

## HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

### JOB DESCRIPTION

<b>Job Title:</b>	Pharmacy Assistant
<b>Grade/Band:</b>	Band 3 – WTE 1.0
<b>Department:</b>	Corporate
<b>Responsible to:</b>	Dispensary Manager
<b>Accountable to:</b>	Chief Pharmacist
<b>Base:</b>	The post will be based with the Pharmacy and Medicines Optimisation Team at Kingsley Green in Radlett, but the post holder will be expected to travel to other sites within the remit of Hertfordshire Partnership University NHS Foundation Trust as necessary.

### Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.



## Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

## Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

## Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”***

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

## Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
<b>Our Values</b>	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

### **Job Summary:**

- To receive, dispense, hand out prescriptions and provide other support services to the Pharmacy department, including the receipt of orders and the supply of medicines to wards and departments.
- To support the pharmacy purchasing and distribution service.
- To carry out basic pharmacy duties and assist in the provision of a high quality, patient orientated service.
- To support and where possible contribute to pharmacy audit and effectiveness activities across the trust.
- To provide an efficient administration service within the Pharmacy department

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

### **Key Relationships:**

#### **Internal:**

Pharmacy staff across sites  
Nursing staff  
Senior Trust staff  
Wholesaler staff

### **Duties and Responsibilities:**

#### **1. Dispensary**

- To dispense medication in an accurate and timely manner using the Ascribe/EMIS computer system.
- To ensure all transactions are entered accurately onto the computer system at the time of supply in order to minimise stock discrepancies and out of stock situations.
- To participate in the maintenance of the Controlled Drug register
- To carry out top-up on wards and departments
- To ensure there are adequate supplies of consumables in the department
- Assist in training less experienced staff

## **2. Purchasing and Distribution Support**

### **Invoice matching**

- To ensure goods received notes match invoices received and investigate any discrepancies with suppliers.
- All invoices are reconciled on the pharmacy computer system (Ascribe) in a timely manner and where appropriate the invoices are sent electronically to finance.
- To input into and follow all agreed local procedures with regards to invoicing to ensure process is efficient and accurate.
- Where appropriate, any manual invoices are signed by an authorised signatory before passing to financial management for payment.
- Deviation from contract purchasing is highlighted to the Chief Pharmacy Technician.
- All invoices are passed for payment within agreed time limits according to Standing Financial Instructions to ensure the maximum discounts are obtained.
- To comply with all departmental Standard Operating Procedures (SOPs) and identify and report to the Chief Pharmacy Technician any reasons for non-compliance.
- To ensure all documentation is filed to ensure there is a traceable audit trail.
- Regular reports on outstanding invoices are produced using the pharmacy computer system and any problems investigated and resolved.
- To ensure work is prioritised according to the demands of the service.

### **Receiving Goods In**

- To accept and sign receipt for deliveries of pharmaceutical products from suppliers, checking that delivery is for the pharmacy department.
- To unpack goods received and check:
  - Items and quantities received match delivery notes
  - Items are in good condition
  - Items have an adequate shelf life
- To accurately document the batch number and expiry date.
- To use the pharmacy computer system to receive goods, noting the batch number on the system.
- To accurately put received goods into their correct location within the pharmacy, ensuring stock rotation.

### **3. Administrative Support**

- To prioritise workload according to deadlines and ensuring work area is maintained in a clean and tidy state at all times.
- To carry out general administrative duties including photocopying, emailing, manual and electronic filing, and the disposal of confidential information.
- To adhere with Trust policies especially with regards to issues of confidentiality.
- To co-ordinate the annual provision of BNFs and cBNFs across the trust to the appropriate departments and staff.
- To participate in simple audits relating to Pharmacy services.
- To update the contents of the pharmacy folders found on each ward

### **4. General**

- To undertake training in line with defined objectives.
- To keep up to date with and follow relevant departmental procedures.
- To keep up to date with mandatory training.
- Participate in the training of new staff.
- To attend and participate when needed in departmental meetings.
- To work harmoniously with the direct team and wider team to achieve the objectives of the service.
- To work constructively with all team members and to actively support each other to cover the workload of the service.
- To take part in late, weekend and bank holiday rotas, as required.
- To participate with the annual stock take.

### **5. Financial Responsibility**

- Responsible for accurately invoice matching goods in with delivery notes and investigating any discrepancies.
- Reconciled invoices are passed to finance for payment.

### **6. Service Development and Improvement**

- Follows pharmacy standard operating procedures (SOPs).
- Advices on any changes to SOPs with regard to own role.

## **7. Communications**

- All communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions.
- Dealing with complex, sensitive or contentious information
- Communicates with pharmacy colleagues, nursing staff and other staff using persuasion, overcoming any communication difficulties.
- Planning and organising daily activities.
- Assessment of outcomes that require analysis and/or interpretation.

### **Additional Information:**

**The following statement forms part of all job descriptions:-**

### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

*Approved outlines are available on the HPT e-ksf local library*

### **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

### **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

### **Equality and Diversity**

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from

harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

## **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

## **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

## **Information and Records Management**

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates).

## **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

## **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

## **Flexible Working**

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

## Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

## Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.





## PERSON SPECIFICATION

***The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.***

***Successful candidates MUST have the potential to achieve the knowledge and skills requirements of their second gateway.***

Job Title: Pharmacy Assistant

Band: AFC Band 3

Department: Pharmacy

Date last reviewed: January 2021

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/EDUCATION/TRAINING</b> <ul style="list-style-type: none"> <li>NVQ level 2 Certificate in Pharmacy Services (or equivalent)</li> <li>GCSE English at Grade C or 4 and above (or equivalent)</li> <li>GCSE Maths at Grade C or 4 and above (or equivalent)</li> <li>GCSE in Science at Grade C or 4 and above (or equivalent)</li> </ul>	<p>A</p> <p>A</p> <p>A</p>	<p>A</p>
<b>PREVIOUS EXPERIENCE</b> <ul style="list-style-type: none"> <li>Dealing with customers</li> <li>Using computer systems for stock control</li> <li>Experience of working under pressure</li> <li>Hospital pharmacy experience</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>A/I</p>



# Our values

Welcoming Kind Positive Respectful Professional



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