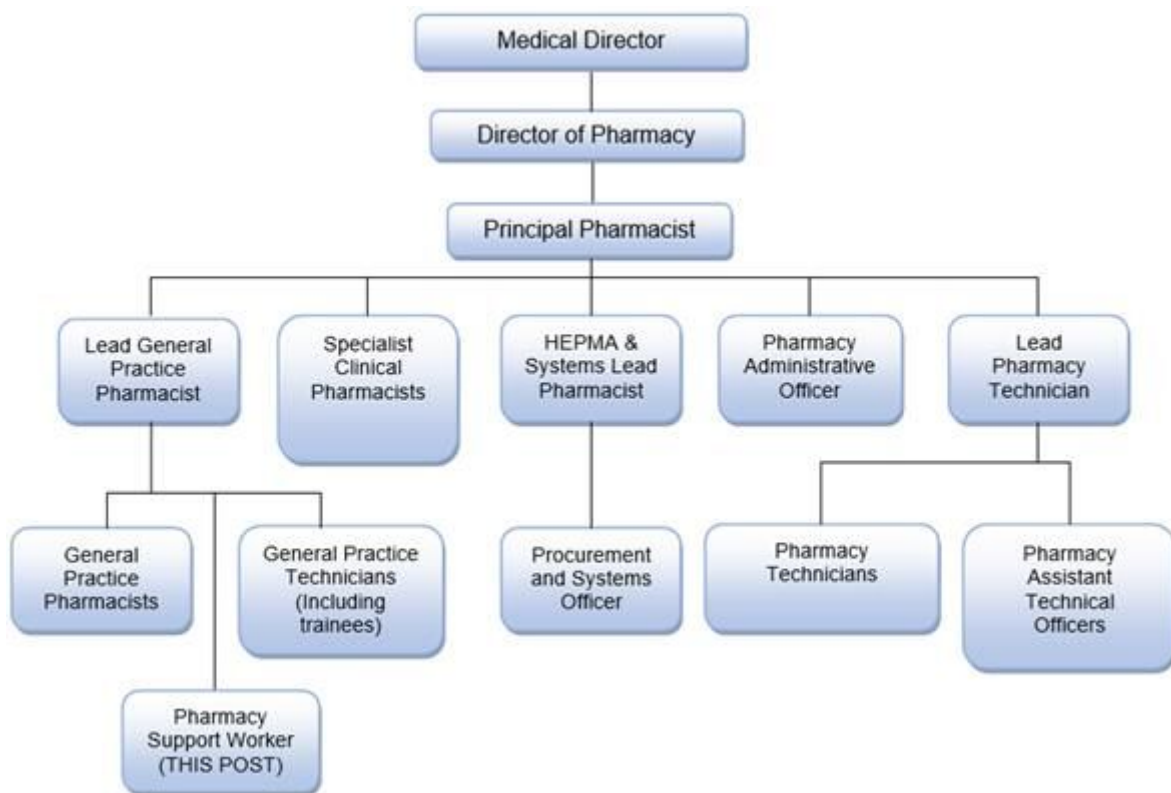
1. JOB DETAILS	
JOB TITLE	Pharmacy Support Worker
SERVICE	NHS Orkney
DEPARTMENT	Pharmacy and Prescribing
GRADE	Band 3
LOCATION	The Balfour
REPORTING TO	Lead General Practice Pharmacist

2. JOB PURPOSE
<ul style="list-style-type: none">• A Pharmacy Support Worker (Primary Care) will have a vital role in helping NHS Orkney deliver its Primary Care Pharmacotherapy Services; ensuring safe, efficient and effective use of medicines.• The post holder will assist pharmacists and pharmacy technicians by undertaking routine tasks. Some of these tasks may require a moderate degree of technical expertise. You will also be required to discuss use of medicines over the phone / in person with patients, in line with standard operating procedures and / or clinical direction.• Following standard operating procedures; the post holder will collate information, input, and summarise data, update clinical records as directed and collect information in readiness for quality medication reviews.• The post holder will play an important role in the delivery of services to GP practices, care homes, supported living and care at home services in line with Prescription for Excellence and the Pharmacotherapy Service. This will involve helping to increase awareness of the services the Primary Care Pharmacy Team can provide to the population of NHS Orkney.

3. DIMENSIONS
<ul style="list-style-type: none">• To support the Primary Care Pharmacy Team in pharmacotherapy activities and the promotion of cost-effective prescribing and implementation of cost-effective prescribing initiatives.• To undertake level 1 (non-clinical) medication reviews following an agreed protocol, highlighting issues, such as non-concordance, to pharmacy technicians and pharmacists, and suggesting resolutions such as dose alignment.• Work to standard operating procedures to facilitate medicines reconciliation and alterations to patient records.• In partnership with pharmacy team and GP practice colleagues, to consider, agree and implement improvements to practice prescription (acute and repeat) processes.• Act as first point of contact for queries from community pharmacies, triaging to appropriate colleagues or resolving where possible to agreed protocols.

- Organising pharmacist's clinics and care at home appointments with patients.
- Be point of contact for the pharmacy team, on areas such as supply problems, medication reviews required, and other general issues with prescriptions. The role will be to triage the information and disseminate to the most appropriate member of staff.
- Provide administrative support to the Primary Care Pharmacy Team, where required.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The pharmacy department is the hub for prescribing governance and pharmaceutical care within Orkney, providing a standardised approach to medicines governance and patient safety.

The function of the department is to develop and provide integrated, patient centered pharmaceutical care across primary, secondary and community care sectors which meets the needs of the population of Orkney, and which is aligned with local and national healthcare strategies and drivers.

- Participating in and contributing to multi-disciplinary, multi professional and multi-agency teams to ensure effective delivery of pharmaceutical care.
- The provision of expert advice on pharmacy matters to the NHS Board, its committees, the Integrated Joint Board, prescribers, and senior managers.
- The implementation of robust clinical, corporate and staff governance systems to minimise risk and assure patient safety.

- Promoting the legal, safe, rational, and clinical and cost-effective management and prescribing of medicines.

Primary Care

Within NHS Orkney the role of the Primary Care Pharmacy Team is to liaise and work closely with colleagues from other health and social care professions to:

- Ensure quality and safety in the pharmaceutical and clinical care of patients.
- Collaborate with primary care health care professionals to develop implement and monitor strategies and initiatives by active membership and participation in relevant committees and working groups.
- Provide expert pharmaceutical advice and an educational resource to other professions and committees on matters related to medicines management, prescribing and pharmacy.

The Primary Care Pharmacy Team works across/within the following main areas:

Pharmacy Support to GP Practices

Primary Care Pharmacy Team provides pharmacy support and pharmacotherapy services to the 6 GP Practices within Orkney; facilitating patient centred care by maximising the benefits and minimising the harm of drug treatment to patients whilst ensuring the cost-effective use of resource within allocated prescribing budgets.

Liaising with Community Pharmacies within Orkney on matters related to prescribing and supply of medicines to facilitate joint working with GP practices.

Care Homes and Support at Home

Residents of care homes and patients receiving care at home often have multiple and complex pharmaceutical care needs. The Primary Care Pharmacy Team undertakes the analysis and reporting of complex prescribing data and information, reviewing patients' records and prescriptions, consulting with patients/carers, preparing reports and participating in meetings.

The Primary Care Pharmacy Team aims to maximise quality, safety, and efficiency in the use of medicines and in resolving pharmaceutical care issues whilst minimising medicines waste. Also working closely with health care partners to develop new and innovative methods of medicines management, aligned with local and national drivers.

Secondary Care Pharmacy Service

The Primary Care Pharmacy Team liaise closely with the Secondary Care Pharmacy Team to ensure the safe and effective transition of patients and information across healthcare sectors; particularly where there are high risk and complex medicine regimes.

Other Services

The Primary Care Pharmacy Team provide professional support, training, and expert pharmaceutical advice to all primary care services within Orkney.

6. KEY RESULT AREAS

The role is integral to the day to day functioning of the pharmacotherapy team and key to repeat prescription management in GP practices.

The post holder may be involved in several aspects of prescription management, such as communication with community pharmacy to how the patient takes their medicines and discards

them once finished. Training will be delivered to carry out Level 1 medication reviews. The post holder will assist in training practice-based administration staff on prescription management and identifying/implementing any improvements/standardisations in practice processes.

The post holder will assist in the co-ordination of pharmacy team led clinics.

This role will require collaborative working across many sectors of care such as GP Practice, care homes, community pharmacy, secondary care and social care to embed the principles of self-management, independence and cost-effective prescribing.

7. EQUIPMENT AND MACHINERY

- Use of laptop and/or desktop computers (including use of VDU on most days and frequently for long periods). Scanners, printers, LCD projectors and audio-visual equipment are also regularly used.
- Medicines compliance aids – knowledge of the use of compliance aids e.g. inhaler, eye-drop aids, and multi-compartment dosage devices. Able to assess a patient's ability to use such devices.
- Office phone, mobile phone, and email for communication.
- General office equipment.

8. SYSTEMS

The post-holder is required to use information technology to produce reports, handle data, manage files and communicate electronically and must have a working knowledge of Microsoft Office Programmes.

The post-holder will be required to use information and data management systems including, databases, eBNF and internet search facilities.

For many of the systems listed below the post-holder, as well as being able to use the systems themselves, will have a need to be able to train staff on their use.

Microsoft Office	Use Office for generation/ use of Word documents, bulletins, Excel spreadsheets, PowerPoint presentations etc. All used extensively in the production, analysis, interpretation, and presentation of prescribing information. Teams for communication.
EMIS PCS / VISION	Input information/make changes, in line with protocol, to patient computer prescription records in GP practices.
ECS, SCI store	Access confidential patient records and information to inform medication review, medicines reconciliation and data collection.
Patient records	Access and make entries in confidential patient records, both electronic and paper based.
E-mail and internet/e-library	Communication and internet searches of publications on SHOW medicines information, clinical literature searches, etc.
Datix reporting system	The post-holder should be familiar with the use of this system to assist the pharmacists and pharmacy technicians to both report and inform incidents.
Scottish Therapeutics Utility	Able to run reports and gather data from this electronic reporting tool used in GP practices to undertake medicines management projects, medication review and audit.
PRISMS/PIS (Prescribing Information System for Scotland)	Able to access, run reports and manipulate data from the national prescribing data system. Use data gathered to monitor progress in changes to prescribing practice and generate reports.
Relevant legislation	The post-holder should be willing to learn the requirements of and, where appropriate, ensure implementation of relevant legislation e.g. The Medicines Act, The Misuse of Drugs Act, The Data Protection Act etc.
Policies, procedures, and guidelines	The post-holder should be able to identify gaps in the requirement for these, contribute to their development and, where appropriate, ensure implementation.

9. ASSIGNMENT AND REVIEW OF WORK

Team co-ordination duties:

- To receive referrals for medication reviews or serial prescriptions and be made aware of stock supply issues.
- Act as a point of contact for the pharmacy team e.g. take messages about supply problems, issues with prescriptions and be able to triage the information to the most appropriate member of staff.

Medicines focused role:

- Facilitating set up of serial prescriptions and assisted technology services to patients, which may include identification of potentially suitable patients subject to an agreed protocol.
- With training, and working under standard operating procedures:
- Set medication review dates and use these to populate pharmacist clinics to ensure appropriate medicines are reviewed.
- Collect and collate patient-related prescribing and clinical data from practice computers and or patient's notes to assist the team.
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures make changes to patients' repeat prescription records to facilitate safe, evidence based, and cost-effective prescribing. The post holder would be directed to make specific changes e.g. inactivating one medicine and replacing with another.
- Work under the direction of pharmacists/pharmacy technicians and working to standard operating procedures, undertake non-clinical medication review of specific patient groups/individual patients, updating patients' medication records with any changes made.

This would include:

- Removal of duplicate or similar repeat prescription items.
- Review of duplicate repeat prescription issues – reviewing repeat prescriptions that have been reissued within three days of original prescription.
- Removal of obsolete repeat prescriptions that have not been ordered within a specific time period e.g. one year.
- Compliance checks - a review of an individual patient's repeat medicines list to identify if there are items which have not been ordered, ordered infrequently or which have been over-ordered.
- Alignment of repeat prescription item quantities to a set number of days' supply - at an individual patient level, a review of the repeat prescription items to identify if there is a mismatch in the number of days supplied e.g. a mix of 28- and 56-day items.
- Correction of repeat prescriptions that have missing or ambiguous dose directions.
- Synchronisation of repeat prescription item ordering, bringing the medication order dates into line.
- Review of medication that is supplied external to the practice e.g. hospital issue only medication to ensure these are correctly identified in patient records.
- Identification of patients who may be suitable for serial prescriptions as part of the Medicines Care and Review service for referral to Pharmacists.

Under the direction of pharmacists and pharmacy technicians, inform patients of any changes to their medicines in a professional manner to have the capacity to support and reassure patients when necessary and to deal with any issues or concerns that may arise within the boundaries of the post.

Run reports using the Scottish Therapeutics Utility (STU) and other data sources to identify specific patients, patient groups and to generate reports. Collect and collate this data to present to pharmacy and GP practice staff. Following clinical review, aid the medicines reconciliation process using appropriate information sources e.g. Immediate Discharge Letters, clinic letters to make

changes to patients' clinical medication records, ensuring an accurate and up-to-date medication regimen is documented.

Support delivery of training to GP practice teams, clinical staff, health and social care staff and other multidisciplinary staff as appropriate on the safe and efficient management of medicines (e.g., repeat prescribing systems).

To support GP practice staff in using the practice computer system in relation to prescribing management issues by sharing good practice.

To contribute to and assist in the management of the annual prescribing audits.

To liaise with relevant healthcare professionals to obtain additional routine information with regards to prescribing and appropriate presentation of this.

Care Home

- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures assist with the review of care home medication ordering between care home, general practice, and community pharmacy.
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures ensure storage conditions of medicines within care homes are adequate.
- Promote cost effective use/ordering of medicines within care homes to reduce medicine waste.

Community pharmacy liaison

- Help with set up and roll out of serial prescriptions and assisted technology initiatives.
- Assist with medication and prescription enquires and communicate locality pharmacy team workplan.
- Promote Pharmacy First and other services such as smoking cessation within practices.

Communication

- Maintain effective communication pathways between the Primary Care Pharmacy Team, GP practices, secondary care teams, social work, community pharmacies and other colleagues.
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures communicate drug information in an understandable format (verbal and written) to all interested parties including the patient, carers, and community pharmacies.
- Communicate service-related information verbally and in written reports to GP practices, pharmacy, and locality team colleagues.
- Deal with queries and complaints from patients, GPs, and other service users in a sensitive and tactful manner to address any concerns/comments and negotiate a satisfactory and appropriate outcome or pass on the relevant team member.
- Maintain confidentially, including patient specific data and prescribing data, always in accordance with the Data Protection Act and Caldecott guidance.
- Attend and participate in multidisciplinary meetings and working groups e.g. Pharmacy Team and GP practice meetings.

Clinical governance

- Develop and maintain an up-to-date and appropriate knowledge in relevant therapeutic areas and of relevant prescribing policies within the boundaries of the post.
- Assist the pharmacists and pharmacy technicians to respond to Drug Recalls, safety alerts and medication shortages by running searches on GP Practice electronic patient record systems for patients affected.

Others

- To carry out any other duties as appropriate with the grade as deemed appropriate by Lead General Practice Pharmacist.
- Recognise professional and personal limitations in all areas of work while demonstrating professional accountability and responsibility.
- Abide by and adhere to ethics, standards and guidance as set out by the Pharmacy profession and NHS Orkney.
- Ensure personal and service development by regular self-directed learning and participation in performance development planning, appraisals, and objective setting.

Service Development

- Support in developing new and existing prescribing support models which can be effectively delivered by the post holder.
- Support to enhance Care at Home services to maintain patient independence at home.

10. DECISIONS AND JUDGEMENTS

The post holder is required to work within defined operational frameworks and protocols which call upon them to act decisively with a level of autonomous decision making. A combination of protocol criteria and the post holder's own judgement dictates when to defer to the registered pharmacy technician or pharmacists.

Work is carried out in practice under supervision. Changes relating to patient medication records will be carried out at discretion of the post holder only following approval from the registered pharmacy technician or pharmacist.

The jobholder will have regular meetings with their line manager and participate in scheduled team meetings however, day to day guidance on prescribing issues will be obtained by close working with the pharmacy technicians and pharmacists within the team.

11. MOST CHALLENGING PARTS OF THE JOB

The post holder will need to develop report analysis expertise and be able to manage their own time working on more than one project at any one time. The post holder will have access to confidential information relating to patients and their carers. They will also have access to prescribing information and data. All such information, from any source, is to be regarded as strictly confidential.

The post holder will be making alterations to the medication records of individual patients under the direction of pharmacists/pharmacy technicians and working to standard operating procedures. It is vital that such changes are made accurately. The post holder will be required to work for prolonged periods, requiring a high degree of concentration and accuracy at all times.

12. COMMUNICATION AND WORKING RELATIONSHIPS

The post holder will:

- Utilise effective inter-personal skills, with the ability to liaise verbally, in writing or by report, with all levels of health care professionals, with support and guidance from their line manager, pharmacy technicians and pharmacists within the team.
- Communicate approved complex, sensitive or contentious information effectively to a variety of health professionals and patient groups within the boundaries of the post, with support and guidance from their line manager, pharmacy technicians and pharmacists within the team.
- Communicate sensitively with patients or carers about their medicines; this may include dealing with difficult or emotional situations within the boundaries of the post, with support and guidance from their line manager, pharmacy technicians and pharmacists within the team.
- Collaborate effectively with Pharmacists and Pharmacy Technicians for the provision of support and to ensure effective service provision.
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures liaise with all levels of health and social care staff, as necessary to ensure accurate exchange of information/clarification of queries regarding medicines.
- Work with pharmacists and pharmacy technicians to develop and deliver, training packages to relevant staff groups.

Information is often confidential and requires to be handled and communicated in a sensitive manner. Overcoming barriers to communication and having an understanding that a wide range of factors which can make communication difficult is key. Also some information may challenge current practice and require the post holder to persuade and negotiate with others.

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands

- Prolonged and repetitive work involving the use of computer equipment / screen time.
- Standing / sitting for long period of time.
- Carrying laptop and paperwork to and from car and work sites commonly weighing 12-14kg.
- Travel between locations such as GP Practices may be required, necessitating carriage of relevant equipment.

Mental Demands

- Frequent and extended concentration is necessary for the analysis, recording and reporting of complex prescribing information.
- Flexible working in areas which are busy and noisy, with frequent interruptions.
- Take responsibility for own actions and omissions. Errors in work could have serious consequences for patients.

- Managing time effectively to meet strict deadlines across several different care settings and sites.

Emotional Demands

- Possibly being faced with patients who can exhibit aggressive or distressing behaviour.
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures negotiating with other health and social care professionals to improve systems and processes for medicines management.
- Possibly having to deal with patients with life limiting illnesses.
- Handling of sensitive and confidential information.
- Dealing with difficult situations and circumstances, including dealing with upset and defensive staff.
- Managing communication in several different care settings and with a range of health and social care professionals.

Environmental Demands

- Frequently work in isolation.
- Frequently work for extended periods with VDU equipment.

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential skills:

- Experience of dealing with the public.
- Excellent attention to detail.
- Experience of working in an administrative role. Experience in the NHS or a Healthcare role is desirable.
- Demonstrate commitment to ongoing learning and development within the job e.g. gaining an awareness of the law and good practice relating to prescribing, storage and handling of pharmaceuticals.
- Strong motivation, organisation and prioritisation skills to work independently.
- Good negotiating and inter-personal skills to work as part of a team.
- Excellent written and verbal communication skills (Standard Grade English), showing tact and diplomacy when required.
- Excellent computer skills – Word and Excel and ability to learn new systems.
- Stress tolerant.
- Adaptable and flexible, open to different systems of working and able to identify potential for progress.
- Show willingness to participate in service development.
- Able to maintain confidentiality and work in line with NHS Orkney confidentiality policy.
- Adhere to the General Pharmaceutical Council Standards for Pharmacy Professionals.

- Undertake mandatory training requirements in accordance with NHS Orkney policy and procedure.
- Show competence / be willing to learn a range of work procedures and practices, base level of theoretical knowledge of procedures for own pharmacy area with on-the-job training, experience to NVQ3/SVQ3 or equivalent level.

GPhC education and training requirements (if not already completed)

Pharmacy Support Staff:

- Must undertake a training course or qualification at the appropriate minimum level of knowledge and competence, Scottish Credit and Qualifications Framework (SCQF) level 6 Scottish Vocational Qualifications or equivalent.
- Must be enrolled on a training course as soon as practically possible and within three months of starting their role.
- Must complete the course promptly, normally within three years.

Job Description Agreement	
Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Pharmacy Support Worker – Primary Care
Department: Pharmacy
Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE		Working with the public Health or Social Care experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	GCSE/standard grade/Nat 4 level: Maths English	
KNOWLEDGE AND SKILLS	Literacy and numeracy skills Good keyboard and IT skills Demonstrates good communication and interpersonal skills Demonstrates the ability to understand and follow procedures and policies Demonstrates the ability to be an effective team worker Ability to work accurately, paying attention to detail while working to deadlines Manual dexterity (relevant to duties) Awareness of importance of confidentiality	Experience of using Office packages (MS Excel, MS Word, MS Access)
DISPOSITION	Positive and enthusiastic approach Demonstrate a caring outlook Commitment to training & development	

	<p>Willingness to have a 'hands-on' approach to work allocated</p> <p>Demonstrates the ability to carry out duties in a safe manner as instructed / trained</p> <p>Demonstrates the ability to use initiative</p> <p>Demonstrates the potential to communicate well with colleagues and other service users within a healthcare environment</p>	
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Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>