NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | Job Title | Pharmacy Porter  |
| Reports to | Specialist Pharmacy Technician (Dispensary Manager)  |
| Department(s)/Location | Pharmacy Distribution and Dispensing Centre, Pharmacy Department, Ninewells |
| Number of job holders |   |
| JOB PURPOSETo carry out the accurate, safe, secure and timely collection and delivery of medicines and prescriptions. |
| ORGANISATIONAL POSITIONSpecialist Pharmacy TechnicianLead Pharmacy TechnicianAssistant Technical OfficerPorter Line manager  |
| SCOPE AND RANGEAs a member of the team, the post holder contributes to the provision of pharmacy services within Ninewells by carrying out the collection and delivery of medicines, which could include discharge medication, controlled drugs, chemotherapy, aseptic preparations and I.V. fluids.The pharmacy portering service covers approximately150 destinations, adhering to a routine timetable for delivery/pick-up plus any other ad-hoc requests pertaining to pharmacy services.When carrying out these duties the post holder may walk approximately 60 miles per week. |
| MAIN DUTIES/RESPONSIBILITIES1. To ensure the accurate, safe and secure collection and delivery of medicines and medicine orders or prescriptions.
2. To adhere to agreed delivery/collection schedules and audit trail requirements.
3. To assist with the orientation and training of other pharmacy porters and pharmacy staff as required.
4. To adhere to NHS Tayside and Departmental procedures at all times, following good practice guidelines whilst performing all duties.
5. To attend appropriate educational and training events as required.
6. The provision of a high quality service, delivered in a professional and courteous manner is a requirement of all staff employed by NHS Tayside.
7. To participate in extended hours, weekend working and public holiday rotas as per service requirements.

**Health and Safety*** All staff must take reasonable care of their own health and safety and that of other persons who may be affected by their actions.
* All staff must comply with NHS Tayside and Departmental Policies and Procedures at all times and use approved working methods and any personal protection provided.
* Staff must not in any way interfere with or misuse anything provided for their own safety or protection of others.

Staff must report any hazard or unsafe working practice to the appropriate line manager and be aware of emergency procedures.**Induction Standards & Code of Conduct**The post holder must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland 2009” and with the Code of Conduct for Healthcare Support Workers. |

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| 1. **COMMUNICATIONS & RELATIONSHIPS**

The post holder provides and receives routine information verbally, to and from pharmacy and other NHS Tayside colleagues regarding pharmacy portering services.The post holder is required to communicate effectively with pharmacy and other healthcare staff including:Within the pharmacy service* Maintaining effective communication with all pharmacy staff to ensure effective team working and service provision.
* Communicate effectively in a manner in-keeping with the professional operation of the department

Outwith the pharmacy service* Patients, relatives and carers for routine information and directions.
* Nursing staff and medical staff for enquires relating to the delivery of medicine orders, discharge medication, controlled drugs, chemotherapy, aseptic preparations and I.V. fluids.
* Visitors to the department for routine information and directions.
* Members of ancillary services within NHS Tayside to pass on information and make requests e.g. maintenance requests.

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| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBThe post holder must:* Be capable of understanding and working within Standard Operating Procedures (SOPs)
* Posses the ability to learn, adapt and communicate effectively.
* Be educated to S/NVQ Pharmacy Services level 2 or equivalent accredited qualification to meet the regulation requirement of the General Pharmaceutical Council.

Or Be willing to work towards S/NVQ Pharmacy Services level 2 or equivalent accredited qualification as above.It is also desirable that the postholder possesses manual handling skills and basic IT skills. |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

The post holder will be required to use the following equipment and systems on a daily/weekly basisEquipment & Machinery* Trolleys
* Photocopier
* Telephone
* Refrigerators and freezers
* Pallet truck
* Vaccine porters

Systems* NHS Tayside Health and Safety, Communication and information security and any other relevant policies
* Departmental policies and standard operating procedures
* Performance Development Review
* Paging system
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| PHYSICAL DEMANDS OF THE JOB* Continuous moderate physical effort is required for long periods while pushing/pulling loaded trolleys to and from wards/departments within Ninewells, covering a large area. This process is carried out repetitively throughout the working day.
* Moderate effort is required for short periods whilst loading pharmacy deliveries (weighing approximately 12kg) and packages onto trolleys.
* The post holder may occasionally be exposed to verbal aggression when dealing with patients, staff and visitors.

The post holder must:* Manoeuvre loaded trolleys
* Complete work within agreed timescales in order to meet schedules
* Carry out a range of manual handling activities on a daily basis, working within the recommended maximum load guidelines
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| DECISIONS AND JUDGEMENTSThe post holder:* Follows standard operating procedures
* Uses knowledge of work schedules and medicines storage to prioritise tasks
* Objectives are agreed annually with the line manager, with quarterly progress reports, in accordance with Personal Development Performance Planning Systems.
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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* To work within time constraints for the supply of medicines.
* To organise workflow and maintain delivery deadlines whilst accommodating delays and disruptions to the medicine supply chain.
* To meet the physical demands of a continuous delivery service.
* The flexibility to respond to the priorities and deadlines of a busy pharmacy service with the addition of unexpected deliveries and interruptions to routine delivery schedules.
* Maintaining personal security/safety as well as the security of medicines being delivered.
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| JOB DESCRIPTION AGREEMENT This job description will be reviewed in partnership according to the needs of the service.The job description will need to be signed off by each post holder to whom the job description applies. |