

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Pharmacy Assistant Technical Officer (SATO) Aseptic Service Stock check
Reports to	Product Approver - Procurement
Band	Band 3
Department/Directorate	Pharmacy / Specialist Services

JOB PURPOSE
- The post holder will be responsible for conducting daily stock inventory checks and assisting in maintaining accurate stock holdings. - To be responsible for all day-to-day duties associated with Goods-In – receipt of stock, checking off deliveries etc., in full accordance with SOP's. - To ensure that stock received into Aseptic Services is checked in, receipted and stored away in optimum time. - To liaise with procurement and stores to fully understand the supply chain of all products and effectively communicate any issues that arise to all relevant parties - To undertake Admin Support including, Invoice processing, troubleshooting invoicing issues, attending to delivery deviations as per SOP and operating all computer systems and programmes and software associated with the Stock Control/Goods-In Function - To ensure that staff are trained and competent in accurate stock management – to include storage, rotation and electronic inventory (My Care) accuracy - Provide support with the day to day operation of the aseptic unit activity as appropriate

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- To be knowledgeable about the packing and compounding of aseptic products as per SOP. Assembly, setting up and label production of batches as Standard Operation Procedures. - Supervise and assist with training and competency of all staff with regard to stock management to include receipt of goods, balance update, stock transfer, bulk charge and the investigation/correction process for discrepancies - Answering the telephone and dealing with enquiries in the appropriate manner according to departmental procedure and referring when necessary - Stock control – maintain stock control by stock rotation/monitoring and keeping accurate computer records on My Care, including ordering and pricing of IV's and consumables within the aseptic unit. - Complete medication stock checks daily, and investigate discrepancies to support updates of inventory counts for stock in Aseptic Services. Follow SOP's to ensure process is thoroughly investigated. - To check stock received for accuracy by comparing it to the original Pharmacy order, to check expiry dates and general condition of packaging. Ensure paperwork is completed according to departmental procedures. - Be proficient in interrogating the EPIC and recommending improvements and developments in the stock system or processes. - Be aware of any stock inventory issues and ensure these are communicated to the senior technician team. - Monitor and reduce waste of pharmaceuticals and consumables. - Participate in stock/medication validation work ensuring drug profiles are accurate and current, including PAR and re-order levels. Review regularly. - To ensure storage space is maximised. - To ensure all stock is correctly stored according to Good Manufacturing Practice

- To receipt hazardous and sensitive products (e.g. cytotoxics, inflammables, controlled drugs, temperature sensitive goods and raw materials) and to comply with department SOP's and Trust policies relating to security, safe handling and spillages.
- To comply with the decommissioning of barcoded products in accordance with the Falsified Medicines Directive (FMD) & to examine and confirm each pack is tamper-evidence sealed. **Not currently applicable but could return.**
- To attend to delivery deviations, quarantine stock for return and communicate with procurement to ensure effective resolution.
- To ensure the tidiness is maintained, and to carry out routine Health & Safety Checks
- Train and supervise work of pharmacy assistant technical officers (ATOs) and trainees.
- The post holder will complete relevant procurement tasks and work as part of a team.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

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

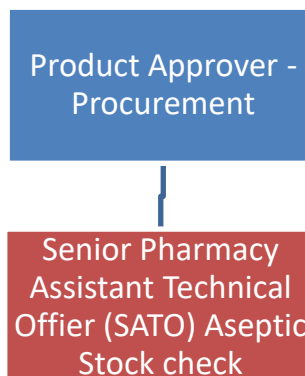
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Lead Technician- Aseptic Services • Chief Technician – Aseptic Services • Product Approver – Aseptic Procurement • Pharmacy procurement team • Store keeping staff • Staff representing other sections with the department	• Suppliers • Wholesalers • PPSA

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within a range of Trust policies and pharmacy standard operating procedures (SOPs) to support service delivery within required standards.
- Work is overseen by the Chief Technician – Aseptic Services or Product Approver – Aseptic Procurement Technician who are available for reference.
- Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the line manager.

- Post holder prioritises how to complete work tasks and in which order e.g. the order in which orders are processed, answering phone, processing email queries
- 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 telephone, verbal, written and electronic.

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently responds to more complex procurement/stock enquiries which require judgement on facts that require some degree of analysis. Examples may include resolving conflicting supplier contract details, sourcing alternative medication supplies and scheduling of deliveries,
- Communicate general issues and those of concern to a senior member of staff 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 aseptic service requirements as directed by line manager/section manager.
- To maintain all written and computer-based records within the section, to ensure accurate KPIs relating to productivity & performance are produced each month.
- To assist and support the storekeepers at times of operational challenge in that area, by signing for deliveries, receipting stock onto the computer system and putting stock away on the shelves in the aseptic area.

PATIENT/CLIENT CARE

- Provides information to healthcare professionals and pharmacy colleagues e.g. stock availability of medicines to support direct patient care
- Orders medication for supply to Trust patients.
- Provides basic clinical technical services for patients/clients
- Responsible for packing medications used in the provision of clinical services in community and hospital settings.

POLICY/SERVICE DEVELOPMENT

- Responsible for following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy procurement service provision
- To participate in specific project work aimed at improving efficiencies in stock management and ordering methods, in line with national requirements and to suggest changes to reorder levels to improve stock holding.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for ordering medication stock and supporting management of accurate stock levels within aseptic areas.
- Responsible for processing supplier invoices and credit notes and authorise payments, in accordance with SOPs, using Trust systems (e.g.EPIC) and Unit4 finance system for outsourced aseptic products.
- Responsible for supporting investigation of invoice queries with suppliers and wholesalers to ensure accuracy as per SOPs, and to maintain auditable records of query resolution

HUMAN RESOURCES

- Regularly responsible for supervision or co-ordination of pharmacy assistant technical officers (ATOs) and small numbers of pharmacy trainees while working within aseptic.
- Responsible for provision of training to new starters within the team.

INFORMATION RESOURCES

- Frequent inputting, storing and processing data using Trust computer systems. This may include ordering medicines, managing and amending stock levels, using and providing information on Trust finance system and EPIC.

Frequent modifying, maintaining and analysing information using Trust computer systems.
RESEARCH AND DEVELOPMENT
Complete and participate in surveys and audits within area of work as appropriate e.g. medication ordering processes
PHYSICAL SKILLS
High level of accuracy and advanced keyboard skills required for inputting medication and finance information into Trust systems
PHYSICAL EFFORT
- Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day for data input. - Moderate 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 storage or transferred to trolley for moving
MENTAL EFFORT
- Frequent concentration is required for inputting information into Trust systems (e.g. EPIC), processing invoices, investigating invoice queries, liaising with suppliers and wholesalers, responding to staff queries regarding medication stock issues - Frequent planning of workload to respond to requests for procurement of urgent medication supplies versus non-urgent procurement work - Frequent planning of procurement workload to consider supplier order cut-off times and any external demands. - Work pattern is generally predictable.
EMOTIONAL EFFORT
Rare exposure to distressing or emotional circumstances such as challenging staff behaviour
WORKING CONDITIONS
- Ability to understand and empathise with staff and patients in healthcare setting - Frequent exposure to busy working environment with limited working 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 Contribute to and work within a safe working environment To carry out regular Health & Safety Checks for the Office and cold room storage area. To undertake any other task deemed appropriate to the grade as directed by the Lead Procurement Technician or Specialist Procurement Technician. 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.

To participate in flexible working arrangements including late duties, bank holidays and on call 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.

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	Senior Pharmacy Assistant Technical Officer (SATO) Procurement
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING GCSE Grade C/4 or above in Maths and English or equivalent GPhC recognised Level 2 qualification for Pharmacy Support Staff Experience to GPhC recognised level 3 qualification or equivalent level or willing to work towards qualification	E E E	
KNOWLEDGE/SKILLS Excellent verbal and written communication skills. Ability to deal with telephone enquiries politely and efficiently. Ability to manage time and priorities and be able to cope with frequent interruptions Ability to use computer, basic skills to operate pharmacy computer systems Knowledge of GDP (Good Distribution Practice) EDI Powergate knowledge and understanding Understand all stores processes in EPIC Medical Gas storage and ordering procedures	E E E E	D D D D
EXPERIENCE Previous NHS/Social care experience 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	D 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 Able to work calmly under pressure Ability to meet deadlines Ability to work as part of a team Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences Able to work as a team member.	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.	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)	Y	✓			
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	✓			