

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Pharmacy Assistant Technical Officer (SATO) Dispenser
Reports to	Deputy Dispensary Manager
Band	Band 3
Department/Directorate	Pharmacy/Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> The post holder will undertake duties to support the provision of a safe and effective pharmacy service subject to department requirements. Participate in the dispensing and supply of all medicines for pharmacy customers including inpatient, discharge medications, CD stock supplies to wards and provide an efficient reception service to patients, staff and visitors. Train and supervise work of pharmacy assistant technical officers (ATOs) and trainees within pharmacy dispensary to support the delivery of patient centred care.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Greet and attend to all visitors (including patients) according to dispensary guidelines and standard operating procedures (SOPs). Undertake computer-based training for the Trust Electronic Patient Record and Dispensing system (EPIC) and prepare medications for patients use using this system. Dispense Royal Devon Inpatient, Discharge and Controlled Drug Medications in preparation for checking, using the EPIC Dispensing System. You will also be expected to dispense medication for specialist areas including (but not limited to) Devon Partnership Trust, the Hospice and specialty clinics within the Trust. Receive Controlled Drug (CD) Prescriptions, CD Requisition Books and other documents for onward dispensing or passing on to the appropriate staff member/team for further action. Hand out medicines to patients and ward staff following correct processes. Ensure all prescriptions that are not generated within EPIC have key relevant data included. Assist in meeting deadlines. Assist in the training of new member of staff including the dispensary team, pharmacists, foundation year pharmacists and pre-registration student technicians. You will also be expected to help in the training of the aseptic team (to support dispensary weekend working). Maintain accurate dispensary inventory by stock rotation/monitoring of stock (including date checking) and by keeping accurate computer and paper records. Maintain accurate dispensing records and assist with filing and archiving. Maintain clean and tidy dispensing facilities and safe systems of work. Answer the dispensary telephone calls and deal with enquiries in the appropriate manner according to departmental procedures. Manage and maintain the dispensary inbox emails and respond to queries appropriately. Assist in general house-keeping duties as and when necessary including: <ul style="list-style-type: none"> Putting away medicines Replenishing consumable items e.g. bags, bottles, oral syringes, etc. Filing paperwork Cleaning trays, computers and work spaces regularly To participate in flexible working arrangements including late duties and bank holidays and as appropriate. Please note that in order to deliver a high standard of care to patients the pharmacy service operates 7 days a week and staff are therefore required to work some weekends as part of their contracted hours.

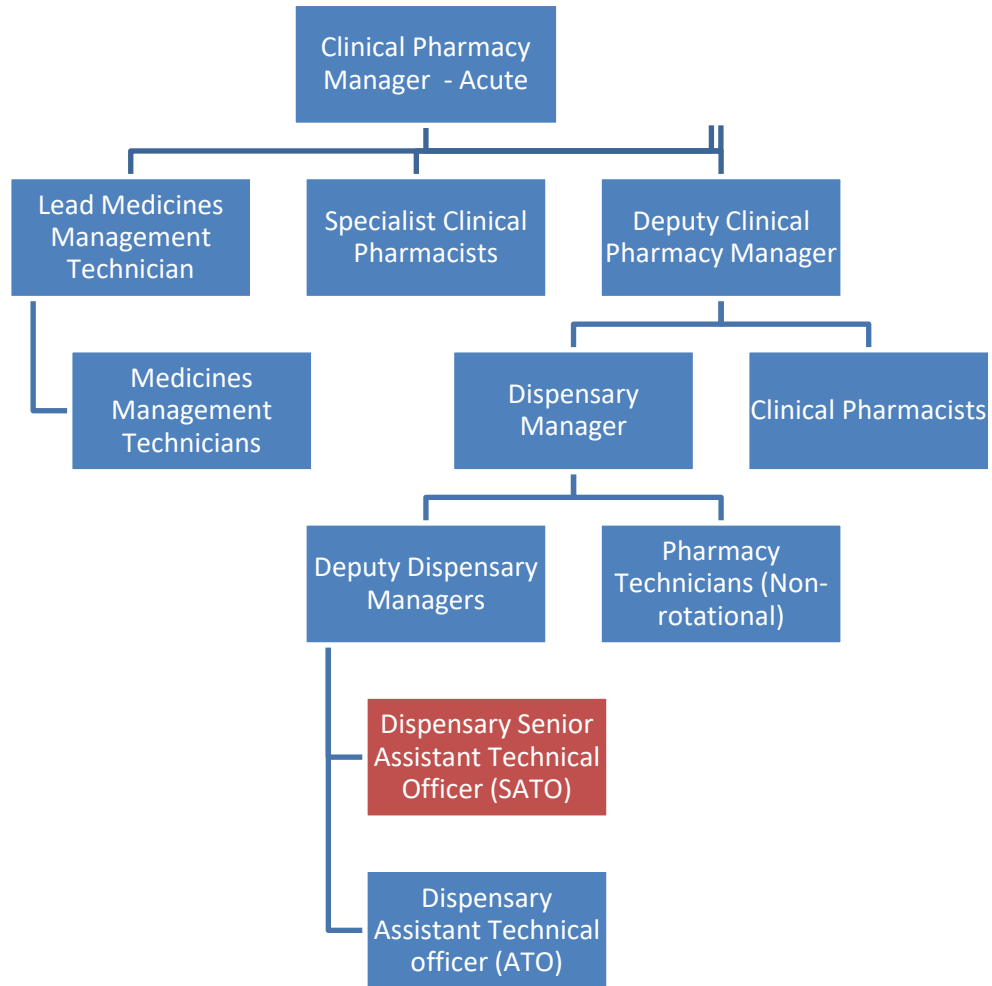
KEY WORKING RELATIONSHIPS

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. 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
<ul style="list-style-type: none">• Dispensary Manager• Pharmacists• Medicines Management Technicians• Dispensary Team• Distribution Team• Procurement Team	<ul style="list-style-type: none">• Patients/Carers• Other healthcare organisations (e.g. Devon Partnership Trust, Hospiscare, other acute hospitals)• Outsource pharmacy provider

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within range of Trust policies and pharmacy standards operating procedures (SOPs) to support service delivery.
- Work is overseen by the Dispensary Manager or Deputy Dispensary Manager and a pharmacist
- Post holder prioritises how to complete work tasks and in which order e.g. the order in which an inpatient dispensing queue is processed, answering phone, dealing with queries at dispensary reception, processing dispensary emails.
- To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.
- Responsible for escalating concerns where support is needed.

COMMUNICATION/RELATIONSHIP SKILLS

- Communication will include provision of and receipt of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations e.g. receiving enquiries via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.
- Communication will typically include factual information but may involve patient sensitive and confidential information.
- May be required to adapt own communication style to overcome communication challenges.
- Communication methods will include verbal, written and electronic

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently responds to more complex dispensing enquiries which require judgements on facts that require some degree of analysis. Examples may include dispensing clozapine for mental health patients, controlled drugs dispensing, dispensing of biosimilar medicines.
- Communicate general issues and those of concern to senior member of staff or pharmacist and use initiative to escalate or resolve straight forward issues in the absence of the manager.

PLANNING/ORGANISATIONAL SKILLS

- Responsible for planning own day to day work tasks to meet pharmacy service requirements as directed by line manager/section manager, such as management of dispensing queues and ensuring workload completed in priority order (urgent work first).

PATIENT/CLIENT CARE

- Provides information to healthcare professionals, patients, carers and pharmacy colleagues e.g. signposting patients to outsource outpatient pharmacy.
- Dispenses medication for Trust patients.

POLICY/SERVICE DEVELOPMENT

- Responsible for following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy service provision.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for supporting management of accurate stock levels within dispensary and other pharmacy areas e.g. robot, stock rotation within work area

HUMAN RESOURCES

- Regularly responsible for supervision or co-ordination of pharmacy assistant technical officers (ATOs) and small numbers of pharmacy trainees while working within dispensary.

INFORMATION RESOURCES

- Frequent inputting, storing and using data using Trust computer systems. This may include prescription and dispensing information, managing and amending stock levels, ordering medicines
- Frequent modifying, maintaining and analysing information using Trust computer systems e.g. EPIC.
- Recording information (provided by others) manually into Trust computer software system, inputting, storing and providing information on database or other systems and produce labels as part of dispensing process.

RESEARCH AND DEVELOPMENT

- Complete and participate in surveys and audits within area of work as appropriate e.g. ward/department satisfaction audit.

PHYSICAL SKILLS

- High level of accuracy required for preparation of medicines.
- Manual dexterity required to prepare and dispense medicines including monitored dosage systems.

PHYSICAL EFFORT

- Periods of sitting for data input, frequent standing for dispensing duty.
- Repetitive lifting which may include, medicine packs, boxes.
- Frequent moving of pharmaceutical goods and products.
- Frequent periods of walking within dispensary collecting stock, dispensing and moving completed work to checking area.
- Occasional periods of manual handling of medication stock which may occur on a weekly basis e.g. 10kg box of medicines being moved from one location to another nearby for dispensing and supply to ward area.

MENTAL EFFORT

- Frequent concentration is required for inputting information into Trust systems (e.g. EPIC), dispensary duties, medication stock management duties, checking controlled drugs paperwork completed as required to support dispensing medication processes
- Frequent planning of workload to respond to dispensing requests for urgent medication supplies versus non-urgent medicines and discharge medication turnaround times.
- Frequent planning of dispensing workload to consider transport cut-off times and any external demands.
- Work pattern is generally predictable

EMOTIONAL EFFORT

- Rare exposure to distressing or emotional circumstances such as challenging patient behaviour in ward or dispensary area

WORKING CONDITIONS

- Frequent exposure to unpleasant conditions which may include cytotoxic drugs.
- Ability to understand and empathise with staff and patients in healthcare setting.
- Frequent exposure to busy working environment with limited working space at times working in close proximity to colleagues.

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.

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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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING GCSEs Grade (A-C or 9-4) in Maths and English or equivalent Experience to GPhC recognised level 3 qualification or equivalent level or willing to work towards qualification GPhC recognised Level 2 qualification in dispensing of medicinal products	E E E	D
KNOWLEDGE/SKILLS Knowledge of pharmacy systems Knowledge of pharmacy procedures Ability to use computer, basic skills to operate pharmacy computer systems Excellent verbal and written communication skills Ability to deal with telephone enquiries politely and efficiently Good attention to detail Stock control systems Computerised dispensing system Ability to problem solve Ability to manage time and priorities and be able to cope with frequent interruptions	E E E E E E	D D D D
EXPERIENCE Retail/hospital pharmacy work or other healthcare work Experience of working with EPIC system Experience of working with computer system(s) Experience of communicating with clients, customers or patients Previous pharmacy experience working in a hospital	E E E	D D
PERSONAL ATTRIBUTES Enthusiastic and motivated Good basic organisational skills Ability to work methodically and prioritise workload Ability to use own initiative Excellent interpersonal skills Ability to work calmly under pressure Ability to meet deadlines Able to work as a team member. Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences Professional attitude	E E E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to work effectively and accurately in a busy environment	E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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			✓	
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y		✓		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y				✓
Emotional Effort	Y	✓			
Working in isolation	N				
Challenging behaviour	Y	✓			