

# Pharmacy Support Worker

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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.

We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. 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 you can find out more about living and working in Orkney our *Introduction to Orkney and NHS Orkney* section.



Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

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 believe in compassionate and visible leadership and creating an open, honest and transparent culture 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 who may be considering a move to Orkney is that the islands occupy 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.

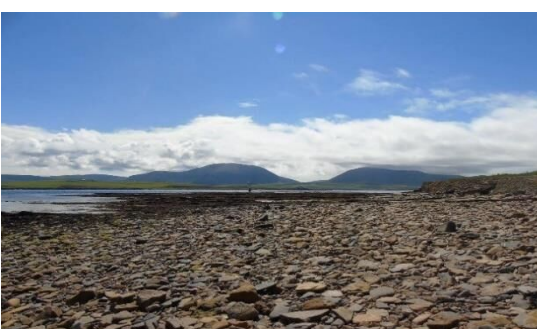
This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get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

**Laura Skaife-Knight**

**Chief Executive**

**NHS Orkney**





## Job Advert



### Pharmacy Support Worker

Band 2 £26,234 to £28,350 including Distance Islands Allowance pro rata per annum

Full Time

Permanent

37 Hours per Week (Mon to Fri 08:30 to 16:30)

The Balfour

We are delighted to offer this opportunity for a highly motivated individual to join the team of pharmacists, technicians and pharmacy support workers based in The Balfour Hospital, providing a high standard of pharmaceutical care to the population of Orkney. The successful candidate will have a good basic education and be a good team worker with the ability to adapt within the requirements of the service. You will possess excellent communication and organisational skills.

You will have or will be supported to complete a SCQF in Pharmacy Services Level 6 with additional In-house training for all pharmacy specific activities.

For an informal discussion, please contact Yvonne Rendall [Yvonne.rendall@nhs.scot](mailto:Yvonne.rendall@nhs.scot) or Ellen Grieve, [Ellen.grieve@nhs.scot](mailto:Ellen.grieve@nhs.scot), or by telephone 01856 888060.

***This post is subject to a Disclosure Scotland check.***

*This role does not meet the eligibility criteria for a [Skilled Worker visa](#) or a [Health and Care Worker visa](#). NHS Orkney (NHSO) is unable to provide candidates or employees with a Certificate of Sponsorship (CoS).*

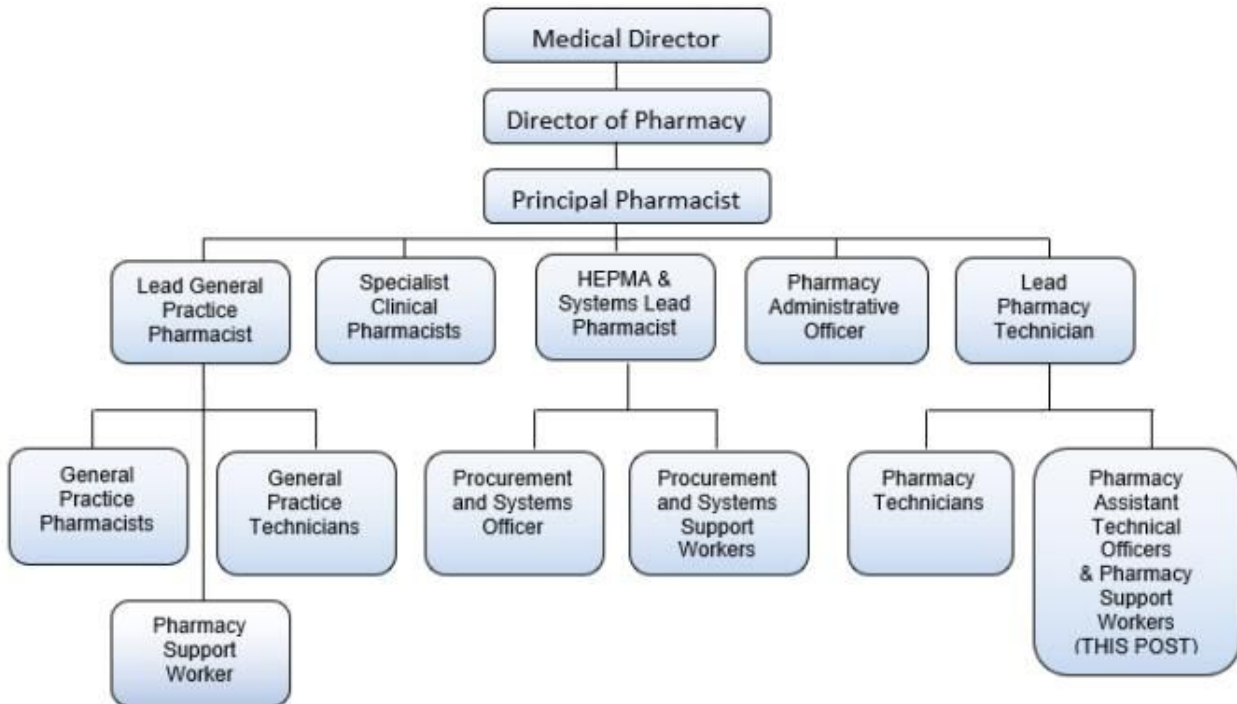
# Job Description

<b>1. JOB DETAILS</b>	
<b>JOB TITLE</b>	Pharmacy Support Worker
<b>SERVICE</b>	NHS Orkney
<b>DEPARTMENT</b>	Pharmacy
<b>GRADE</b>	Band 2
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Lead Pharmacy Technician

<b>2. JOB PURPOSE</b>
<ul style="list-style-type: none"><li>All members of the pharmacy team provide support for the delivery of safe, efficient and effective pharmaceutical care and services within the pharmacy department and all clinical and ward areas.</li></ul> <p>Within this service, the PSW role is essential to:</p> <ul style="list-style-type: none"><li>Support pharmacy technicians and pharmacists in the day to day departmental service delivery, including participation in staff development and training.</li><li>Assist with the accurate and timely processing of workflow within the pharmacy department.</li><li>Support and undertake effective and efficient medicines stock management within the pharmacy department and for its service users, receiving and checking deliveries, matching items to orders and delivery notes, storing deliveries correctly, undertaking stock checks and audits, the issue, checking and distribution of stock, and processing returned items.</li><li>Contribute to the effective procurement of medicines and sundries by accurately placing orders, processing delivery notes, receiving stock and preparing invoice documents for processing for payment as directed by pharmacy procurement officer or deputy.</li></ul>

<b>3. DIMENSIONS</b>
Required to visit on, a daily basis, a range of wards and departments such as Accident & Emergency, Clinics and Theatres within the hospital to check quantities of pharmaceutical supplies available and initiate orders for further supplies (top-up service). May, on occasion have to visit other areas out with the Balfour Hospital.

#### 4. ORGANISATIONAL CHART



#### 5. ROLE OF DEPARTMENT

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

The aim of the hospital pharmacy service is to deliver high quality patient care associated with the provision of treatment with medicines by:

- Promoting safe and cost-effective prescribing considering the clinical needs of individual patients.
- Providing a wide range of direct pharmaceutical services to inpatients, outpatients, day patients and departments (hospital and community).
- Ensuring that all aspects of the hospital pharmacy service comply with all statutory (legal) and quality standards. Includes the Medicines Act 1968 and the Misuse of Drugs Act 1971.
- Providing information and education about medicines to patients, carers and healthcare staff as appropriate
- Ensuring that services are provided by a professional and competent workforce with the required level of educational and training.
- Supporting the development of medicines related policy, guidance and procedure and the work of the Area Drug & Therapeutics Committee.

- Linking and communicating with primary care practitioners (General Practice Pharmacists, Community Pharmacists and GPs) and other health professionals to ensure safe and seamless care

## 6. KEY RESULT AREAS

- To receive medicines and supplies, including the accurate completion of relevant documentation and ensuring special storage requirements e.g. Cold Chain, are adhered to.
- To undertake assembly and label generation for dispensed medicines and supplies and to perform in process accuracy checks to ensure the correct item is supplied.
- To issue medicines and supplies including accurate completion pharmacy stock control system transactions and all necessary documentation, ensuring special storage and transport requirements are adhered to e.g. appropriate packaging is used and transport schedules are adhered to. Distribution of pharmaceuticals to a wide range of NHS Orkney units and services, including GP Practices and vaccination services.
- To process controlled drug requests through the pharmacy stock control system and prepare the order in accordance with national guidelines and standard operating procedures, prior to final accuracy checking.
- To undertake the provision of top-up services and other supply related duties to Balfour Hospital wards and departments.
- To support the management of the pharmacy stock control system by ensuring accurate stock levels are maintained and any errors are reported to a Senior Pharmacy Technician.
- To assist in the stock control of products within the Pharmacy Department e.g. expiry date checking, daily stock audits and processing returns.
- To assess ward and department stock requirements daily in accordance within agreed levels, to ensure availability of stock at point of need.
- To process orders using the pharmacy stock control system, assemble, pack and dispatch orders in accordance with procedures, ensuring the security of stock while following Health and Safety guidelines for lifting and handling.
- To produce orders for the timely and cost effective procurement of medicines and supplies following departmental procedures. Ensuring order quantities are appropriate and escalating any anomalies or concerns to the Procurement and Systems Officer or senior member of the pharmacy team.
- To process delivery notes, and prepare invoice documents for processing for payment as directed by pharmacy procurement officer or deputy
- To complete general housekeeping duties, including filing prescriptions and records, topup of sundries i.e. bags, bottles, wipes, gloves etc., answering the hatch and telephones.
- To complete and record statutory departmental fire checks.
- To inspect returned stock to assess fitness for re-use and update computer stock files accordingly, rotating stock in date order, when returning to shelf to minimise waste.
- To carry out monthly expiry date checks within wards and pharmacy department

- To dispose of medicines which are unfit for use or expired according to local waste management policy.
- Generate picking lists for medicines and other pharmacy items from the computerised pharmacy stock control system, on a daily basis.
- Assemble individual drug items and sundries in accordance with each prescription/worksheet to prepare for dispensing.
- To dispense prescriptions by assembling individual drug items, preparing direction labels and dispensing items in accordance with each prescription prior to final check.
- To accurately repackage or over-label medicines according to appropriate Standard Operating Procedures, prior to a final check.
- To assemble and replenish ward Emergency Drug Kits prior to a final check.
- To carry out any other delegated duties appropriate to the grade.
- To comply and support the implementation of the health & safety requirements of the department. Adhering to the Health & Safety at Work Act, COSHH standards and the departmental health and safety policy i.e. for cytotoxic medicines, dry ice etc.
- To assist in the training of newly appointed Pharmacy Support Workers, summer students, pre-registration Pharmacy Technicians and other relevant members of the team.
- To contribute towards service development by engaging with appropriate learning and development, participation in departmental meetings and training sessions.
- Participate in and engage with the annual review and professional development plan (PDP) process.
- Undertake all necessary mandatory training in a timely manner

## **7. EQUIPMENT AND MACHINERY**

- Trolleys for moving and handling stock
- Safety ladders
- Telephones, photocopier, scanner, printer, label printers

NOTE: New equipment may be introduced as the organisation and technology develops, this will be supported by appropriate training.

## **8. SYSTEMS**

- Daily use of Computers and VDU
- Daily use of pharmacy stock control systems to maintain stock and issue stock and ward orders.
- Daily use of the dispensing programme - producing and printing labels, entering drugs and new patient details onto pharmacy stock control system.
- Daily use of pharmacy procurement systems
- Daily use of Microsoft Outlook for emails and intranet

- Frequent use of Microsoft packages
- TURAS system for Annual Review, PDP, mandatory and other training and development.
- Use of NHS systems including eESS and eRoster to manage personal information and leave requests.

## **9. ASSIGNMENT AND REVIEW OF WORK**

The post holder is line managed by the Lead Pharmacy Technician and is accountable to the Principal Pharmacist

### **Work Assignment**

- Line management is provided by the Lead pharmacy Technician
- Day to day workload is primarily demand led. The workload changes daily to meet demands from pharmacists, technicians, wards, consultants, other healthcare staff and external sources including suppliers. The post holder is expected to take account of priorities and deadlines and organise their own program of work to meet these demands, supported by the lead Pharmacy Technician.
- Performance is reviewed regularly during meetings with Lead Pharmacy Technician as line manager.

### **Review of Work**

Objective setting, professional development plan and performance appraisal process is undertaken by the Lead Pharmacy Technician.

## **10. DECISIONS AND JUDGEMENTS**

- Contributes to the development of the pharmaceutical service.
- Follows written procedures, always maintaining safe systems of work.
- Carries out day to day tasks, with supervision available at all times.
- Frequently working as part of the team, required to use own initiative with regards to day-to-day decision making e.g. prioritising workload.
- The post-holder is expected to manage routine enquiries and issues and refer those of a complex nature.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Attention to detail and accuracy in all aspects of the role is essential.

- The workload can be subject to frequent interruptions. The ability to continually prioritise demands and deal with interruptions without losing focus on the original task is paramount.
- The post holder will be expected to be flexible, helping to cover the duties of other pharmacy staff when required and undertaking any other reasonable duties.
- The post holder will have procurement responsibilities which affect stock levels and availability of medicines and departmental finances. Accuracy is essential to ensure access to medicines at point of need and to avoid unnecessary cost and waste.

## **12. COMMUNICATIONS AND WORKING RELATIONSHIPS**

In support of our core purpose of working together to achieve the healthiest life possible for everyone in Orkney, we are committed to a culture that is Caring Safe and Respectful. The post holder is required to work collaboratively in a safe, caring and respectful way. Excellent communication skills are an essential element part of this post.

The post holder will be expected to:

- Communicate effectively at all times, in a manner in keeping with the professional operation of the department.
- Communicate with all grades of pharmacy staff to impart information relevant to the provision of the service
- Communicate with staff in wards and departments regarding stock requirements.
- Answer the telephone and hatch with in pharmacy; respond to queries relating to stock or progress of dispensed items with appropriate referral of non-standard queries and requests to senior members of staff. Accurately notate messages from telephone or hatch conversations and ensure that the message is passed to the intended recipient as soon as possible.

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

### **PHYSICAL EFFORT / SKILLS:**

- Standard computer keyboard skills used daily. This entails periods of sitting.
- Manual dexterity used daily for preparation of labels and products.
- Lifting, bending and manual handling skills used frequently to lift, move and load boxes and containers some of which are in excess of 15 kilos.
- Standing for prolonged periods of time in the pharmacy and wards.

### **MENTAL EFFORT / SKILLS:**

- A high degree of speed and accuracy is expected in all duties.
- Requirement for extended periods of concentration.

### **Emotional Demands:**

- Occasional interaction with patients/carers who may be physically or emotionally distressed, or aggressive.
- The post holder will be privy to sensitive information relating to patients. It is essential that this is handled in a sensitive and confidential manner, both within and outside of the organisation.

### **Environmental Demands:**

- Daily use of VDU screen for 1 to 2 hours.
- Lone working – occasionally.
- Occasional handling of cytotoxic drugs in sealed containers

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

### Essential

- SCQF level 6 in relevant subject area or willing to work towards this qualification.
- Competency in numeracy and literacy skills.
- Good organisational and communication skills
- Ability to carry out repetitive duties
- Ability to meet deadlines under pressure
- Ability to carry out various tasks, many which are urgently requested
- Ability to work as part of a team
- Ability to comply with all hospital policies and standard operating procedures within the department
- Ability to follow and adhere to General Data Protection Regulations and associated procedures and policies
- Ability to work flexibly to achieve tasks defined

### Desirable

- Previous experience of working in a pharmacy environment would be an advantage but not essential

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

## Person Specification

**Job Title:** Pharmacy Support Worker  
**Department:** Pharmacy  
**Location:** The Balfour

FACTOR	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>		Previous experience of working in a pharmacy environment.
<b>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</b>	SCQF Level 6 in relevant subject area or be willing to work towards and achieve this qualification.	
<b>KNOWLEDGE AND SKILLS</b>	<p>Competency in numeracy and literacy skills.</p> <p>Good organisational and communication skills.</p> <p>Ability to carry out repetitive duties.</p> <p>Ability to meet deadlines and work under pressure.</p> <p>Ability to carry our various tasks, many of which could be urgently requested.</p> <p>Ability to comply with all hospital policies and standard operating procedures within the department.</p> <p>Ability to follow and adhere to General Data Protection Regulations and associated policies and procedures.</p>	
<b>DISPOSITION</b>	<p>Team worker</p> <p>Ability to work flexibly to achieve tasks defined.</p>	

## 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](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://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](mailto: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>