

Job description

POST

Pharmacy Assistant Technical Officer

SALARY

Agenda for change Band 2

£22,383 per annum (pro rata where applicable)

CARE GROUP

Clinical Support Services.

BASE

Trustwide

CONTACT

Lorraine Morley Operations Team Leader – Dispensary Services

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07855 112364

Welcome to East Kent Hospitals

As a Pharmacy Assistant Technical Officer, you will have the opportunity to work with a dynamic, multidisciplinary team supporting the provision of the reception and dispensing services for both in-patient and out-patients within the Pharmacy Department.

You will lead in providing excellent customer service, acting as a role model to other members of the dispensary team.

You will be able to deal with enquires in an efficient, polite and courteous manner. Providing a caring and helpful service to other members of staff, patients and the general public.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike.

With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Pharmacy Assistant Technical Officer

Role specific duties

- To provide excellent customer service and to ensure consistency in customer service standards.
- To act as a role model in the provision of customer service
- To assist on the development and implementation of action plans to improve patient satisfaction/ experience
- To greet staff and patients arriving at the Pharmacy reception and receive incoming work, ensuring all requisitions and paperwork pertaining to the patient's prescription are properly completed with all relevant information required to facilitate efficient dispensing
- Receive prescriptions according to current protocols including the receipt of prescription charges and the tracking all prescriptions through the prescription tracking system.
- To ensure all telephone calls are attended to promptly, in a friendly manner and referred on appropriately.
- To create effective health promotion for the out-patients/ reception areas to include seasonal/ topical issues and relevant pharmacy information.
- To dispense medicines including controlled drugs and chemotherapy in accordance with local procedures ensuring that stock levels are correctly maintained on the JAC system.
- To return stock to the shelves after dispensing and to ensure that supplies of sundry items for example bottles, bags, spoons, lids etc. are replenished as required.
- To sort out returned drugs for reuse or disposal according to agreed procedures.
- To use JAC (Pharmacy computer system) to undertake routine checks of stock levels in the Pharmacy, checking expiry dates and ensuring that stock is rotated according to procedures.
- To assist in the ordering, receipt and storage of pharmacy supplies including storage in the Pharmacy robot.
- To assist in the delivery of medicines to wards, outside units and customers as necessary including via post, taxi, hospital transport or in person.
- To maintain a clean, safe working environment by cleaning and tidying dispensary.

Supervision

- To support the training and provision of all dispensary services.
- Ensure untoward incidents are reported according to departmental / trust policy.
- To participate in all relevant departmental meetings
- To contribute to the quality improvement of the pharmacy service contributing to audits, practice changes and reviews of the processes
- Be accountable for your decisions and duties to other people

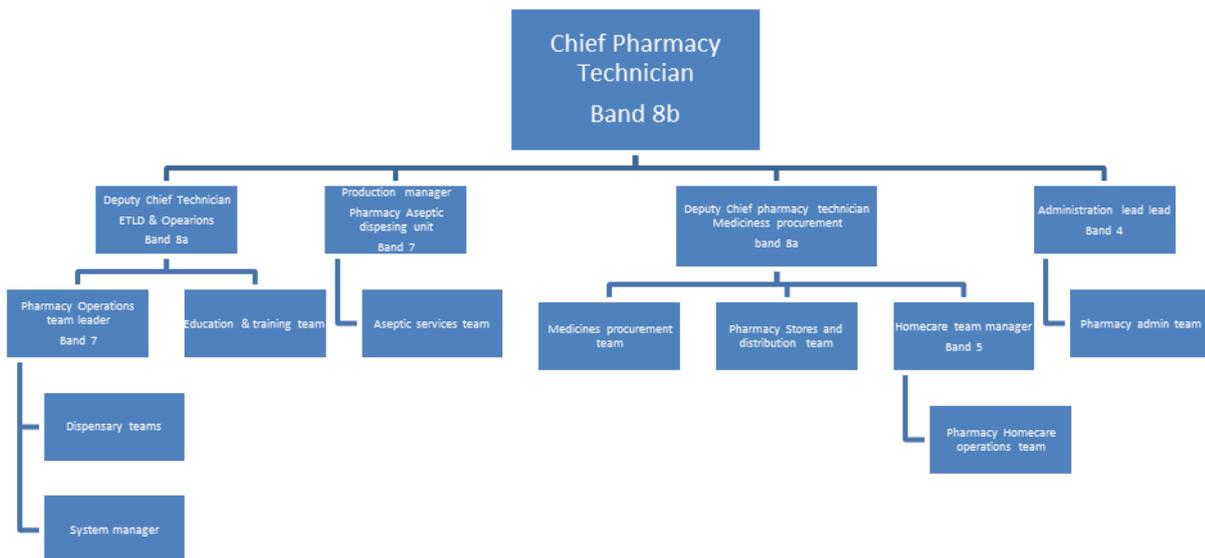


- Recognise and work within the limits of your competence

Other:

- To take part in weekend, Bank Holiday and late duty services according to the current rotas.
- To be responsible for reading, understanding and following all appropriate Standard Operating Procedures (SOPs) applicable to their role.
- To attend the induction programme, maintain up to date mandatory training, and attend teaching specific to the pharmacy department as part of your Continuing Professional Development (CPD).
- To carry out any other reasonable duties as requested by the Operations Team Leader – Dispensary Services, Dispensary Manager, Pharmacy Technician or Pharmacist.
- To commit to flexible working patterns (late evenings, weekends & bank holidays) to meet the needs of the patients and service.
- To provide occasional cross cover when required.
- To produce consistently reliable and accurate work in a timely manner.

Organisation Chart:



Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

How to apply

For more information or to arrange to visit us please contact Lorraine Morley, Lorraine.morley2@nhs.net

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.



Person specification

| Requirements | Essential | Desirable | Method of assessment |
|----------------------------------|--|--|--|
| Qualifications and training | Good standard of education to GCSE level, grade C or above, including Mathematics and English, or equivalent | NVQ2 in Pharmacy Services Level 2 Award/Unit accreditation in area of work or evidence meeting the Royal Pharmaceutical society of GB minimum competence requirement for Pharmacy/Dispensing Assistants. | Application Form Interview Questioning Reference |
| Experience | Customer service | Experience in working within a hospital or community pharmacy setting | Application Form Interview Questioning Reference |
| Personal/professional attributes | <p>Able to work effectively under pressure</p> <p>IT literate</p> <p>Good communication and presentation skills</p> <p>Good at practical problem solving</p> <p>Team Player</p> <p>Attention to detail</p> | <p>Good organisational Skills</p> <p>Ability to multi task</p> | Application Form Interview Questioning Reference Knowledge |
| Governance | | Understanding of following standard operating procedures | Application Form Interview Questioning Reference |
| Other requirements | To be aware of and adhere to the Trust's Vision, Mission and Values | | Application Form Interview Questioning Reference |





The small print

| | |
|---------------------------------|--|
| Band | Band 2 |
| Salary Scale | £22,383 per annum (pro rata, if applicable) Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training. |
| Hours of work | 37.5 hours per week |
| Annual Leave Entitlement | Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable): On Appointment = 27 days After five years = 29 days After ten years = 33 days |
| Pension Scheme | As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST. Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme. |
| Contractual Notice | Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice |
| Probationary Period | New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week. |



Dimensions

| | | |
|-------------------------------|-------------------------|---|
| Financial and Physical | Manages | N/A |
| | Impacts | N/A |
| Workforce | Manages (Bands and WTE) | No direct line responsibility but may be required to supervise the duties of other pharmacy staff |
| | Located | N/A |
| | Impacts | N/A |
| Other | | |

Communications and working relationships

| | |
|-----------------|--|
| Internal | Director of Pharmacy Chief Pharmacy Technician Operations Team Leader – Dispensary Services Dispensary Manager Other Pharmacy staff Consultant Medical Staff Clinical Service Managers Medical, Nursing and Support Services staff |
| External to NHS | GPs, Community Pharmacists, CCG Pharmacists, Community Nurses |
| Other | Patients and carers |

Environment

| Category | Description/Definition | Frequency/Measures |
|---------------------------|---|--------------------|
| Working Conditions | All work in the pharmacy involves handling drugs and chemicals some of which are very unpleasant but usually contained. Some medications need to be reconstituted with suitable diluents before use and this can lead to exposure to the dust from these products. Gloves, masks and aprons should be worn when making products “in house” and guidelines on handling hazard substances must be followed. There is always the possibility of | Frequent |



| | | |
|-------------------------|---|------------|
| | <p>a breakage and everyone must be aware of how to deal with a potentially harmful spillage.</p> <p>Verbal aggression occurs occasionally usually from patients/carers in all areas of Pharmacy</p> | |
| Physical Effort | <p>While working in the dispensary Pharmacy assistants are required to generate labels from the computer system and then dispense the items required. This involves frequent short periods of sitting at the computer followed by periods of walking, bending and stretching as the items required are collected. The items are then dispensed and labelled at a bench. This frequently involves working at a bench for long periods of time.</p> | Frequent |
| Mental Effort | <p>The work in the dispensary is very unpredictable with frequent interruptions, Pharmacy Assistants have to be very adaptable. The work requires prolonged concentration to ensure that the right medication is being dispensed correctly and this is what they do for most of the day. All work needs to be prioritised and some prescriptions must be done within a certain time frame.</p> | Frequent |
| Emotional Effort | <p>When in the dispensary all Pharmacy Assistants must be polite and friendly to all customers regardless of the circumstances. Some patients have chronic/terminal illnesses so they are frequently at the hospital and it is very distressing when they deteriorate or die.</p> | Occasional |

Most challenging part of the job

To proactively respond to the needs of the service and maintain concentration and accuracy in a fast paced



environment

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes. |

