

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Assistant Technical Officer (SATO) Homecare Medicines Administrator
Reports to	Lead Technician – Homecare Medicines and Service
Band	3
Department/Directorate	Pharmacy / Specialist Services Care Group

JOB PURPOSE
<ul style="list-style-type: none"> The post holder will undertake duties to support the provision of a safe and effective pharmacy homecare medicines service subject to department requirements. Responsible for all day-to-day duties associated with the pharmacy operational homecare activities; receiving and logging prescriptions, resolving issues and invoicing, in full accordance with department standard operating procedures. A major component of the role is data input, maintaining the Trust electronic record system (EPIC) invoice tracking system and records in an accurate and in a timely manner and to handle enquiries via phone and email.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To assist the Homecare Pharmacy team in the achievement of an efficient service. To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work. To set up and maintain accurate and effective electronic filing systems in line with trust policies. To transfer homecare data accurately onto the Trust electronic system, and to maintain and develop this reporting system. To ensure that all documentation is produced to a standard of high quality. To receive and record prescriptions, ensuring all relevant information is present and accurately transfer this information on the Trust electronic system. To scan and file prescriptions and registration templates to the electronic archive. To input prescription data/information and process homecare specific invoices using EPIC and the Trusts finance systems. To communicate with patients and homecare providers to problem solve and provide an efficient service and to know your limitations and when to refer to senior staff to resolve. Liaise with external suppliers and negotiate complex issues to resolve all invoicing queries and follow through communications to ensure queries are resolved and payments not delayed. Problem solving, working on own initiative, liaising with Homecare companies and Clinical staff. Handle general (factual) enquiries from patients and other hospital staff, referring them to the homecare technician or high cost drugs pharmacist where appropriate. This includes enquires made by telephone or email. Write and update procedures relating to Homecare as requested by Line Manager To work with the team to ensure adequate cover is in place during periods of leave.

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: (type of work undertaken)</p> <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.</p> <p>Of particular importance are working relationships with:</p>

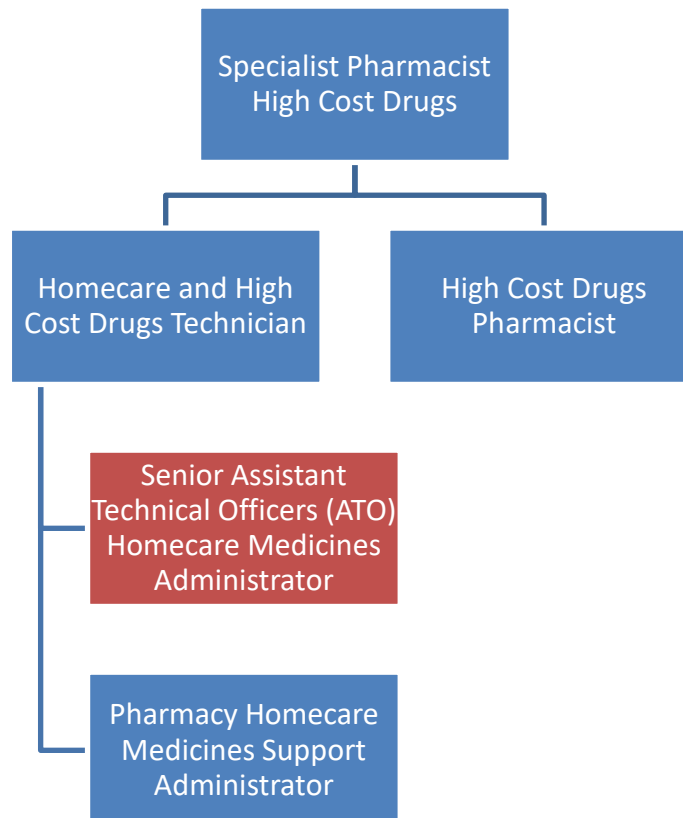
Internal to the Trust

- Homecare Pharmacy Team (Northern and Eastern)
- Trust Finance and Cash management team
- High Cost Drugs Pharmacist
- Clinical staff

External to the Trust

- Homecare providers
- Patients

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 Specialist Homecare Technician who is generally available for reference. The Specialist Pharmacist High Cost Drugs will also have oversight and will provide support.
- 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. answering phone, processing email queries, invoicing, prescription processing
- Responsible for escalating concerns where support is needed.

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner.
- To deal with all day to day correspondence within the Homecare team – initiating appropriate responses in order to provide staff and other parties with required information in a friendly and professional manner.
- To receive telephone calls and accept messages on behalf of members of the pharmacy homecare team and taking appropriate action where necessary.
- To manage email communication in a timely way and in line with the Trust's Email Best Practice guidance.

- To participate in Homecare team meetings.
- 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 enquiries which require judgement on facts that require some degree of analysis. Examples may include resolving patient supply issues, clarifying prescription problems, scheduling 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 own day to day work tasks to meet pharmacy homecare service requirements as directed by line manager/section manager.
- Ability to prioritise work based on service demands

PATIENT/CLIENT CARE

- Provides accurate information to healthcare professionals, pharmacy colleagues and patients regard homecare treatments.
- Ensure homecare prescriptions are managed appropriately to ensure timely delivery
- Ensure patient complaints are escalated to the specialist homecare technician for resolution

POLICY/SERVICE DEVELOPMENT

- Responsible for following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve the pharmacy homecare service.
- To participate in specific project work aimed at improving the homecare service.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for ensuring prescriptions are sent to homecare companies in a timely manner.
- Responsible for processing homecare invoices and credit notes and authorise payments, in accordance with SOPs, using Trust systems (e.g. EPIC) and Unit4 finance system.
- 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

- To undertake training, as required, to maintain competency and comply with Trust policies.
- To work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

INFORMATION RESOURCES

- Frequent inputting, storing and processing data using Trust computer systems. This will include reviewing prescriptions, issuing medicines and certifying invoices, using and providing information on Trust finance system and EPIC.
- Frequent modifying, maintaining and analysing information using Trust computer systems.
- Responsible for ensuring a high level of accuracy.

RESEARCH AND DEVELOPMENT

- Complete and participate in surveys and audits within area of work as appropriate e.g. recording patient complaints

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.

MENTAL EFFORT

- Frequent concentration is required for inputting information into Trust systems (e.g. EPIC), processing invoices, investigating invoice queries, liaising with suppliers and patients, responding to staff queries regarding homecare medication
- Frequent planning of workload to respond to homecare demands versus non-urgent homecare work
- Work pattern is generally predictable.

EMOTIONAL EFFORT

- Rare exposure to distressing or emotional circumstances such as challenging patient 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 Homecare Specialist 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 as appropriate.

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 GCSE grade A-C or 9-4 in Maths and English or equivalent Recognised level 3 qualification or equivalent level	E E	
KNOWLEDGE/SKILLS Excellent organisational skills Ability to manage and prioritise workload to respond to changing demand Ability to work accurately and methodically Comprehensive PC skills including Word, Excel, Internet and e-mail Excellent verbal and written communication skills Excellent telephone manner Understanding of adherence to confidentiality in a Healthcare environment Understand homecare processes in EPIC	E E E E E E	D
EXPERIENCE Previous NHS/Social care experience Experience of working with EPIC system Pharmacy Homecare services experience Invoice management and processing Previous administrative experience Working with data in a timely and accurate manner Contribution to service development Experience of communicating with clients, customers or patients	E E E E E	D D D
PERSONAL ATTRIBUTES Proven experience of adaptability in the workplace Good basic organisational skills Excellent interpersonal/Communication skills Good understanding of working within a team A flexible approach to work Ability to work as part of a team Good problem-solving skills Ability to use own initiative Ability to manage and prioritise workload to respond to changing demand Remain calm and professional in a busy environment Ability to meet deadlines	E E E E E E E E E E	
OTHER REQUIREMENTS Well organised Methodical with attention to detail Able to prioritise own work load and meet deadlines	E 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	N				
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)	N				
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	✓			