#### Form JE 5



**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
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| Job Title: | Fixed Pharmacy Support Worker |
| Responsible to: | Specialist Pharmacy Technician |
| Department(s): | Pharmacy, HMP Perth, Castle Huntly and Bella CCU GP Out of Hours Service and Forensic Medical Service  |
| Directorate: | Pharmacy Services |
| Operating Division: | Corporate |
| Job Reference: | **Sco6-5979(2025)** |
| No of Post Holders: | 8 |

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| 2. JOB PURPOSE |
| To assist in the accurate and safe assembly of medicines issue prescriptions for patients across the services.To co-ordinate the accurate, timely and safe ordering, receipt, storage, dispensing and stock management of medicines.To co-ordinate the delivery and transport of medicines throughout NHS Tayside ensuring cold chain maintenance.To prioritise work schedules and ensure completion of both routine and non-routine duties within the pharmacy.To plan inductions and deliver training for pharmacy support workers, nursing staff, pre-registration pharmacists and pharmacy technicians working within Pharmacy. To ensure compliance with Health and Safety, risk management and assessment of systems, processes, facilities and equipment within Pharmacy. The production, monitoring and filing of documentation.  |
| 3. ORGANISATIONAL POSITION |
|  Lead Pharmacy TechnicianSpecialist Pharmacy TechnicianSenior Pharmacy TechnicianPharmacy Technician**Senior Pharmacy Support Worker**Assistant Technical Officers / Pharmacy Support WorkersPre-Registration Trainee Pharmacy Technicians ManagementSupervision  |
| 4. ROLE OF DEPARTMENT |
| The aim of the Pharmacy Department is to assure quality of patient care in the provision of treatment with medicines.  To this end the objectives are to provide pharmaceutical care to individual patients by meeting their particular needs whilst maximising efficiency in the use of resources and to provide medicines through systems of quality control, which ensures safe, effective and economic use. |
| 5. KEY RESULT AREAS |
| To ensure the provision of a high-quality pharmaceutical service the post holder will:* Co-ordinate and supervise the accurate, timely, safe and secure ordering, receipt, storage, distribution and delivery of medicines, including controlled medicines to locations including wards, departments, external hospitals, GP practices etc.
* Carry out the dispensing of individual in-patient/out-patient and discharge prescriptions which may include cytotoxic and named patient medicines and controlled drugs following SOPs.
* Act as a Competent Witness in the administration of Controlled Drugs or supervised medication (2nd Signatory)
* Ensure the safe and secure handling of medicines.
* Co-ordinate and supervise stock management activities including re-stocking shelves, stock rotation, stock balancing, expiry date checks and maintaining clean and tidy storage areas.
* Contribute to the efficient and effective organisation of the pharmacy storage space.
* Co-ordinate the packaging and preparation of documentation for returns of pharmaceutical products to suppliers.
* Retrieve, input and print data from the pharmacy computer system and associated reporting systems.
* Co-ordinate and undertake the ordering of stationery and sundries to maintain appropriate stock levels.
* Respond to queries and provide advice/information to patients, staff, visitors and customers in a courteous manner when answering the telephone, face to face communication, emails or bleep referring to other staff when appropriate.
* Maintain a safe, secure, clean and tidy department whilst complying with health and safety policies and national guidelines.
* Check incoming and outgoing workload.
* Maintain effective control of pharmacy stock through reconciliation and on-going expiry and stock level checks including controlled medicines, investigating and correcting stock discrepancies in accordance with SOP’s.
* Resolve discrepancies and problems with the supply of goods to ensure continuing availability of medicines for patients.
* Authorise medicines returned for credit and the transfer of medicines from wards/departments within NHS Tayside
* Assemble medicines for distribution to wards, departments and other pharmacy departments in NHS Tayside.
* Co-ordinate and participate in the Ward Stock Management service across the services
* Contribute to the correct and safe disposal of redundant medicines according to Standard Operating Procedures.
* Carry out the maintenance and improvement of Health and Safety standards e.g. risk assessment, fire awareness checks and hazard checks, within the department and provide training to all staff in order to ensure a safe, secure and timely service.
* Carry out environmental monitoring including recording refrigerator, freezer and room temperatures.
* Undertake and oversee the production, filing and archiving of requisitions and documentation to ensure that information can be retrieved easily, if and when required.
* Carry out accuracy checks on orders for distribution.
* Participate in audit and reviews and the development of audit action plans.
* Assist in the production of monthly activity and performance indicator reports.
* Organise and participate in the orientation and training of all staff working in the department including pre-registration pharmacists, pre-registration pharmacy technicians and Pharmacy Support Workers.
* Participate in Performance Development Review and Continuous Personal Development.
* Follow good practice guidelines while complying with and adhering to NHS Tayside and departmental policies and procedures at all times.
* Attend appropriate educational and training events as required.
* Contribute to the recruitment and selection of staff, including being a member of interview panels, to maintain staffing levels in accordance with agreed skill mix and capacity plan.
* Ensures completion of NHS Tayside DATIX incident report forms when applicable, to ensure compliance with the organisations incident reporting system.
* Maintain the automated dispensing system (robot) and deal with problems effectively.
* Contribute to the development, review and implementation of standard operating procedures.
* Participate in weekends, public holidays and extended hours rota
* Carry out reception duties in pharmacy including handing over medicines to patients.
* Supply Out-patient Prescription pads and ensure accurate records are maintained.

**Other duties*** The post holder is required to be flexible and participate in service delivery seven days per week. Local arrangements and rotations will be discussed and agreed as required for service needs.
* The post holder will be required to participate in a weekend, extended hours and public holiday rotation.

**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.

*To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.***Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 6a. EQUIPMENT AND MACHINERY |
| The post holder will be required to use the following equipment and systems on a daily/weekly basis**Equipment & Machinery*** Measuring vessels e.g. conical glass measures
* Tablet counting devices e.g. triangles, capsule counters
* Tablet cutters
* Compliance devices (blister packs)
* Trolleys
* Pharmacy computer system
* Handheld ward stock order device
* Kick stools
* Refrigerators and freezers
* Thermometers
* Printers
* Panic buttons
* Personal protective equipment
* Temperature date loggers
* Loaded trolleys
* Flammable Stores
* Medical gas cage
* Ward boxes and vaccine porters
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| **6b. SYSTEMS** |
| **Systems*** Reporting systems such as Business Objects
* NHS Tayside Health and Safety, Communication and information security and any other relevant policies
* Departmental policies and standard operating procedures
* Performance Development Review
* Alarm system and panic buttons
* NHS Tayside DATIX reporting system
* Temperature control system
* Paging system
* NHS e-mail and intranet systems
* Temperature monitoring system
* Pecos e-procurement system

**Responsibility for Records Management** All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 7. ASSIGNMENT AND REVIEW OF WORK |
| The aim of the Pharmacy Department is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:* + - * To provide pharmaceutical care to individual patients by meeting their particular needs whilst maximising efficiency in the use of resources
			* To provide medicines through systems of quality control, which ensures safe, effective and economic use

As a member of the team, the post holder will contribute to the provision of the pharmacy service by:The post holder:* Providing a clinical technical service by undertaking the dispensing of medicines in accordance with Standard Operating Procedures (SOPs).
* Contributes to the provision of the pharmacy service by co-ordinating stock management activity through accurate receipt, storage, selection, stock rotation, expiry date checking, stock taking and distribution of medicines.
* Ensures appropriate stock management including overseeing the re-stocking of shelves, stock rotation, stock balancing and expiry date checks and maintaining clean and tidy storage areas within Pharmacy.
* Co-ordinates the accurate, timely, safe and secure supply and delivery of medicines to destinations across NHS Tayside, which may include wards, departments, external hospitals and GP practices.
* Will participate in the management of medicines across the services providing ward stock management services.
* Participate in quality control and environmental monitoring.
* Carrying out the safe disposal of redundant medicines and hazardous substances from wards, departments/laboratories within NHs Tayside.

For the purpose of this job description the term ‘Medicines’ includes all drugs, controlled drugs,Cytotoxic medicines, intravenous fluids, vaccines, chemicals, medical gas cylinders, contraceptive aids, dietic products, Disinfectants and liquid nitrogen. |
| **8. DECISIONS AND JUDGEMENTS** |
| The post holder:Must follow the Standards Operating Procedures that are in place. SOPs are in place for specific processes within Pharmacy to ensure all staff carrying out those processes complete these consistently, accurately, safely and legally. Staff can be held accountable for their actions or omissions.* Deals with routine enquiries and refers to the line manager where appropriate.
* Prioritises work schedules to ensure completion of both routine and non-routine duties
* Follows standard operating procedures
* Provide occasional cover for Specialist / Senior Pharmacy Technician
* Participates in formal appraisal of performance annually, with 6 monthly reviews with line manager.
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| 9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * To be consistently accurate in the identification, selection and storage of medicines and their various presentations and formulations.
* Responding to urgent/emergency requests for medicines for patients in an accurate and timely manner.
* Manage workload within time constraints for the supply of medicines with frequent interruptions to work patterns.
* Meeting the priorities and demands of working in a busy department through effective teamwork with flexibility to respond to the needs of the service.
* Having to deal with urgent requests by email, telephone and in person.
* Working within tight timescales and deadlines e.g. urgent problems requiring quick resolution to ensure continued pharmacy service provision
* To work unsupervised, within the confines of SOP'S whilst travelling to/from sites and carrying out a ward stock management service.
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| **10. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to communicate effectively and professionally, providing and receiving routine information to and from wards, departments, pharmacy and other healthcare staff regarding the supply of medicines.Within the pharmacy service* Maintain effective and professional communication with all pharmacy staff, either in writing, oral or email, providing and receiving information to and from wards, department, pharmacy and other healthcare staff regarding the supply of medicines.
* To communicate effectively with Area Pharmacy Procurement Office staff to resolve any problems arising during the receipt process, communicating logistical information concerning chasing stock medicines, shortages of supplies and stock order discrepancies

Out with the pharmacy service* Suppliers and customers to solve problems and queries
* Outpatients and members of the public/carers while handing over medication and any procedures that may be in place for further onward supply.
* Patients, relatives and carers for routine information and directions.
* Nursing staff and healthcare staff from other departments for enquiries.
* Staff from suppliers when placing orders
* Communicate effectively and professionally with medical gas supply companies to place orders.
* Communicate with elderly patients who suffer hearing difficulties or patients with mental health issues, or patients with impaired visions etc., using communication methods such as Braille compliance devices, sun & moon stickers, hearing loop for patients with hearing aids
* Visitors to the department including patients for routine information requests, complaints or handing over of medicines.
* Porters, transport personnel, supervisors and managers of support services regarding the transfer and transportation of medicines across NHS Tayside.
* Visitors to the department for routine information and directions.
* Workforce managers/advisors
* GP Practices
* Community Pharmacies
* Quality Assurance staff
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| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| The post holder must carry out duties in accordance with NHS Tayside Manual Handling guidelines, contained within the Health and Safety Policy.Moderate physical effort is required for long periods e.g. standing to check orders, walking during assembling of orders and storing medicines. Pushing trolleys within the department, lifting, bending and stretching. Frequent interruptions to the task in hand which disrupts concentration.**Physical** * Pushing/pulling loaded trolleys (Daily 5 - 10kg)
* Lifting, bending and stretching during receipt, storage and assembly of orders/deliveries
* Seated or standing for prolonged periods with limited movement.
* Lifting of Gas cylinders, boxes of Fluids (Daily 5 - 10kg) using

 appropriate equipment The post holder will be required to have a Hepatitis B vaccination **Mental**  * High accuracy levels required when counting medicines, measuring liquids, dispensing medicines and labelling, filling compliance devices.
* Responding to urgent/emergency telephone, bleep, or in person requests for medicines immediately, which could result in having to re-prioritise or re-schedule all other workload at that time.
* Workload is subject to interruptions as priorities change at very short notice, staff will re-prioritise according to the needs of the service. These interruptions may include stock queries, cold chain enquiries, delivery schedules, non-urgent telephone calls, bleep, emails, requests for information and/or advice, reception duties e.g. answering the door/hatch all of which may result in short term re-prioritisation of current workload.
* Using a computer/ VDU for the majority of the shift whilst standing and dispensing medicines, preparing labels, processing ward stock orders.
* Complete work within agreed timescales in order to meet transport schedules.

Emotional * Telephone calls from angry/distressed staff when there are drug shortages in hospital, or pharmacy are out of stock, emergency drugs or discharge prescriptions not been delivered on time.
* Ward stock management being carried out in areas with mentally or terminally ill patients and having direct contact and communication with them and their families which may cause distress to some staff.
* Staff can be frequently subjected to verbal aggression from patients when providing ward stock management or at pharmacy reception hatch.
* One to one interactions with patients, who may attempt to manipulate or intimidate staff in order to obtain specific medications.
* There is frequent indirect / direct exposure to distressing or emotional circumstances, i.e. deceased or badly injured patients, this can happen at least once per week or more.
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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder must have a broad range of knowledge and skills in a variety of disciplines in order to carry out the role to the required standard effectively:Educated to S/NVQ Pharmacy Services level 2 or equivalent accredited qualification to meet the regulation requirement of the General Pharmaceutical Council. In order to do this the post holder must have achieved the role relevant units of the S/NVQ Level 2 Pharmacy Services or equivalent accredited course plus have completed the trainee pharmacy support worker training Programme (a further 6-12 months). * Demonstrable experience in training staff.
* Effective time management skills and be able to manage the time of others.
* A detailed working knowledge of the pharmacy stock control system
* A working knowledge of Health and Safety procedures
* Detailed working knowledge of relevant policies and Standard Operating Procedures (SOPs)
* Be able to use standard Microsoft™ packages such as Word and Excel to a reasonable standard.
* Be able to act on own initiative, prioritise work and meet deadlines.
* Ability to produce reports using systems such as Business Objects
* Be able to analyse and interpret activity, performance and stock management data to contribute to effective service management and continuous improvement.
* Be a general risk assessor or willing to undertake training for this.
* Have experience of manual handling good practice and be able to train others in this.
* Possess the ability to learn and adapt and undertake any training provided by the department.
* As new systems are introduced, the post holder is required to support their introduction and become proficient in their use.
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| **13. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each job holder to whom the job description applies.Job Holder’s Signature:Head of Department Signature: **(I confirm this Job Description accurately reflects the duties and** **responsibilities of the postholder and does not impact upon any other** **postholders role)**  | Date:Date: |