Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Assistant Technical Officer (ATO) Procurement and Distribution
Reports to	Procurement and Automation Lead Technician
Band	Band 2
Department/Directorate	Pharmacy/Specialist Services

JOB PURPOSE

The post holder will undertake duties to support the provision of a safe and effective pharmacy service subject to department requirements. The post holder will play a key role in maintaining and receiving deliveries of pharmaceutical stock within the acute hospital including the unpacking and storage of drugs for use by wards, departments and external locations. They will also play a role in maintaining pharmaceutical top-up service to wards within the acute hospital setting including the packing and supply of drugs to wards, departments and external locations.

As part of this role, the post holder will also take a proactive role in the maintenance and monitoring of pharmaceutical stock held within the pharmacy department, ensuring the products stocked are stored in the correct conditions and are fit for purpose.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Data entry into the pharmacy computer system, selection of specified items, placing of orders and checking of orders prior to receiving into pharmacy stock.
- Receive deliveries of pharmaceutical stock from suppliers, ensuring the stock received has been transported and delivered in the correct quality and condition according to GDP (Good Distribution Practice).
- Create, receive and process electronic orders from internal and external wards, picking, packing and delivering orders, rotating stock, monitoring expiry dates and other general stock maintenance duties, within the pharmacy distribution area and at ward level.
- Handling of routine stock enquiries - including communication with suppliers and managing outstanding orders (passing these on to the SATO/Lead Technician where appropriate).
- Whilst carrying out the above duties, the post holder is expected to maintain the integrity of the computer system and stock records.
- Receive and maintain stock within the pharmacy bulk fluid store, using appropriate equipment
- Sorting of returned medicines under the direction of the Lead Technician/SATO. Return of medicines into stock or segregation for destruction, as appropriate. Process returns on the pharmacy computer system.
- Ward visits to undertake ward ‘top up’ duties, regular checking of stocks against ward inventory list, checking of expiry dates in sequential order and the issue of replacement stock using the pharmacy computer system.
- Removal of waste (including pharmaceutical and cytotoxic) from the Pharmacy Department to designated collection areas and into waste collection containers
- The post holder must comply with such security and Health and Safety procedures as are current within the Trust and the Department.
- Any other duties deemed appropriate by the line manager.

KEY WORKING RELATIONSHIPS

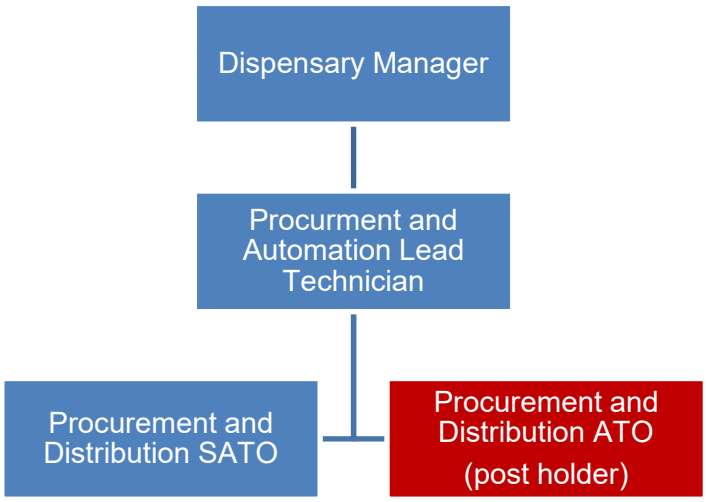
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis

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
• Distribution team • Procurement team • Dispensary team • Ward staff • Pharmacists • Medicines management team	• External couriers • External customers • Suppliers

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 or deputised to a senior staff member by the section lead, 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
- Occasional interpretation of information and making judgements that require consideration of some more complicated facts e.g. substituting different pack sizes in response to stock shortages, assessing returned medication for reuse as pharmacy stock.

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
- 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 receiving and invoicing orders, 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

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 medicine stock orders
- Manual dexterity required to prepare medicines

PHYSICAL EFFORT

- Periods of sitting for data input
- Repetitive lifting which may include, medicine packs, boxes, fluids
- Frequent moving of pharmaceutical goods and products
- Frequent periods of walking within distribution and other areas collecting stock, processing orders and packing stock for delivery to external areas
- Standing for long periods undertaking ward top ups

MENTAL EFFORT

- 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 transported to external clinics/ward areas
- Work pattern is generally predictable

EMOTIONAL EFFORT

- Rare exposure to distressing or emotional circumstances such as challenging behaviour in ward locations and the main hospital corridor

WORKING CONDITIONS

- 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 (DSE) 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

Job Title	Assistant Technical Officer (ATO) Procurement

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
GCSEs (grades A-C or equivalent) in Mathematics and English	E	
Certificate in the Principles and Practice for Pharmacy Support Staff – BTEC Level 2: Unit 6 – Managing Pharmaceutical Stock		D
KNOWLEDGE/SKILLS		
Knowledge of pharmacy systems		D
Good general computer skills	E	
Good communication skills	E	
Good telephone skills	E	
Good attention to detail	E	
EXPERIENCE		
Retail/hospital pharmacy work or other healthcare work		D
Experience of working with pharmacy computer system		D
Stock maintenance experience		D
PERSONAL ATTRIBUTES		
Able to work as a team member	E	
Good communication skills	E	
Methodical	E	
Flexible	E	
Honest	E	
Good organisational skills	E	
Good attention to detail	E	
High level of accuracy	E	
Able to multi-task	E	
Able to concentrate for long periods of time	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to work effectively and accurately in a busy environment	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) 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)	Y				x
Animals	N				
Cytotoxic drugs	Y				x
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			x	
Heavy manual handling (>10kg)	Y			x	
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			x	
Mental Effort	Y			x	
Emotional Effort	Y	x			
Working in isolation	Y		x		
Challenging behaviour	Y	x			