

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Deputy Clinical Pharmacy Manager (Eastern) |
| **Reports to**  | Clinical Pharmacy Manager (Eastern Acute) |
| **Band**  | Band 8a |
| **Department/Directorate**  | Pharmacy / Specialist Services |

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| **JOB PURPOSE**  |
| * To provide professional leadership to ensure the delivery of high-quality pharmacy services to the Trust and other users of the service.
* To ensure operational service delivery meets performance indicators and supports changes in service requirements e.g. dispensary medication supplies to wards, departments and clinics.
* To support the Clinical Pharmacy Manager (Eastern) and deputise in their absence.
* To provide a clinical pharmacy service to a designated area on a day-to-day basis or according to service needs.
* Ensure safe and effective systems of work are maintained across clinical pharmacy teams to deliver high quality patient care in line with legislation and national guidance.
* Provide professional pharmacy leadership for the pharmacy service providing expert advice on pharmaceutical matters.

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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Support the leadership and management provision of ward based clinical pharmacy services, including the monitoring of standards for its delivery and key performance indicators within the trust.
* Support the Clinical Pharmacy Manager to ensure that clinical pharmacy services throughout the Trust are delivered consistently to the required standards ensuring safe and cost-effective supply of medicines.
* Contribute to the development of pharmacy services and service re-design within area of expertise e.g. designated clinical area, dispensary
* Provide leadership, management and development of clinical pharmacists (band 7) including advanced roles for pharmacists
* Lead, manage and develop the Dispensary Manager providing professional, operational support and oversight to ensure provision of a safe and efficient service, and clinical pharmacists within the acute pharmacy service.
* Support the development of clinical guidelines, policies and standard operating procedures relating to pharmaceuticals across the Trust
* Support the Clinical Pharmacy Manager to manage and oversee operational delivery of a 7-day pharmacy service to include weekend working, late duties and bank holiday provision.
* Work collaboratively with pharmacy, EPIC and other stakeholders to optimise the Trust ePMA system.
* Support research, quality improvement and audit relating to pharmacy services across the Trust
* Work collaboratively with clinical pharmacy team, dispensary team, Trust staff and external stakeholders and to reduce avoidable harm from medicines at transfer of care.
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| **KEY WORKING RELATIONSHIPS**  |
| The Deputy Clinical Pharmacy Manager directly line manages the Dispensary Manager and band 7 clinical pharmacists. The post holder will directly line manage approximately 16 members of staff and have overall responsibility for approximately 35 members of staff within the pharmacy departmentThe post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.  In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Pharmacy senior management team and multi-disciplinary team within department
* Clinical Pharmacy Manager (acute)
* Community Services Clinical Pharmacy Manager and community-based team
* Lead Medicines Management Technician
* Clinical pharmacists
* Specialist clinical pharmacists
* Foundation pharmacists
* Pharmacy undergraduates
* Dispensary Manager
* Dispensary pharmacy staff (registered and non-registered)
* Aseptics pharmacy staff
* Medicines Management Technicians
* Nursing Staff
* Medical Staff
* Non-registered staff e.g. Discharge

Co-ordinators* Lead Education and Training Pharmacist
* Lead for on-call pharmacy team
* Divisional staff
* Clinical leads, cluster managers,

site management team, senior nurses and project management across the Trust* Pharmacy staff within Northern Services
* EPIC staff
 | * Staff from partner organisations (e.g. Devon Partnership Trust, Hospice, other acute hospitals)
* ICB Medicines Optimisation team
* GP practices
* Primary Care Networks
* Community Pharmacies
* Education partners, e.g. regional teams including NHS England, University of Exeter
* Outsource pharmacy provider

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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Discretion to work within scope of professional competence and expertise to support service delivery and provision of advice.
* To interpret and implement emerging and established national policies and guidance in their application to local pharmaceutical services.
* Directly accountable to the Clinical Pharmacy Manager for delivery of safe, effective and efficient clinical pharmacy and dispensary services to patients within acute hospital.
* To participate in flexible working arrangements including late duties, bank holidays and on call as appropriate. In order to deliver a high standards of care to patients the pharmacy service operates a 7 days a week and staff are therefore required to work some weekends as part of their contracted hours.
* Responsible for ensuring compliance with safety, legal, professional and organisational requirements of clinical pharmacy service delivery of services within post holder’s remit.
* Responsible for planning own workload and escalating concerns where support needed.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Provide and receive highly complex and highly sensitive information on a number of professional and clinical issues relating to medicines where there may be barriers to understanding.
* Demonstrate a variety of skills to facilitate communication of information to include persuasion, negotiation, training, influencing, motivation and reassuring in order to develop collaborative working and agreement across pharmacy team, Trust staff and relevant external stakeholders e. g. clinicians.
* Participate fully in Trust meetings where required.
* Ensure dispensary pharmacy services interface effectively with other pharmacy services (e.g. distribution, stores, procurement) including working in partnership with ward-based medicines management technicians and pharmacists.
* To assist medical and prescribing staff to adjust prescribing practices in line with the evidence base and local formulary requirements.
* Ensure that the Clinical Pharmacy Manager is made aware of any circumstances that would, or may, compromise safe standards of clinical practice.
* Support the Clinical Pharmacy Manager in ensuring integration of clinical and supply services.
* Work collaboratively with the Education and Training Lead Pharmacist to co-ordinate and monitor provision of training for clinical pharmacists to include post-graduate training and undergraduate clinical placements
* Mentor and support clinical and post-graduate clinical diploma pharmacists as necessary
* Work collaboratively with the Specialist Pharmacist HCD to promote awareness of delivering best value program through clinical pharmacists and prescribing colleagues.
* Ensure clinical pharmacy teams communicate effectively with partner organisations and other healthcare providers to improve patient care at transfer of care
* Ensure effective communication between dispensary team and partner organisations to fulfil contractual requirements in a professional manner and to meet contractual requirements of SLA agreements.
* To adapt personal communication style and approach when providing advice and information to patients, to respond to patient needs where there may be communication challenges and barriers to understanding and advice may be challenged.
* Deputise for Clinical Pharmacy Manager when required to support professional and safe delivery of pharmacy services within Eastern services e.g. attendance at clinical and/or contract meetings.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Promote awareness of and monitor compliance with the Trust New Drugs Group decisions including the promotion of the current content of the Devon Joint Formulary, clinical guidelines, NICE guidelines and policies.
* Prepare and deliver reports to Trust groups that provide clear information, recommendations and action plans about medicines issues impacting on the Trust.
* To undertake risk assessments and implement risk reduction measures where appropriate, to review and update safe systems of work on a regular basis.
* Frequent use of clinical judgement to challenge and influence decisions to ensure patient care is optimised e.g. prescribing decisions, medicines use in pathways
* Support the Trust Medication Safety Officer by undertaking investigations into medication incidents, share learning and implement any agreed actions to improve medicines safety
* Provide pharmaceutical advice to support production of guidelines, policies or protocols on medicine use and therapeutics to facilitate safe service delivery.
* Monitor and evaluate prescribing practice within clinical team specialties working with pharmacists to resolve identified problems and escalating where areas of concern Frequent requirement to solve highly complex problems where there may be various options to consider and conflicting views on best course of action.
* Work collaboratively with partners employed to support the Trust ePMA system to identify opportunities for improvement to the system to maximise efficiency, support service development and improve patient safety.
* Write and implement departmental policies and procedures as requested by the Clinical Pharmacy Manager (Eastern)
* Actively participate in and respond to pharmacy and Trust-wide service reviews relating to patient services to ensure pharmacy services are reviewed to meet any changes in the Trust and are provided across seven days according to need.
* Agree, monitor and review key performance indicators with Dispensary Manager to ensure that operational service levels are maintained to required standards and address any deficit as appropriate.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Manage the provision of ward based clinical pharmacy services, including the development and monitoring of standards for its delivery and key performance indicators at all service levels within the Trust.
* Work collaboratively with the Clinical Pharmacy Manager to contribute to the strategic development of clinical pharmacy services and service re-design.
* Ensure clinical pharmacy services throughout the Trust are delivered consistently to the required standards
* Ensure an on-call service is provided that meets the need of the Trust and that weekend and bank holiday services are planned and delivered in accordance with operational plans.
* Produce agreed activity and performance reports on a quarterly basis
* Support the Clinical Pharmacy Manager to manage,and monitor the pharmacy weekend working and Bank Holiday rota to ensure adequate and safe service provision across 7 days.
* Ensure all managed staff are provided with clear objectives and personal development plans and are appraised at least annually.
* Ensure all senior clinical pharmacists provide training and regular competency-based assessments to rotational pharmacists in their area of expertise.
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| **PATIENT/CLIENT CARE**  |
| * Lead the development and provision of clinical pharmacy services to support delivery of safe and effective patient care for all areas.
* Develop and define the professional and operational standards for patient services, by ensuring production, implementation and audit of standard operating procedures and responding to recommendations made by internal and external audit, changes to legislation and other national directives as required.
* Provide clinical ward-based services to any speciality area in the Trust on a required basis in order to provide service sustainability.
* Ensure clinical practice is evidence based, shared and patient focused
* Lead and support provision of pharmacy service to provider organisations through agreed SLA service specifications and ensure high level provision to meet KPI requirements.
* Provide leadership to clinical team to support safe discharge, reducing avoidable harm from medicines at transfer of care and reduce risk of readmission
* Support Trust recovery through regular evaluation and review of clinical pharmacy service to ensure services operating safely and efficiently.
* Promote and support national and ICS patient safety initiatives to improve medicines safety and outcomes in specific therapeutic areas e.g. antimicrobial prescribing; valproate safety

Investigate and respond to pharmacy complaints specific to area of responsibility within required timeframe outlined by the trust (including professional pharmacy advice to patients). Implement procedural changes where necessary.Proactively seek feedback from patients, Trust staff, audit and research to assess customer satisfaction and identify areas for improvement within the department and across wards. Be responsible for continuous improvements of patient services based on such feedback.Act as primary point of contact for the community services team, including health and social care, to support complex discharges and undertake individualised patient referrals to health care teams in other sectors including community pharmacists and General practitioners. |
| **POLICY/SERVICE DEVELOPMENT**  |
| * To work collaboratively with other Clinical Pharmacy Managers within the Trust, region or nationally to benchmark services and identify opportunities for improvement and development
* Responsible for developing clinical pharmacy services to meet the changing needs of the Trust and develop business cases for any clinical pharmacy developments.
* Work in collaboration with the Integrated Pharmacy Services Lead and Medication Safety Officer to review and develop the Trusts Medicines Management Policy and other policies as deemed necessary.
* Provide pharmacy leadership to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.
* Support and contribute to project work/MDT-based projects as required by the wider Trust.
* Write and implement departmental policies and procedures as requested by the Clinical Pharmacy Manager (Eastern).
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Holds a delegated budget for dispensary pharmacy staff resource and responsible for dispensary stock control.
* Responsible for identifying possible cost reduction and/or efficiency initiatives in medicines usage, without adversely affecting the quality of the service provided.
* Actively contribute to the pharmacy delivering best value program supporting cost-effective changes to prescribing at the clinical interface ensuring medicines at transfer of care are accurate and available.
* Contribute to identifying efficiency savings in service provision across the Trust.
* Ensure clinical pharmacists and dispensary team support implementation of medicines-related delivering best value schemes and consider medicines financial aspects in relation to service and pathway development
* Ensure ePMA system is used to an optimal level by all staff within area of responsibility to provide a safe and cost-effective service.
* Complete approval to recruit forms to maintain or extend establishment against pharmacy staff budget
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| **HUMAN RESOURCES**  |
| * Recruit and maintain staffing levels according to budgeted establishment
* Regular review of skill mix to ensure optimal staffing levels and capability maintained at safe level to reflect changes in demand.
* Responsible for the delivery of clinical pharmacists training and development working in collaboration with the Lead Education and Training pharmacist and Clinical Pharmacy Manager.
* To line manage the Dispensary Manager and clinical pharmacists (Band 7) providing coaching, mentoring, supervision and management to ensure consistent and efficient service delivery to the required standards.
* Support the personal and professional development of all staff within area of responsibility to include pharmacists, technicians, senior assistants, assistants and trainees either directly or in conjunction with their line manager.
* To ensure staff within area of responsibility have regular appraisal, agreed objectives and personal development plans in place in line with Trust Charter and values
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| **INFORMATION RESOURCES**  |
| * Frequent requirement to produce reports using appropriate software systems (e.g. EPIC).
* To support provision of high-quality pharmacy service through provision of appropriate analysis, audits and reviews, suitable to inform decision making, to allow evidence-based service planning and provision.
* Respond to requests for medicines and clinical pharmacy service related information e.g. EPIC reporting data
* Demonstrate knowledge and proficiency in the use of pharmacy and hospital computer systems e.g. EPIC, Datix, PharmOutcomes
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| **RESEARCH AND DEVELOPMENT**  |
| * To participate, organise and deliver appropriate audit, quality improvement or research related to clinical pharmacy services, implementing outcomes, encouraging presentation and publication e.g. ward CD audits
* To develop and co-ordinate pharmacy related clinical research programmes encouraging all staff to participate
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| **PHYSICAL SKILLS** |
| * High level of accuracy and skill required for handling and dispensing of particular medicines (e.g. cytotoxics).
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| **PHYSICAL EFFORT** |
| * Occasional requirement for light physical effort due to a combination of sitting, standing and walking e.g. walking to and from wards, standing in dispensary
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| **MENTAL EFFORT** |
| * Frequent requirement for concentration for periods while reviewing prescriptions; information on EPIC; calculations; producing or reading reports; policy documents.
* Frequent requirement to respond to the demands of an unpredictable work pattern; regular interruptions by urgent requests for advice and information from pharmacy staff and other registered and non-registered staff groups
* Frequent requirement to change work priorities in response to operational pharmacy and Trust demands
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| **EMOTIONAL EFFORT** |
| * Occasional direct exposure to distressing or emotional circumstances while dealing with incidents involving medicines e.g., distressed patients; responding to complaints; dealing with staffing issues
* Working in ward environment where sensitive information (e.g. health conditions) are discussed.
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| **WORKING CONDITIONS** |
| * Occasional exposure to unpleasant working conditions e.g. aggressive behaviour of patients, clients, relatives, carers.
* Frequent VDU use for IT systems work e.g. electronic clinical system (EPIC), Datix and data analysis

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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.To participate in other duties appropriate to band at the request of the relevant manager.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.To provide ad-hoc support to on-call pharmacists for out-of-hours enquiries.Contribute to and work within a safe working environment.Comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infections.As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.Take responsibility for their workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarity with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:* Championing health and wellbeing.
* Encouraging and support staff engagement in delivery of the service.
* Encouraging staff to comment on development and delivery of the service.
* Ensuring during 1:1’s / supervision with employees you always check how they are.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  |

PERSON SPECIFICATION

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| **Job Title** | Clinical Pharmacy Manager (Eastern Services)  |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**. Masters Degree in Pharmacy or equivalentPharmacist registered with the General Pharmaceutical CouncilPostgraduate clinical specialist knowledge acquired through diploma level training or equivalent experienceEvidence of Continuing Professional DevelopmentRegistered Independent PrescriberMembership of the Royal Pharmaceutical Society of Great BritainManagement training/qualification e.g. NHS Leadership Qualification | EEEE | DDD |
| **KNOWLEDGE/SKILLS**Good general knowledge of healthcare systemsUnderstanding of hospital pharmacy systemsClinical pharmacy knowledgeUnderstanding of primary care pharmacy systems and interfaceKnowledge of medicines funding streams and commissioning arrangements e.g. NHS E specialised commissioningExcellent current knowledge of best pharmacy practiceExcellent interpersonal skills across all grades of staffExcellent mentoring skillsLeadership skillsChange management experienceQuality improvement knowledge and experienceAble to negotiate, influence and motivateAble to make effective decisionsKnowledge of national and local commissioning arrangements for medicinesExcellent written and verbal communication skillsAbility to interpret information and provide adviceAdaptable and innovative in approach to workExcellent organisation and prioritisation skillsExcellent keyboard skills and familiar with routine office software packages e.g. word, Excel, PowerPoint | EEEEEEEEEEEEEEEEEE | D |
| **EXPERIENCE** Previous experience of working in an operational pharmacy environment to include hospitalPrevious clinical pharmacy experience across a range of specialtiesExperience of managing staff across a variety of gradesExperience of managing a service Working as an independent prescriberBudget management experienceEvidence of implementing service changeEvidence of practice research experienceEvidence of audit and quality improvement programsEvidence of successful implementation of medicines management initiativesExperience of communication with prescribers, nursing and other MDT staffExperience of using EPIC systemPrevious experience prioritising and organising own work in busy clinical environment  | EEEEEEEEEE | DDD |
| **PERSONAL ATTRIBUTES** Creative thinkerAble to work as a team member and organise work of others. Professional attitude and role model – honest, trustworthy, reliable, respectfulAble to participate in flexible working, weekends and on callCommitment to improving the quality of care for patientsCommitment to Continuous Professional DevelopmentResponds positively to service deadlinesAble to plan and manage own workloadPossesses good verbal and written communication skillsAble to work under pressureSelf-motivated, enthusiastic and flexibleDisplay an understanding of and ability to deal with patient confidential and sensitive information on a daily basisAbility to communicate complex medication issues to staff, patient and carersCompassionateFlexible and willing to adapt approach if required to support change Demonstrate understanding and ability to communicate and deal with all patients and/or carers some of whom may have language, sensory or learning difficulties, or who may be dying or distressed | EEEEEEEEEEEEEEEE |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  | E |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y | ✓ |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | Y |  | ✓ |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | ✓ |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y |  | ✓ |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | ✓ |  |  |
| Mental Effort  | Y |  |  |  | ✓ |
| Emotional Effort  | Y |  | ✓ |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | ✓ |  |  |