

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Lead Pharmacist Medication Safety and Governance (Northern) |
| **Reports to** | Associate Director of Pharmacy Northern |
| **Band** | 8b (subject to consistency checking) |
| **Department/Directorate** | Pharmacy/Specialist Services |

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| **JOB PURPOSE** |
| * To deputise for the Associate Director of Pharmacy Northern and lead, manage, support and develop staff across the pharmacy workforce as part of the Northern pharmacy management team. * Responsible pharmacist for medication safety across Northern services providing clinical and professional leadership, expert advice and guidance on medicines issues alongside the Trust Medication Safety Officer (MSO). * Responsible for providing safe and effective leadership and management for pharmacy service across Northern services to include high cost drugs, homecare and quality control provision. * To ensure that safe and effective systems of work are maintained across pharmacy teams and that staff are able to deliver high quality patient care in order to promote safe, timely and cost-effective use of medicines. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To provide direction, leadership, management, development and evaluation of staff services in area of responsibility within the Pharmacy department. * Deputise for the Associate Director of Pharmacy Northern when required and form part of the Northern Services Pharmacy Management Team contributing to the strategic development of services. * To support the Associate Director of Pharmacy Northern in leading and developing the Northern pharmacy service including taking responsibility for specific elements of the service including, but not limited to medicines safety, high cost drugs, governance and quality assurance. * Responsible for working with internal and external partners in ensuring the security of the department and safe and secure storage of medicines including offsite locations. * Responsible for the delivery of the major incident and business continuity plans for Northern pharmacy services. * Responsible for the management and delivery of information systems such as Refine, Define, Exend. * Identify savings opportunities through innovation or other efficiencies. * Responsible for delivering best value medicines programme within Northern services * Responsible for safe management of drug alerts, recalls/withdrawals to minimise any risk to patients. * Active involvement in clinical duty cover within the pharmacy department to ensure that effective commitment and knowledge in relation to these duties is maintained. * Responsible for managing medicines incidents and supporting investigations using Trust incident management system (Datix). * To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service. |
| **KEY WORKING RELATIONSHIPS** |
| The 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.  Manages the Homecare Technician and Senior Quality Assurance Technician.  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:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | |  | | --- | | * All pharmacy staff | | * Medical staff, all grades * Non-clinical staff and managers | | * Divisional clinical, management and   nursing leads   * Staff within the division * Senior Nurses and other healthcare   Professionals in the Trust   * Human Resource staff * Finance Staff * Professional Leads * Ward Managers and staff * Patient safety team * Head of Nursing and Nursing staff * Trust Medication Safety Lead and   Controlled Drugs Accountable Officer   * Estates and Facilities staff * Site Management Team * Occupational Health Team * Vaccination Team * EPIC staff | |  | |  | | * Other Healthcare providers * NHS England e.g. Specialised Commissioning staff * Other NHS Networks * Patients and their relatives/carers * Health Education England Regulatory Bodies including CQC * ICB/ICS staff * Primary Care Networks * GPs * Community Pharmacies * PPSA * Pharmaceutical Companies and   staff   * MHRA * Contract holders * Transport/portering staff * Staff employed by companies providing outsourced activities * Homecare providers | |  |  | |

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| **ORGANISATIONAL CHART** |
| QC Team  (Eastern)  Specialist Pharmacist High Cost Drugs (Eastern) |

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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 Associate Director of Pharmacy Northern for the delivery of safe, effective and efficient pharmacy supply services to patients * To work with the Associate Director of Pharmacy Northern to achieve the pharmacy department objectives * To work in collaboration with the MSO to lead and advise Trust wide groups and committees ensuring that patient safety remains paramount. * Responsible for planning own workload and escalating concerns where support needed |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Provide and receive highly complex and highly sensitive information on a number of professional 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 and where required, chair meetings up to and including Trust level * Effectively communicate highly complex evidence and findings to meetings at an appropriate level * Communicate with all grades of medical and nursing staff as well as senior managers within the Trust * Work alongside the Trust MSO to prepare and deliver co-ordinated training to healthcare staff in relation to medication management, safety and governance. * To attend such courses and training as required to support continuing professional development and registration * To assist the Associate Director of Pharmacy Northern in negotiating Service Level Agreements (SLAs)/contracts for pharmacy services to local external organisations and ensure services meet agreed requirements. * Work collaboratively with pharmacy colleagues and other stakeholders across the wider Trust including those based in other locations (e.g. Wonford pharmacy department, community services pharmacy team, sexual health service) as required to deliver the pharmacy service, avoid duplication and achieve service improvement. * Act as a role model for other GPhC registrants within the pharmacy team * Collaborate with other senior pharmacy staff to ensure the effective provision of pharmacy services to the Trust * Deputise for the Trust Medication Safety Officer at meetings (Trust or external) when required to provide specialist pharmaceutical knowledge in relation to medication safety and governance issues. * Communicate effectively with Specialist Pharmacist High Cost Drugs (Eastern) to ensure collaboration to support Pharmacy Homecare Technician (Northern). * Deputise for Specialist Pharmacist High Cost Drugs team (Eastern) at meetings (Trust or external) when required to provide specialist knowledge in relation to pharmacy medicines spend and income e.g. Specialised Commissioning Contract Review Meetings * Communicate effectively with the Eastern QC team to ensure collaboration to support Pharmacy Homecare Technician and Senior QC Technician (Northern). * 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. * Communicate effectively with High Cost Drugs Pharmacist to ensure medicines management of high cost drugs is in line with Trust Policy and the requirements of commissioners and special funding/purchasing initiatives. * Ensure effective and efficient communication with members of the pharmacy clinical team as appropriate to highlight concerns with medication issues e.g. shortages which may impact on patient care and agree solutions to mitigate * Ensure regular and effective communication to line reports and staff within area of responsibility through team meetings to update the team and develop effective team working. * Develop a working environment and culture in which teamwork, mutual support and excellence in medicines supply functions and safety is encouraged and maintained. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Make judgements where highly complex facts or situations are involved, which require analysis, interpretation and comparison of a complex range of options and present this information to department/divisional and Trust staff. This may include interpretation of medicines legislation or medicines safety information to consider best course of action and make recommendations. * To ensure compliance with legislation, COSHH Regulations, safe and secure handling of medicines, quality management processes and risk assessments. * Professionally analyse and interpret various highly complex information sources, databases and guidance relating to medicines safety, high cost drugs, homecare and quality assurance processes and implement within the pharmacy service and Trust. * Analyse and evaluate data (e.g. EPIC, Datix, financial) to monitor and optimise safety, cost-effectiveness and management of medicines spend making changes to improve the service where appropriate |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Planning and organisation a number of complex activities which require formulation and adjustment of plans. This may include development and working to a long-term plan of work but requiring reprioritisation in response to unplanned work or events e.g. reviewing patient complaints, medicines safety incidents, medicines spend/income * Responsible for planning and organisation of the Northern pharmacy service provision to the Trust for medication safety, high cost drugs, homecare, governance and pharmacy quality assurance aspects * Plan and organise own work effectively and oversee work including delivering best value from medicines, homecare and quality assurance departments. * Ensure systems are in place to support the safe management of drug shortages including any necessary risk assessments. * Ensure staff within manage medicines stocks in accordance with legislation and best practice guidelines. * To oversee the provision, in advance, of rotas to ensure delivery of pharmacy operational service to all required areas (including late duty, weekend and bank holidays) ensuring reallocation of staff in response to changing services needs and available staffing resources. Ensure workload is within safe limits. * Oversee FP10 prescription storage, distribution and management to ensure that 10 usage is monitored regularly in accordance with the prescribing list with any concerns in usage escalated to Associate Director of Pharmacy Northern. * Ensure that all required monthly, quarterly and annual reports are produced as required for area of responsibility. * Responsible for ensuring maintenance of safe standard of work and safe an appropriate environment as required by provisions of the Medicines Act, Health and Safety at Work ACT, COSHH, waste disposal regulation and other requirements as may be placed upon the department including MHRA. * Compliance with legal and other requirements related to the supply, use, safe custody and destruction of drugs within pharmacy and other areas of the hospital. * Ensure Northern homecare service is delivered to the required professional, clinical and operational standards and in line with Trust priorities and workplan. * Responsible for oversight and assurance of the quality management system and delivery of pharmacy QC objectives in collaboration with Eastern QC team. |
| **PATIENT/CLIENT CARE** |
| * Provide highly specialist medicines advice to the Trust and healthcare professionals to ensure patients receive a high quality, safe service ensuring compliance with relevant legislation, national guidance and local policies. * Responsible for medicines safety for patients across Northern services providing professional advice to healthcare professionals, patients, carers and staff on issues. * Contribute to patient care by providing information to healthcare professionals that influences medicines use for individual or groups of patients. Support recommendations with evidence and present professional and clinical information in an appropriate way. * Use prescribing qualification to ensure patients have access to medicines within scope of prescribing competence and experience to support service delivery, patient flow and high-quality care. * Responsible for the provision of an efficient and high-quality clinical pharmacy service to meet the needs of patients and staff * Work with the Associate Director of Pharmacy Northern to ensure quality and change initiatives are monitored and measured with appropriate actions taken to mitigate risks and assurance provided as appropriate. * Provide specialist clinical pharmacy ward cover to designated ward/department/service area as required. * Investigate and respond to pharmacy complaints specific to area of responsibility within required timeframe outlined by the Trust. Implement procedural changes where necessary. * Provides professional advice to healthcare professionals, patients, carers and staff on issues concerning medication safety and make appropriate recommendations within area of competence |
| **POLICY/SERVICE DEVELOPMENT** |
| * Responsible for development of pharmacy policies and services within own service area of responsibility and propose policy changes which impact beyond pharmacy to wider Trust wards or services. * Frequently contributes to Trust and local policies to support wider Trust medicines safety and governance objectives. * Support implementation of medication related *national patient safety alerts* including their recommendations and other medicines safety initiatives within the Trust. * Responsible for monitoring and investigating incidents that occur within area of responsibility and those which concern medication safety within Northern services. Make recommendations and implement any departmental procedural changes necessary to address concerns and prevent recurrence. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Holds a delegated budget for pharmacy homecare and quality assurance service * Responsible for delivering best value work programme (medicines) for Northern services. * Responsible for monitoring Northern services drug spend and income to include high cost drugs, specialised commissioning and cancer drugs fund. * Supports medicines security and reduce avoidable medicines waste. * Authorisation of ordering of non-formulary, specials and unlicensed medicines * Waste management within area of responsibility and ensures that returned medication is handled appropriately and stock holdings adjusted to reduce wastage. * Ensure accurate pharmacy stockholding levels * Ensure that prescription charges are received according to current legislation and that procedures regarding the collection and transfer to finance meet financial audit requirements * Ensure effective systems and processes in place to manage pharmacy stock inventory and stock holding levels to agreed levels without excessive stock holding. * Ensure that controlled drugs are received and managed within the pharmacy department and be responsible for their security |
| **HUMAN RESOURCES** |
| * Responsible for line management and work allocation for the Homecare Technician and the Senior Quality Assurance Technician * 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, workforce planning and development of relevant business cases * Responsible for staff development and workload allocation within area of responsibility. * Provides line management and professional leadership for the Homecare Technician and the Senior Quality Assurance Technician * 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. * Provide professional leadership to pharmacy clinical staff as part of Northern senior pharmacy team |
| **INFORMATION RESOURCES** |
| * Record personally generated information on clinical systems. * Frequent requirement to produce reports and respond to requests for medicines related information e.g. Freedom of Information Requests. * Demonstrate knowledge and proficiency in the use of pharmacy and hospital computer systems e.g. EPIC, Datix * Develop and maintain a suite of appropriate and relevant key performance Indicators (KPIs) to benchmark performance of the service. * Analyse and interpret data and information concerning medicines-related incidents, audits and drugs spend/income * Generate information requests and initiatives to understand medicines-related issues within the Trust and to propose improvements |
| **RESEARCH AND DEVELOPMENT** |
| * Develop and oversee an annual programme of audit work in line with service requirements and pharmacy work plan * May participate in surveys and audit work on occasion. |
| **PHYSICAL SKILLS** |
| * High level of accuracy and skill required for handling and dispensing of particular medicines (e.g. cytotoxic medicines). Advanced keyboard skills required for speed and accuracy * Occasional requirement to work at other locations in course of duties |
| **PHYSICAL EFFORT** |
| * Occasional light physical effort * Frequent use of computers * Frequent periods of walking around site to visit wards and departments * Occasional travel to other sites (e.g. community hospital, outpatient locations) * Ability to travel to meet requirements of the post. |
| **MENTAL EFFORT** |
| * Frequent requirement to concentrate for periods while reviewing prescriptions; information on EPIC; calculations; producing or reading reports; policy documents, providing advice to pharmacy colleagues and other staff groups. * Frequent requirement to respond to the demands of an unpredictable work pattern; regular interruptions by urgent requests for advice and responding to queries from clinical colleagues, pharmacy staff members and other colleagues * Frequent requirement to prioritise workload where the workload is unpredictable. * Able to work accurately under pressure and with frequent interruptions. * Ability to provide complex information on clinical pharmacy and operational issues and impart knowledge to other healthcare professionals. * Ability to identify and manage risks (patient and financial). * Ability to make decisions on difficult issues where there may be a variety of options available and conflicting opinions. |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to distressing and emotional circumstances while dealing with incidents involving medicines e.g. distressed patients/carers; drug misadventures; complaints; * Regular exposure to challenging staff behaviour and frequent requirement for difficult conversations while striving to develop positive team culture |
| **WORKING CONDITIONS** |
| * Rare exposure to unpleasant conditions such as verbal aggression * Occasional exposure to hazardous medicines e.g. cytotoxic medicines * Frequent VDU use for IT systems work e.g. electronic clinical system (EPIC) Datix and data analysis |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to 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 infection  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.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself 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. |
| **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 |
| **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.  This job description will be reviewed and updated following formal integration of Northern and Eastern Pharmacy services.  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** | **Senior Pharmacist Medication Safety and Governance** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Master’s Degree (or equivalent) in Pharmacy * Registration with the General Pharmaceutical Council * Evidence of Continuing Professional Development * Membership of the Royal Pharmaceutical Society of Great Britain * Extensive post-registration experience and Continuing Professional Development in line with GPhC requirements * Postgraduate clinical pharmacy diploma * Non-medical prescriber * Postgraduate leadership qualification (or equivalent experience) * Member of UK Clinical Pharmacy Association | E  E  E  E  E  E  E | D  D |
| **KNOWLEDGE/SKILLS**   * Substantial post qualification hospital experience in pharmacy services * Confident to work independently, collaboratively and as part of a team. * Excellent interpersonal and communication skills (oral and written) and ability to convey information in clear and concise manner. * Experience of budget management. * Excellent knowledge of NHS medicines funding arrangements and financial flows * Relevant knowledge of GDP. * Influencing / negotiation skills. * Understanding of hospital pharmacy systems. * Effective staff management and leadership skills. * Auditing and analysis skills. * Ability to lead, motivate and engage other members of staff. * Experience of training delivery. * Excellent written, oral and presentation skills to communicate effectively with a variety of stakeholders. * Excellent IT skills and ability to use information systems confidently including ability to use Microsoft Office software including Word, Excel, Outlook. * Experience of training and mentoring students, trainee pharmacists and non-registered staff. * Good understanding of background and aims of current healthcare policy. * Good clinical knowledge. * Good knowledge of legislation, national standards and good practice around medication supply, storage and prescribing. * Good knowledge of pharmacy professional issues. * Knowledge of Health and Safety issues. * Good dispensing practice. * Proven ability to problem solve and prioritise workload. * Proven track record in people management. * Experience of multidisciplinary working. * Ability to lead and drive change. * Demonstrate excellent professional standards * Ability to work under pressure. * Awareness of health and safety issues. * Knowledge of logistics, inventory control and supply chain management. * Excellent knowledge of high cost drugs and medicines in specialised commissioning. | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**   * Current significant experience in pharmacy management role. * Previous experience of line-managing direct reports. * Experience of supervising others and providing feedback for development. * Delivering education and training at post-graduate level. * Knowledge of medicines management systems at ward level. * Up to date knowledge of legislation relevant to pharmacy practice e.g. controlled drugs. * Experience of developing, reviewing and maintaining Standard Operating Procedures. * Experience of implementing change. * Experience of quality improvement. * Experience of the management and development of information systems. * Experience of audit. * Experience of multidisciplinary working. * Experience of developing, leading and motivating a high performing team delivering complex services. * Experience of using the EPIC computer system. * Developing pharmacy services. * Experience managing stock control and maintaining pharmacy stock control IT system. * Evidence of dealing with incidents, complaints and risk management. | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | D |
| **PERSONAL ATTRIBUTES**     * Frequent use of computers. * Excellent IT skills. * Experience of electronic prescribing system. * Frequent periods of walking around site to visit wards and departments. * Good time management. * Professional attitude. * Good team worker. * Excellent verbal, written and interpersonal communication skills. * Accuracy and attention to detail. * Ability to think clearly and work effectively under pressure. * Ability to work on own initiative and part of a team. * Work within GPhC standards of conduct, ethics and performance. * Adaptable and flexible to change. * Excellent problem-solving skills and ability to respond to sudden unexpected demands, * Calm under pressure and able to maintain accuracy and attention to detail. * Willing to take responsibility and able to work autonomously without direct supervision. * Assertive and hard working. * Frequent requirement to cope and prioritise workload, meet deadlines and work accurately under pressure/stressful situations. | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | D |
| **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 | Y | ✓ |  |  |  |
| Blood/body fluids | Y | ✓ |  |  |  |
| Laboratory specimens | 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) | Y | ✓ |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  | ✓ |  |  |
| 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 | Y |  | ✓ |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | ✓ |  |  |
| Mental Effort | Y |  |  |  | ✓ |
| Emotional Effort | Y |  | ✓ |  |  |
| Working in isolation | Y |  | ✓ |  |  |
| Challenging behaviour | Y |  | ✓ |  |  |