

University Hospitals of Morecambe Bay



NHS Foundation Trust

05-10-2017 JOB DESCRIPTION

Job Title:	Generic Senior Assistant Technical Officer
Department/Ward:	Pharmacy -UHMB
Band:	3
Care Group:	Core Clinical Services
Responsible to:	Senior Technicians
Accountable to:	Chief Pharmacist / Accountable Officer for Controlled Drugs
JOB SUMMARY:	<p>To support the work of a busy pharmacy and assist in the supply of all types of medication / prescriptions for patient use.</p> <p>To work as a member of the pharmacy team to provide safe, timely, appropriate, cost-effective and high quality pharmaceutical services for patients and staff.</p> <p>To assist in the distribution of medicines to hospitals and clinics across the Morecambe Bay area.</p>

KEY WORKING RELATIONSHIPS:

MAIN DUTIES

General

- To adhere to legislation, national and local standards and procedures in all tasks performed.
- To participate in the introduction and use of new technology and techniques in accordance with the needs of the service.
- To work as a member of the pharmacy team to provide safe, timely, appropriate and high quality pharmaceutical services covering reception, dispensary, Aseptic, purchasing and distribution and Clinical Trials.
- To acquire with training, a working knowledge of the pharmacy computer system in order to use as required following departmental policies and procedures.
- To perform general reception duties in accordance with departmental procedure and customer relations training.

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- To maintain stock and consumable levels ensuring stock rotation within designated areas in accordance with procedures
- To perform general tidying and non-domestic cleaning duties in the department as needed, ensuring the safe disposal of waste.
- To have a working knowledge of COSHH (Control of Substances Hazardous to Health) regulations for the storage, handling and disposal of pharmaceutical products.
- Ensure that handling and storage procedures are strictly followed when handling heavy boxes and potentially hazardous products such as cytotoxic drugs, flammable materials and other chemical ingredients, and to clean up spillages when required following SOP's.
- To collect/deliver medication, prescriptions and drug orders (including Controlled Drugs and Cytotoxics) to wards, to an agreed timetable as required maintaining service standards.
- To label, dispense and assemble medication including Controlled drugs and Cytotoxics, palliative care prescriptions, and unlicensed medicines for patients keeping records in accordance with legislation and procedure.
- To accurately dispense medication including individual monitored dosage systems for patients being discharged from hospital as required
- To assist in the storage, labelling, dispensing stock control and record keeping for clinical trials medication for patients in accordance with set guidelines, following UK legislation,
- To reconstitute liquid antibiotics following set guidelines and using appropriate equipment in accordance with departmental procedure, wearing Personal Protection Equipment (PPE) as necessary.
- To supervise and check the work of Assistant technical Officers and Senior Assistant Technical officers, ensuring accuracy and compliance as designated by departmental procedures
- To prepare patient packs/orders for supply to wards, clinics, community and departments
- To work as a member of a team issuing and receiving stock items (some weighing in excess of 15Kg) ensuring that all stock movement is entered into the JAC Pharmacy computer system.
- To monitor and record storage temperatures and ensure security of stock,
- To visit designated wards and departments to check stocks of pharmaceutical products and Patients Own Drugs (PODs) are both fit for purpose and in sufficient quantity for discharge and replenish as necessary.
- To credit returned drugs, following assessment by trained staff, following the Pharmacy returns policy
- To process Pharmaceutical purchase orders and invoices and follow up problems and queries that arise
- To provide accurate record keeping of controlled drugs kept in the Pharmacy Department, including supplies to wards and departments and orders received in to the pharmacy
- To liaise with relevant senior staff regarding queries from wards and departments relating to patients medication and ward stock orders
- To produce and maintain written and computerised records, reporting any known errors to appropriate senior staff members for correction.
- To set up and aseptically prepare total parenteral nutrition (TPN), intravenous additives, cytotoxic medication and sterile and non-sterile small scale manufacture of items for individual patients.
- Participate in audit and research of pharmacy practice, relevant to own area.

Training and Development

- Participate in the Trust Appraisal and Personal Development Review process; identify role and band specific training needs and agree the development/implementation plans for these needs with supervisor

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- Responsible for ensuring own mandatory training is up to date
- Responsible for ensuring all essential work related training is relevant to role and band, and up to date in accordance with Pharmacy SOPs and training plans
- Assist less experienced staff in setting priorities.
- Teach, inform and support others as appropriate in designated basic skills.
- To assist in the training of student Pharmacy technicians and ATOs, writing up witness statements for NVQ portfolios within the limitations of the post

Governance

- All pharmacy staff of University Hospital Morecambe Bay NHS Trust must adhere to all current Trust policies and procedures and legislation.
- Promote risk management systems within own area and ensure untoward incidents are reported according to departmental / trust policy.
- Support the department / ward manager in identifying and managing departmental risks
- Keep up to date with incident reporting and complaints procedures
- Participate in the investigation of complaints/litigation/adverse incidents and ensure all documentation is completed

Pharmacy staff responsibilities

Prioritise people

- Treat people as individuals and uphold their dignity
- Listen to people and respond to their preferences and concerns
- Make sure that people's physical, social and psychological needs are assessed and responded to
- Act in the best interests of people at all times
- Respect people's right to privacy and confidentiality

Practise effectively

- Always practise in line with the best available evidence
- Communicate clearly
- Work cooperatively
- Share your skills, knowledge and experience for the benefit of people receiving care and your colleagues
- Keep clear and accurate records relevant to your practice
- Be accountable for your decisions and duties to other people

Preserve safety

- Recognise and work within the limits of your competence
- Be open and candid with all service users about all aspects of care and treatment, including when any mistakes or harm have taken place
- Always offer help if an emergency arises in your practice setting or anywhere else
- Act without delay if you believe that there is a risk to patient safety or public protection
- Raise concerns immediately if you believe a person is vulnerable or at risk and needs extra support and protection
- Supply and dispense medicines within the limits of your training and competence, the law, our guidance and other relevant policies, guidance and regulations
- Be aware of, and reduce as far as possible, any potential for harm associated with your practice

Promote professionalism and trust

- Cooperate with all investigations and audits

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- Respond to any complaints made against you professionally
- To ensure people’s wellbeing is protected to improve their experiences of the healthcare system
- Social Networking -Pharmacy individuals must be aware of consequence of they act in any way that is unprofessional or unlawful on social media (but not limited to):
 - sharing confidential information inappropriately
 - posting pictures of patients and people receiving care without their consent
 - posting inappropriate comments about patients
 - bullying, intimidating or exploiting people
 - building or pursuing relationships with patients or service users
 - stealing personal information or using someone else’s identity
 - encouraging violence or self-harm
 - Inciting hatred or discrimination.

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL IMPACT

It is the responsibility of all staff to minimise the Trust’s environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

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MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.