

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Rotational Pharmacy Assistant
<b>Reports to</b>	Lead Technicians or Deputies in areas of work
<b>Band</b>	Band 2
<b>Department/Directorate</b>	Pharmacy/Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>The post holder will undertake duties to support the provision of a safe and effective pharmacy service subject to department requirements.</li> <li>To take part in the rotation scheme between all sections of the pharmacy department as needed</li> <li>Participate in the dispensing of medicines for inpatients, discharge medications and patient medicines supplies as appropriate for service.</li> <li>The post holder will complete related clerical duties as required for specific pharmacy department work location as required</li> <li>To maintain a pharmaceutical top-up service to wards within the acute hospital including the packing and supply of drugs to wards, departments and external locations.</li> <li>To order and receive deliveries from wholesalers and pharmaceutical suppliers, booking in goods and ensure appropriate storage.</li> <li>To prepare ingredients, worksheets and labels for aspect products and to assist in the production of chemotherapy.</li> <li>To undertake the environmental monitoring of the cleanroom suite</li> <li>To demonstrate job to other staff and other duties under supervision that will aid in the smooth running of the services provided</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To rotate throughout all areas of the pharmacy department to ensure a safe and effective pharmacy service to patients (Dispensary, Distribution, Procurement and Technical Services)</li> <li>To receive and process medication requests/prescriptions using Epic Electronic Patient Record and dispensing system for the Trusts inpatient, outpatient and discharge patients. You will be expected to process stock items, controlled drugs and medication for specialist areas and clinics including cytotoxic drugs</li> <li>Handout medications to patients and ward staff following correct procedure</li> <li>Package pharmaceuticals for onward delivery to internal wards, departments and external locations maintaining appropriate storage conditions</li> <li>Receipt of stock, including Cytotoxic, Controlled Drugs and fridge items onto the computer system and putting away in appropriate locations highlighting any discrepancies with orders and troubleshoot as needed. This may involve liaising with pharmaceutical suppliers to resolve any issues</li> <li>Support with the stock maintenance within the robot, rectifying shelf errors, carrying out regular date checks, including Rarely Used Medicines, holding location and items below PAR</li> <li>Working within a cleanroom environment to prepare worksheets and labels, along with the ingredients and aseptic products for individual prescriptions (cytotoxic and non-cytotoxic). This will include the preparation of cytotoxic and non-cytotoxic infusions using aseptic technique within an isolator</li> </ul> <p>General</p> <ul style="list-style-type: none"> <li>To participate in flexible working arrangements including late duties and bank holidays as appropriate. Pharmacy service operates 7 days a week and staff are therefore required to work some weekends as part of their contracted hours</li> </ul>

- Participation on education and training programmes as appropriate and relevant pharmacy qualification as required
- Assist in general house-keeping duties as and when necessary including:
  - Putting away medicines
  - Replenishing consumable items e.g. bags, bottles, oral syringes, etc.
  - Filing paperwork
  - Cleaning trays, computers and work spaces regularly
  - Archiving
- To carry out any other reasonable tasks as requested by section lead

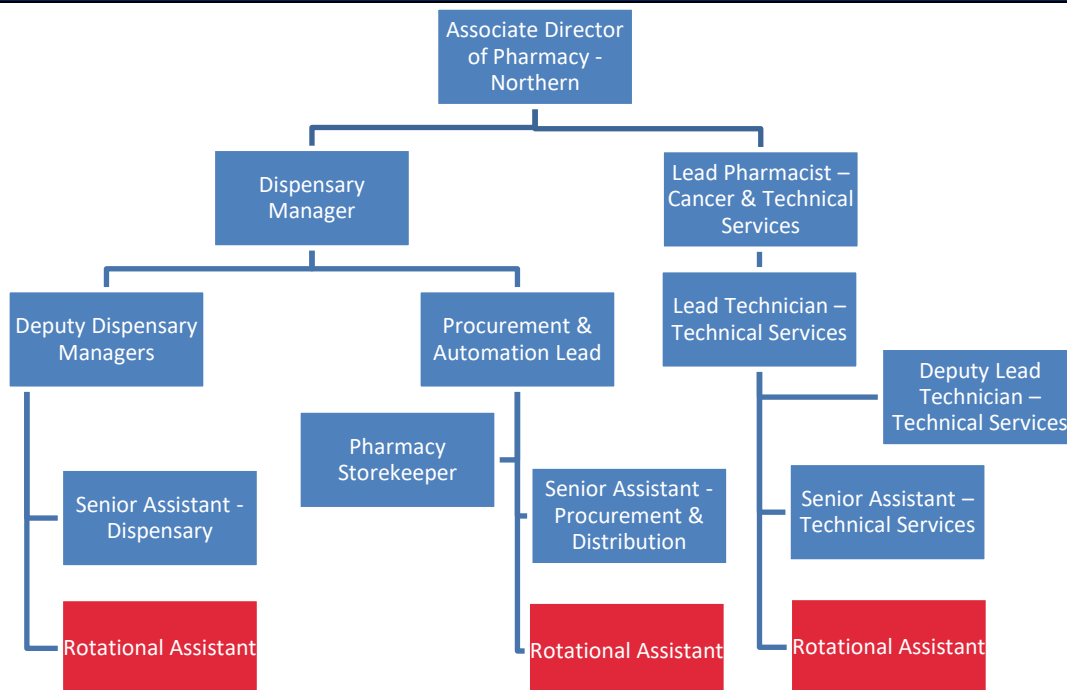
### KEY WORKING RELATIONSHIPS

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"> <li>• All Pharmacy staff</li> <li>•</li> <li>• Ward based Healthcare professions</li> </ul>	<ul style="list-style-type: none"> <li>• Patients/Carers</li> <li>• Other healthcare organisations (e.g. Devon Partnership Trust, Hospice)</li> </ul>

### ORGANISATIONAL CHART



### FREEDOM TO ACT

- Works within range of pharmacy standards operating procedures (SOPs) to support service delivery
- Work is overseen by the Section Leads and Deputies in relevant area of work
- Post holder prioritises how to complete work tasks and in which order within the area of work
- 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 and recording of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations.
- 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
- Ability to understand and empathise with staff and patients in healthcare setting

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Frequently responds to simple/routine enquiries within area of knowledge which involve straightforward facts or situations. Examples may include responding to telephone enquiry about delivery of medication or medication stock enquiry, email correspondence with external Trust
- Determine quantities of medicine required when dispensing prescription order requests and when preparing work trays cytotoxic and non-cytotoxic medications
- Determine stock received from wholesalers match the original order
- Occasional interpretation of information and making judgements that require consideration of some more complicated facts e.g. preparation of medication in compliance pack for discharge patient, preparation of controlled drug prescriptions

## **PLANNING/ORGANISATIONAL SKILLS**

- Responsible for planning own day to day work tasks to meet pharmacy service requirements as directed by line manager/section manager/deputy

## **PATIENT/CLIENT CARE**

- Provides information to healthcare professionals, patients, carers and pharmacy colleagues
- Dispenses medication for Trust patients.
- Prepare medications for patients receiving cancer treatment
- Supply stock items to locations for onward administration to 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**

- Supporting management of accurate stock levels within dispensary and other pharmacy areas e.g. robot, stock rotation within work area, expiry date checks

## **HUMAN RESOURCES**

- Responsible for demonstrating duties to new or less experienced members of staff as required for role.

## **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
- Recording information 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. pharmacy department audit

## **PHYSICAL SKILLS**

- High level of accuracy required for preparation of medicines
- Manual dexterity required to prepare and dispense medicines

## PHYSICAL EFFORT

- Periods of sitting for data input, frequent standing for dispensing/manufacturing duties.
- Repetitive lifting which may include, medicine packs, boxes, fluids
- Frequent moving of pharmaceutical goods and products
- Frequent periods of walking within dispensary and other areas collecting stock, dispensing and moving completed work to checking area
- Standing for long periods

## 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 is completed as required to support dispensing medication processes
- Frequent planning of workload to respond to stock and 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.
- Frequent planning with Technical Services Lead/Deputy to ensure medications are prepared inline with the oncology unit's patient schedule
- Frequent planning of daily ward top-ups to ensure medications are available at the right time for inpatient wards and external clinics
- Frequent planning of urgency of medications needing to be booked in
- Work pattern is generally predictable

## EMOTIONAL EFFORT

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

## WORKING CONDITIONS

- Frequent exposure to unpleasant conditions which may include cytotoxic drugs
- Frequent exposure to VDU use

## 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>  GCSEs (grades A-C or equivalent) in Mathematics and English  Pharmacy Service Skills NVQ Level 2 or Certificate in Principles and Practice or Pharmacy Support Staff BTEC Level 2 (can be obtained on the job)	E	D
<b>KNOWLEDGE/SKILLS</b> Knowledge of pharmacy systems Good general computer skills Good communication skills Good telephone skills Good attention to detail	E E E E	D
<b>EXPERIENCE</b> Retail/hospital pharmacy work or other healthcare work Experience of working with pharmacy computer system		D D
<b>PERSONAL ATTRIBUTES</b> Able to work as a team member. Good communication skills Methodical Flexible Honest Good organisational skills Good attention to detail High level of accuracy Able to multi-task Able to concentrate for long periods of time	E E E E E E E E E E	
<b>OTHER REQUIREMENTS</b> 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
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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)	Y				✓
Animals	N				
Cytotoxic drugs	Y				✓
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
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	Y			✓	
Challenging behaviour	Y	✓			