# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Rotational Pharmacy Support Worker- Higher Level**

**Responsible to: Lead Pharmacy Technician in Operational Area**

**Department(s): Pharmacy**

**Job Reference: BN-HSS-22-08**

**2. JOB PURPOSE**

To support the organisation in day to day service delivery by carrying out duties in support of pharmacy technicians and pharmacists. Providing a pharmaceutical service to patients and staff within NHS Forth Valley and ensuring a safe and effective delivery of pharmacy services.

The post holder will be flexible regarding hours of work and will participate in weekend and public holiday working.

**3. KEY DUTIES**

**Distribution**

* Computer inputs, assembles, packs and dispatches stock and non-stock orders in accordance with guidelines for lifting and handling and security of stock.
* Ensures stock is processed continually and correctly, stored appropriately at the correct temperature, in the correct location and that stock holding is accurate. This includes stock received from suppliers and stock returned.
* Releases orders from the robot.
* Prioritises the urgency of supply and organises the distribution to wards, departments, clinics and outside hospitals to ensure that supplies are available to patients and staff.
* Assesses ward and department stock requirements daily in accordance with agreed levels to ensure availability of stock.
* Ensures supplied pharmaceutical stock is stored in the correct location on the ward.
* Ensures that stock is rotated to avoid expiry of stock in the pharmacy and at ward/department level.
* Reviews and maintains ward stock lists with the clinical pharmacy team at regular intervals ensuring that the lists reflect the current needs of the ward.
* Inspects returned stock to assess fitness for re-use and updates computer stock files accordingly and returns stock to appropriate location, rotating stock in date order to minimise waste.
* Screens orders for inpatients via Wellsky /Pharmacy IT Systems or using local screening procedures

**Dispensary**

* Dispenses prescriptions in accordance with standard operating procedures by assembling individual drug items, preparing direction for use labels and dispensing items in accordance with each prescription prior to final prescription check.
* Receives prescriptions from ward staff and patients, and logs prescriptions in dispensary via the prescription tracking system.
* Repackages or over-labels medicines prior to final accuracy checking.
* Receives dispensary order and inputs stock into dispensary robot or manually packs stock on shelves, rotating stock to ensure that stock expiring soonest is used first to avoid expiry of stock.
* Inspects uncollected/returned prescription stock to assess fitness for re-use, updates computer stock files accordingly and returns stock to robot or shelving rotating stock in date order to minimise waste.
* Packages prescriptions to be delivered to outside destinations e.g. GP surgeries, community hospitals, taking into account medicine storage requirements and according to delivery schedule for distribution based on geographical location.
* Processes 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.
* Carries out reception duties in pharmacy, including handing over prescriptions and medications.

**Aseptic/Oncology**

* Complete the Aseptic competency based training for Pharmacy support worker and ongoing refresher training
* To undertake environmental monitoring under the direction of the Senior Technician.
* Perform Active Air Sampling in the absence of the QA Technician
* To undertake a regular expiry check on stock held within the Aseptic Unit.
* Maintains stock control of clean room clothing and consumables
* To assemble materials onto a tray prior to assembly check and then transfer into the aseptic working environment
* Prepare aseptic products
* Charge out products using JAC systems
* Print prescriptions, worksheets and labels using Chemocare
* Maintains stock control and dispenses pre-filled products and Systemic Anti-Cancer Therapy (SACT) orals.

**Clinical**

* Checking ward non-stock orders against agreed stock lists/stock cupboards, Inpatient- Prescribing Record and PODs prior to sending to pharmacy. Pick, pack, issue and distribute non stocks to appropriate patients.
* Check that patients POD lockers contain medicines only for that patient, discuss with patient if a medicine prescribed is taken regularly and establish if a supply of a drug is required.
* Checking ward stock of controlled drugs against agreed top-up levels/stock lists.
* Assist with patient prioritisation for pharmacy review by a pharmacy technician and/or clinical pharmacist against the pharmacy triage tool as per standard operating procedures.
* Checking medication chart/electronic record for non-formulary, high risk, clinical trial medication etc as per standard operating procedures.
* Checking patients own medicines for suitability of use against agreed standard operating procedures, referring any queries to the clinical pharmacy technician.
* Ensuring patients own medications follow the patient if they move within the hospital and that these are returned to the patient on discharge as appropriate.
* Return non-stock medicines to Pharmacy for reuse and calculate cost of savings.
* Witness CD stock destruction and ward CD register and stock checks.
* TTOs – Ensure correct TTO picked for use on the ward- labelled correctly, fit for discharge

**EDUCATION and TRAINING**

* Participates in the training of pharmacy support workers and pre-registration trainee pharmacy technicians.
* Assess pharmacy support workers undertaking departmental training competencies.
* Undertakes Mandatory Induction Standards for Healthcare Support Workers and mentors/supports non-registered pharmacy staff with the same.
* Undertakes statutory and mandatory training.
* Attends regular sectional and departmental training meetings.
* Participates in audit and research as required.

**Responsibilities**

**Patient Client Care**

**There is a responsibility to:**

* Interact with patients, both on the ward and at the pharmacy in a professional manner whilst following the values of NHS Forth Valley.
* Liaise with other pharmacy staff and the wider multi disciplinary team in a professional manner whilst following the values of NHS Forth Valley.

**Policy and Service**

**There is a responsibility to:**

* Comply with relevant procedures, standards and guidelines, Health and Safety at Work and COSHH regulations.
* Comply with procedures associated with the safe handling of drugs.
* Ensure all work is carried out in accordance with the current department quality management system.
* Ensure compliance with IR1 reporting system by reporting incidents/near misses to section head.
* Observe and promote departmental security procedures
* Carry out all duties under the supervision of the section head whilst adhering to local and organisational policies, procedures and Health and Safety regulations.
* To be aware of and highlight any potential risks to section head.
* The post holder works within the established strategic and policy guidelines and procedures.
* Work alongside other members of the pharmacy team to ensure cost effective use of medicines and pharmacy resources

**Finance and Physical Assets**

**There is a responsibility to:**

Be responsible for the receipt and checking of medicines received from suppliers, processing invoices and the charging of medicine stock to wards and departments.

**Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

* Deliver training of pharmacy processes to pharmacy support workers and pre-registration trainee pharmacy technicians and other members of the team as required.
* Assess pharmacy support workers undertaking departmental training competencies.
* Undertake Mandatory Induction Standards for Healthcare Support Workers and mentors/supports non-registered pharmacy staff with the same.
* Undertakes statutory and mandatory training.
* Attends regular sectional and departmental training meetings.

**Information Resources**

**There is a responsibility to:**

* Record personally generated information relating to patients on a regular basis.
* Generate dispensing labels with patient medication information.
* Ensure the accurate recording of information and record keeping in line with regulatory requirements and information governance guidelines
* Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.
* Use IT equipment including local and national systems to read, analyse and record patient information within the scope of local and national policies and procedures.

**Research and Development**

**There is a responsibility to:**

* Be aware of any audit and research in progress within the area and contribute to these as delegated by the lead pharmacy technician as appropriate.

**Skills**

**Physical**

* Sit for long periods of time in front of visual display unit.
* Lift and handle objects and equipment of variant weights and sizes, bending, stretching and standing for extended periods

**Communication**

**There is a requirement to:**

* Communicate via email, face to face and telephone with pharmacy staff, patients, patient’s families and other members of the wider hospital team.
* Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.
* Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.
* Observe confidentiality at all times.
* **Analytical and Judgements**

**There is a requirement to:**

* Resolve stock management problems and issues and refer to a pharmacy technician/pharmacist where appropriate
* Prioritise work schedules to ensure completion of both routine and non-routine duties
* Participate in identifying hazards during risk assessment
* **Planning and Organising**

**There is a requirement to:**

* Liaise with lead pharmacy technician to plan own daily workload and the workload of other pharmacy support staff as necessary

**Effort and Environment**

* **Physical**

**There is a requirement to:**

* Sit for long periods of time in front of a Visual Display Unit
* Lift and handle objects and equipment of variant weights and sizes
* Bend, stretch and stand for extended periods of time whilst dispensing or manufacturing products
* **Mental**

**There is a requirement to:**

* Concentrate continuously as attention to detail is required when carrying out delegated tasks
* Utilise numeracy skills
* **Emotional**

**There is a requirement to:**

* Occasionally be exposed to challenging patient behaviour – either on the wards or at the dispensary
* **Working Conditions**

**There is:**

* Daily risk of exposure to dangerous chemicals e.g. Cytotoxics
* Risk of verbal and physical abuse when working out with the department

**4. FREEDOM TO ACT WITHIN THE JOB**

**The post holder will:**

* Assist the lead pharmacy technician in completing the daily workload for the section
* Work as part of the pharmacy team managed by the relevant lead pharmacy technician
* Work within the established strategic and policy guidelines and procedures
* Work will be reviewed on a regular basis informally and more formally on an annual basis as part of the PDP process
* Undertake routine tasks and deals within routine enquiries but will refer when appropriate

**5. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

* Three national 5’s or equivalent including Maths and English
* NVQ2/SVQ2 in Pharmacy Services (or equivalent)
* Knowledge of pharmacy procedures within own area
* Be committed to achieving the Healthcare Support Workers Induction Standards
* Be capable of understanding and working within SOPS
* Possess the ability to learn and adapt
* Have accuracy and numeracy skills to undertake the role effectively
* Training in the use of robotic and automated dispensing system in order to dispense prescriptions, controlled drugs and issuing stock to wards.
* The post holder must be familiar with drug names, strengths, formulations and storage requirements or be prepared to undertake training provided by the department to provide this knowledge.
* Training in use of cytotoxic spillage kits.
* Training in personal safety awareness and violence and aggression training for carrying out duties in secure mental health wards.
* Basic information technology skills.

It is also desirable that the post holder possesses:

* Completion of HCSW (healthcare support workers) induction standards
* Previous pharmacy experience

**6. DEPARTMENT ORGANISATION CHART**

Pharmacy Operational Services Manager

Lead pharmacy technician in operational area

This Role

Pharmacy Support Staff