

JOB DESCRIPTION

JOB DETAILS	
Job Title	Dispensary Manager
Reports to	Deputy Clinical Pharmacy Manager
Band	Band 6
Department/Directorate	Pharmacy/Specialist Services

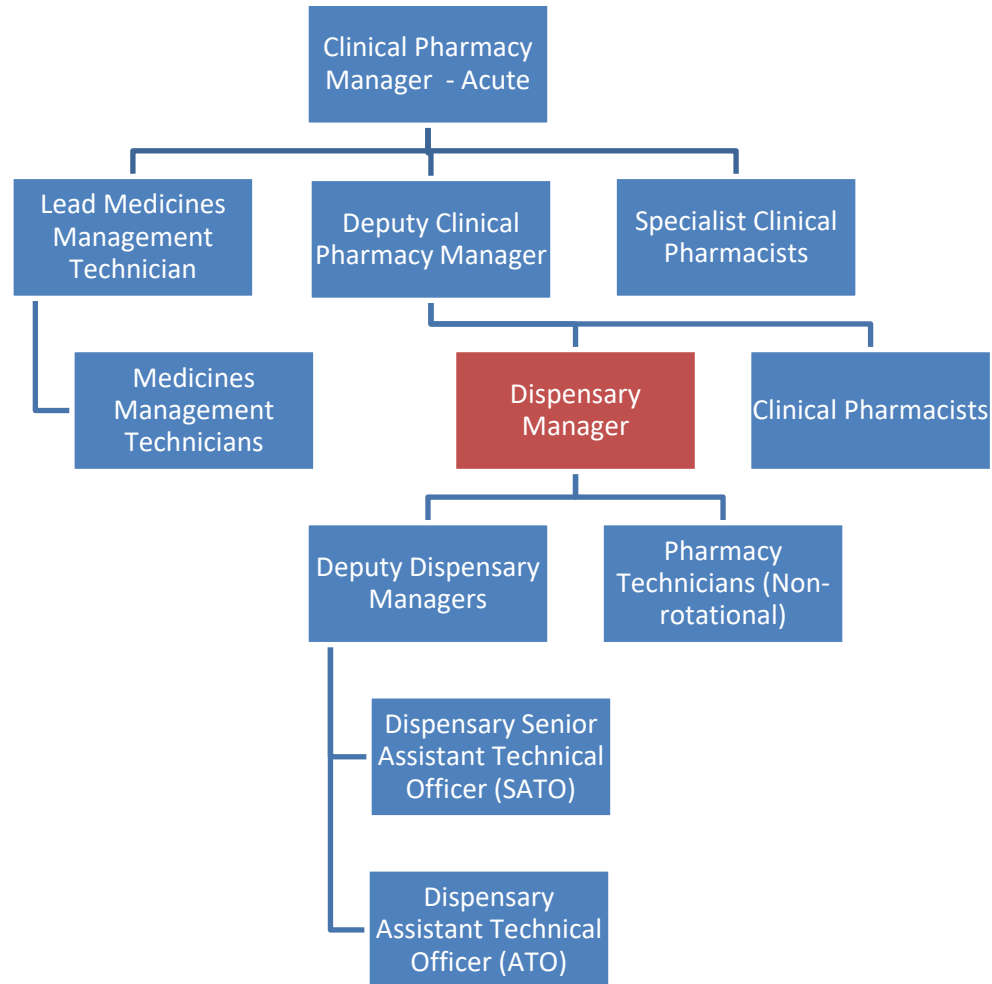
JOB PURPOSE
<ul style="list-style-type: none"> Responsible for all aspects of the operational management of the pharmacy dispensary service including development of systems for service provision in line with pharmacy department and Trust objectives. Deliver a safe, prompt and efficient service which is compliant with legislation and pharmacy professional standards as defined by the GPhC . To provide and co-ordinate the pharmacy dispensary service across the Trust ensuring internal services are delivered in accordance with the Medicines Management Policy and local Standard Operating Procedures (SOPs). To lead and manage the pharmacy dispensary team to deliver the service providing technical guidance, training and development for all staff grades within the team.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Provide a patient-focused, safe, cost-effective and efficient dispensary service across the Trust which is compliant with Trust priorities, GPhC pharmacy professional standards and relevant legislation. Lead and manage the pharmacy dispensary team to deliver a high-quality service. Work collaboratively with other departments within pharmacy and external stakeholders to ensure effective communication of dispensary and medication related issues to support safe patient care. Support the development and delivery of dispensary staff training packages. Report and investigate medicines related incidents using the Trust approved incident reporting system within scope or practice. Work collaboratively with pharmacy and other health care professionals to provide specialist pharmaceutical advice to enable best outcomes for patients. Participate in multi-disciplinary team and pharmacy department meetings as appropriate. Work as part of the wider pharmacy team to implement team goals and objectives, audit and safety monitoring, and development of team direction. Ensure personal workload is co-ordinated and prioritised according to patient and team requirements. Escalate needs of patients to pharmacist when necessary. Ensure Key Performance Indicators are reported on and the results used to help guide the direction of pharmacy workflow.

KEY WORKING RELATIONSHIPS
<p>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.</p> <p>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:</p>

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • All pharmacy staff within acute and community services team • Clinical Pharmacy Managers for Acute and Community Services • Deputy Clinical Pharmacy Manager • Deputy Dispensary Managers • Pharmacy Technicians – dispensary based (non-rotational and rotational) • Dispensary team including Senior Assistant Technical Officers (SATO), Assistant Technical Officers (ATO) And Technicians • Lead Technician Distribution • Lead Technician Procurement • Foundation Year Pharmacists and Pre-registration Student Technicians • Community services staff • Multidisciplinary teams • Discharge Co-ordinators (DISCOs) • Medical Staff • Nursing Staff • Non-clinical staff and managers • Staff within the division • Ward Managers and staff • Site Management staff • HR staff • EPIC staff 	<ul style="list-style-type: none"> • Other Healthcare providers (e.g. Devon Partnership Trust, Hospice, other acute hospitals) • GPs and GP staff • Primary Care Networks (PCNs) • Community Pharmacies • Other NHS Networks • Patients/Carers • CQC • Outsource pharmacy provider

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within a range of technical pharmacy procedures to service delivery at ward, department, clinic and dispensary level.
- Work is overseen by the Deputy Clinical Pharmacy Manager and/or dispensary pharmacist.
- Responsible for planning own workload and escalating concerns where support needed.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide medicines information and advice to patients, carers, pharmacy colleagues and external stakeholders such as community pharmacists, GPs, social care colleagues.
- 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.
- Liaise with other healthcare staff regarding patients' medication requirements including compliance aids.
- To communicate with colleagues and relevant stakeholders with regards to patient discharges to ensure safe transfer of information to support medicines dispensing and supply arrangements.
- Provide information and guidance on the use of medicines to health and social care staff.
- Work collaboratively with health and social care professionals to provide specialist pharmaceutical technical advice to enable best outcomes for patients.
- Liaise with members of the health and social care team to identify and resolve medication related queries which may impact on provision of safe care and timely discharge.
- Communication provided and received will include patient specific information of a complex and sensitive nature on a regular basis. This will include clinical and technical information to other clinicians.
- Attending regular meetings with organisations for whom we provide dispensary services, reviewing incidents, providing and receiving information e.g. risks, errors, KPIs, service developments.
- To ensure the dispensary team are kept up to date with any relevant information regarding service provision and communicating any significant changes to dispensary processes to relevant stakeholders.
- Manage dispensary processes, coordinating and communicating with the clinical pharmacy team and other staff to meet the needs of the service.
- Liaise with the EPIC EPR team to resolve issues impacting dispensary workflows and further optimise the system to deliver an improved service.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyses of prescription information or various information sources and guidance relating to medicines and interpret information (e.g. stock supply information, electronic prescribing and administration system (EPIC)) in order to problem solve and provide solutions within scope of pharmacy service. This may include making recommendations to prescribers to recommend prescribing changes within area of competence e.g. substitution of one formulation of medication for another to support continuity of care where there are stock shortages.
- Provide suitable advice on pharmaceutical products and supply within competency.
- To be familiar with the automated dispensing robot and be able to train others in its use.
- Oversee the Compound and Repackaging Dispensary service using the EPIC system, and update batch sheets when required.
- To be aware of current national issues regarding technician development and legislation and make changes to practice where required.
- Completion of risk assessments to support requirements of the department.

PLANNING/ORGANISATIONAL SKILLS

- Responsible for planning and organisation of pharmacy dispensary provision across the Trust and time management to prioritise service for wards, departments and clinics.
- Ensures that all activities relating to dispensing, storage and supply of medicines are in accordance with pharmacy professional standards.
- Planning and organisation of the work of the dispensary team work and the deputy dispensary managers. To plan and organise dispensing of medicines to Trust areas in line with agreed Trust and pharmacy targets.
- Prioritise and organise complex operational workload of the dispensary team on a daily basis to include rotas, staff shortages, workload prioritisation, clinical emergencies or any other unplanned events, ensuring continuity of service.
- Organise, plan and participate in the dispensary checking rota.

- Develop systems for service provision which enhance the efficiency of the dispensary team in order to reduce turnaround times, improve accuracy and support staff development.
- Ensure that there is a robust process in place for the stock management of dispensary medicines e.g. regular stock cycle counts
- To be responsible for ensuring safe storage and management of dispensary stock within pharmacy dispensary area in line with national guidelines and legislation.
- To respond to unpredictable working patterns including staff sickness, drug recalls, system issues (e.g. EPIC) and Trust operational issues (e.g. escalation).
- To support dispensary staff when necessary to ensure the department is able to meet Trust operational needs in a timely manner.
- Prioritise and organise daily workload to ensure that all required tasks are completed within the required timescale e.g. ensure medicines dispensed and checked to meet transport deadlines.
- Plan and organise dispensing of medication supplies to support complex discharges e.g. medicines in compliance aids, just in case medication.

PATIENT/CLIENT CARE

- Provides pharmacy dispensary specialist clinical technical information which may include provision of advice on medicines uses and doses.
- Provides advice to healthcare professionals, patients, carers, staff on issues concerning medication and makes appropriate recommendations within area of competence.
- Accurately transcribe medication required for individual patients, and endorse the patient record to reflect the supplies made e.g. Devon Partnership Trust patient medications
- To support delivery of pharmaceutical care in wards/clinic areas through close working with staff and clinical pharmacy team in management of medication supplies in timely fashion.
- To manage the clozapine dispensing service providing named patient supplies to Devon Partnership Trust as per agreed SLA parameters and best practice.
- Promote medication safety within dispensary service.
- Provide education and counselling to patients and carers within scope of knowledge and experience.
- To use the Trust patient safety software (Datix) to raise or respond to any incidents in a professional and timely manner. This will include investigating and reporting findings to the appropriate manager.
- To investigate and resolve customer complaints and enquiries following Trust procedures.
- To maintain all documentation in relation to dispensing and near miss dispensing errors ensuring sharing of any learning from errors and incidents to prevent recurrence and support high-quality patient care. Make changes to practice where appropriate.

POLICY/SERVICE DEVELOPMENT

- Develop, implement and review SOPs for pharmacy dispensary service and ensure adhered to by all staff.
- Propose changes to make improvements to working practices concerning dispensary service which impact positively on other areas e.g. wards, clinics
- Aim for continuous improvement in all areas of dispensary service including staff training, awareness of environment, best operational practice and service provision.
- Be aware of current national issues regarding technician development and legislation.

FINANCIAL/PHYSICAL RESOURCES

- Supports medicines security and reduce avoidable medicines waste.
- Support management of stock levels by ensuring maintenance of accurate records, regular cycle counts and providing information on supply problems to relevant staff members.
- Maintain optimum stock holdings and rotation to ensure efficient use of working capital
- Maximise utility of the department dispensing robot aiming to deliver maximum efficiency

HUMAN RESOURCES

- Provide professional supervision of registered pharmacy technicians, foundation pharmacists and other pharmacy staff as required.
- To manage, monitor and appraise all dispensary staff including annual personal development reviews in line with Trust Policy.

- To line manage the Deputy Dispensary Manager(s) and ensure they are undertaking tasks appropriate to their role, including PDRs and managing sickness within the department, providing support and advice where needed.
- Contribute to recruitment, selection and development of pharmacy staff including delivery of training within area of expertise; this includes chairing recruitment and selection panels, shortlisting, interviewing and appointing new dispensary staff.
- Mentor technicians undertaking the Regional Medicines Optimisation Accreditation.
- Allocate work to team members.
- Assess the competency of trainee Medicines Management technicians using regionally-approved paperwork.
- Act as mentor and support with training and development of foundation pharmacists for internal and external accreditations to aid progression through their educational programme.
- Assist in competency-based assessments of foundation pharmacists.
- Contribute to training of other members of staff e.g. pre-registration pharmacy technicians
- Demonstrate participation in and maintaining commitment to pharmacy CPD (Continuing Professional Development) in line with professional requirements.
- To undertake Assessor training and participate in the training of staff as a qualified assessor.
- To undertake Practise Supervisor training in order to support the training of new staff members to the dispensary and ensure training is being delivered appropriately.
- To participate in and develop Accredited Pharmacy Technician Checker Scheme and ensure expansion within the department.

INFORMATION RESOURCES

- Record personally generated information on clinical systems.
- Occasional requirement to produce reports as required.
- Regular transfer of patient related information to other healthcare professionals via computerised record systems e.g. discharge summaries, incident investigations
- Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems including pharmacy dispensing robot.
- Develop and maintain a suite of appropriate and relevant Key performance indicators (KPIs) to benchmark performance of the service. Present the findings in Pharmacy governance meeting.
- Analyse and interpret data and information concerning dispensary inventory and usage
- Generate information requests and initiatives for reporting to understand dispensary activity and propose service improvements

RESEARCH AND DEVELOPMENT

- Undertake regular dispensary audit activity to ensure that professional standards are achieved and that performance is benchmarked and used for supporting service improvement.

PHYSICAL SKILLS

- Advanced keyboard skills required for speed and high degree of accuracy e.g. EPIC use
- High degree of accuracy required for preparation and dispensing of medicines e.g. dispensing medicines into compliance aids, cytotoxics, controlled drugs, compounding and repackaging.

PHYSICAL EFFORT

- Frequent use of computers.
- Frequent periods of walking around and between pharmacy department areas
- Frequent periods of standing within dispensary to dispense/check medicines
- 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 requirement to concentrate for periods while reviewing patient clinical information and providing advice to other staff .
- Frequent requirement for concentration required while working in dispensary to dispense and/or check medication.
- Responding to the demands of an unpredictable work pattern to support medication supply provision to different locations within the hospital/externally and with frequently changing priorities.
- Frequent interruptions to respond to medicines related queries from clinical colleagues, dispensary and wider pharmacy staff.

EMOTIONAL EFFORT

- Occasional exposure to distressing and emotional circumstances while managing medicines for patients or dealing with incidents involving medicines e.g. distressed patients
- 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 electronic clinical system and data analysis
- Frequent exposure to working in busy dispensary environment which can be limited for space

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Participate in education and training programmes to further develop knowledge and skills.

Prioritisation

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

Job Title	Dispensary Manager
------------------	---------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in Pharmaceutical Sciences or BTEC Level 3 Diploma in principles and practice for technicians Registration with the General Pharmaceutical Council as Pharmacy Technician Technician Checking Accreditation Evidence of Continuing Professional Development in line with GPhC requirements Further relevant pharmacy or management training/qualification e.g. NHS Leadership underpinning knowledge such as Mary Seacole 	E E E E	D
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Substantial post qualification hospital experience in pharmacy services Up to date clinical and pharmaceutical knowledge. Up to date knowledge of legislation relevant to pharmacy practice e.g. controlled drugs Confident to work independently and as part of a team Excellent interpersonal skills. Influencing / negotiation skills. Understanding of hospital pharmacy systems. Staff management and leadership skills. Organisational and time management skills Auditing and analysis skills Ability to 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 packages e.g. Word, Excel, Outlook Experience of training and mentoring students, foundation pharmacists and non-registered staff Knowledge of Trust discharge processes 	E E E E E E E E E E E E E E E E E E	
EXPERIENCE <ul style="list-style-type: none"> Substantial experience at pharmacy technician Band 5 or above Previous experience of line-managing direct reports Experience of supervising others and providing feedback for development Education and training of staff 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 	E E E E E E E E E	D

		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			✓	