**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | |
| Job Title: **Pharmacy Support Worker, Higher Level (Band 3)**  Responsible to: Healthcare Manager (operational)  Department(s): Health Centre HMP Addiewell/HMP Edinburgh  Directorate: Pharmacy  Operating Division: Corporate  Job Reference: 209383  No of Job Holders: 2 (1.0 WTE)) | |
| **2. JOB PURPOSE** | |
| To undertake routine pharmacy support worker duties to ensure the safe and effective delivery of pharmacy services.  Support the organisation of day to day service delivery including participating in staff development and performance. | |
| **3. DIMENSIONS** | |
| STAFFING RESPONSIBILITY   * The post holder participates in a shift pattern of 2.0 wte Prison Pharmacy Support Worker * ~4000 items of dispensed patient named medication are monthly issued, for a prisoner population normally around 900-930 * The postholder will participate in the training of identified staff. Training could include processes related to medicines management in the prisons.   FINANCIAL RESPONSIBILITY   * The post holder is responsible for organising the ordering, receipt and distribution of medication, both as patient named and stock, in preparation for supply or administration. * The post holder will provide information to nursing/medical staff as appropriate regarding order progress and process, advising on changes to service from the external contractor. * The post holder has delegated responsibility from the Healthcare Manager for maintaining stock medication and stock of controlled drugs.   The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands. | |
| **4. ORGANISATIONAL POSITION** | |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Prison Healthcare Services Manager | | | | |  | | Associate Director Pharmacy Services | | | | | |  | |  | | | | | | |  | | | | Health Care Manager | | | |  | | | Pharmacy Prison Service Adviser | | | | | |  | | |  |  | | | | | | |  | | | |  | | | |  | | | MM Pharmacist | | |  | | |  |  | | | | | | |  | | | |  | | | Senior Technician Post | | | |  | | | |  | | |  | | | |  | Pharmacy Technician  (this post) | | | | |  | | | |   Management  professional  communication | |
| **5. ROLE OF DEPARTMENT** | |
| The function of the pharmacy service within HMP Prison Health Centre is to provide integrated patient focused care that meets the present and anticipated needs of the NHS Lothian population in line with local and national strategies. The service promotes and develops all branches of the pharmacy profession through a co-ordinated approach to delivery of pharmaceutical care to patients and the public.  Pharmaceutical care reflects a systematic approach that makes sure that the patient gets the right medicines, in the right dose, at the right time and for the right reasons. It is about a patient-centred partnership approach with the team accepting responsibility for ensuring that the patient's medicines are as effective as possible and as safe as possible. This is done by identifying, resolving and preventing medicine-related problems (actual and potential) so the patient understands and gets the desired therapeutic goal for each medical condition being treated.  The focus is on active participation in and contribution to multidisciplinary/multiprofessional teams in a manner to fully integrate pharmaceutical skills and resources in overall context of health and social care in Lothian.  To this end the post holder’s objectives are:   * to provide pharmaceutical care to individual prisoners wherever they present by meeting their particular needs while maximising efficiency in the use of resources   to provide medicines through systems of quality control that ensures safe, effective and economic use | |
| **6. KEY RESULT AREAS** | |
| 1. To receive medicines and supplies including accurate completion of relevant documentation ensuring special storage requirements are adhered to e.g. cold chain supply is maintained.  2. Undertake assembly and label generation for medicines and supplies and perform in process accuracy checks to ensure the correct item is supplied e.g. preparation of aseptic products,  selection and preparation of prescribed medicines.  3. To issue medicines and supplies including accurate completion of documentation as required ensuring special storage and transport requirements are adhered to e.g. appropriate packaging is used, transport schedules are adhered to.  4. To provide a ward medicines stock ordering service (top up) to defined clinical areas.  5. Input and process orders and prescriptions using the relevant pharmacy computer systems.  6. To undertake checks of medicines invoices from external suppliers to ensure these are reconciled with stock management system, including updating the stock management system with up-to-date prices, thereafter forwarding to finance for payment.  7. Participate in the routine ordering of stationery and supplies, as part of an approved scheme of delegation, and organise general housekeeping duties e.g. specific cleaning programmes, environmental monitoring, management of paperwork.  8. Assist in continuous stock control by means of stock checking and expiry checking to ensure continuity of supply.  9. Undertake stock management of emergency medicines cupboard and emergency drug boxes.  10. To ensure the process for the safe and appropriate disposal of waste materials is undertaken following local procedures and in line with legal requirements.  11. Assist with the investigation and management of discrepancies with prescriptions, orders or supplies received to enable these to be rectified.  12. To participate in audits within pharmacy services.  13. Support the management of pharmacy support workers and trainees through delivery of training and supervision e.g. undertake personal development and performance review.  14. Follow Standard Operating Procedures relevant to work area and role and participate in the regular review and update of these as required.  15. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. | |
| **7a. EQUIPMENT AND MACHINERY** | |
| The following are examples of equipment which may be used when undertaking the role.   * PC, telephone, photocopier, scanner, printer * Trolleys, step ladders, pneumatic tube system, temperature loggers, robotic system   **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| The following are examples of systems which will be used when undertaking the role:   * Software systems: Pharmacy stock control and dispensing system, PECOS * Microsoft Office for word processing, e-mail, internet access * Incident management system * eKSF personal development and review system * Paper based systems: workload collection data * Pharmacy Quality System (BS EN ISO 9001:2008)   **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| **8. ASSIGNMENT AND REVIEW OF WORK** | |
| The section manager or deputy assigns work on a daily basis with support available.  Review of performance and objective setting is carried out by section manager or deputy in accordance with the principles of the Personal Development and Performance Review system.  Achieve and maintain a record of competence specified in the training plans. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| Deal with non-routine queries where appropriate although a section manager or deputy would be available for reference e.g. sourcing alternative stock suppliers due to stock shortage. | |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** | |
| To ensure that medicines and supplies are processed in a timely and accurate manner.  Supporting and supervising staff.  Being able to adapt to changing priorities at any given time to support service delivery. | |
| **11. COMUNICATIONS AND RELATIONSHIPS** | |
| Liaises and communicates in a professional manner with other pharmacy colleagues and healthcare staff to ensure that an effective service is provided, in one to one and group settings.  Communicates with external customers, patients and carers in relation to receipt and supply of medicines e.g. when undertaking reception duties, receipt of out-patient prescriptions, dealing with ward stock enquiries, and receipt of deliveries from external suppliers. Communicates with pharmacy support staff when undertaking training and development review. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical:**  Standard keyboard skills.  Validated aseptic manipulation skills e.g. manipulate needles syringes and transfer devices to reconstitute and measure doses of aseptically prepared medicines.  Manual handling skills for regular movement of stock and equipment as per health and safety  guidance e.g. heavy fluid containers.  Long periods of standing or sitting when undertaking supply activities.  **Mental:**  Concentration required ensuring accuracy of work when receiving stock, assembling medicines, packaging medicines and supplies for transport and issue.  **Emotional:**  Occasional exposure to emotional situations when supporting staff e.g. personal development and performance review or dealing with customer enquires  **Environmental:**  Exposure to hazardous medicines and chemical products e.g. cytotoxic drugs. | |
| **13. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED TO DO THE JOB** | |
| **Qualifications and Knowledge**  SVQ Level 2 Pharmacy Services group award plus HNC professional management units (attainment at SCQF Level 6/7)  Relevant work experience in a healthcare or pharmacy environment  Knowledge of workplace standards in relation to pharmacy business e.g. Health & Safety At Work Act, COSHH regulations and legal regulations referring to the supply of medicines  **Skills and Experience**  Good interpersonal skills and experience of team working  Good communication skills (verbal and written)  Basic numeracy skills  Standard keyboard skills and knowledge of Microsoft office packages  Organisational skills | |
| **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: |