

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Pharmacy Assistant Technical Officer (SATO) Aseptic Service
Reports to	Senior Specialist Technicians Aseptic Service
Band	Band 3
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 working under the guidance of SOPs, GMP, COSHH and supervision from Pharmacy Technician - Participate in the stock control, labelling, assembly, preparation, dispensing and receipt and distribution of pharmaceuticals within Aseptic services. - There will be some receptionist, clerical and cleaning type duties . - Train and supervise work of pharmacy assistant technical officers (ATOs) and trainees within pharmacy aseptic unit to support the delivery of patient centred care.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- Undertake computer-based training for the Trust Electronic Patient Record and Dispensing system (EPIC) and Chemocare and prepare medications for patients use using these systems. - Involved in the Aseptic Dispensing Service preparing a range of aseptically dispensed medicines to patients in the trust - Communicating information to patients, colleagues, other AHPs and service users - Ensure all medicines released to wards are distributed in a safe and secure manner following SOPs - Hand out medicines to ward staff following correct processes. - Assist with delivery of medicines when requested - Ensure all prescriptions that are not generated within EPIC have key relevant data included. - Assist in meeting deadlines. - Assist in the training of new member of staff including ATOs, technicians, pharmacists, foundation year pharmacists, pre-registration student technicians and science manufacturing apprentices. You will also be expected to help in the training of the aseptic team (to support dispensary weekend working). - Maintain accurate aseptic inventory by stock rotation/monitoring of stock (including date checking) and by keeping accurate computer and paper records. - Maintain accurate dispensing records and assist with filing and archiving. - Input of stores data to provide costing of medicines to wards and departments producing picking list for assembly of medicines - Picking, packing, checking and despatch of pharmaceuticals against authorised stock requisitions - Provide support to the Pharmacy Technician Specialist in all aspects of stock control, including stocktaking - Resolve immediate problems with stock discrepancies and out of stock medicines, analysing the situation and liaising with colleagues, wards, pharmacists and suppliers where necessary. - Maintain clean and tidy aseptic facilities and safe systems of work. - Answer the aseptic telephone calls and deal with enquiries in the appropriate manner according to departmental procedures. - Manage and maintain the aseptic inbox emails and respond to queries appropriately. - Assist in general house-keeping duties as and when necessary including: - Putting away medicines

- Replenishing consumable items e.g. bags, cleaning products, syringes, etc.
- Filing paperwork
- Cleaning trays, computers and work spaces regularly
- To participate in flexible working arrangements including late duties and bank holidays and 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.

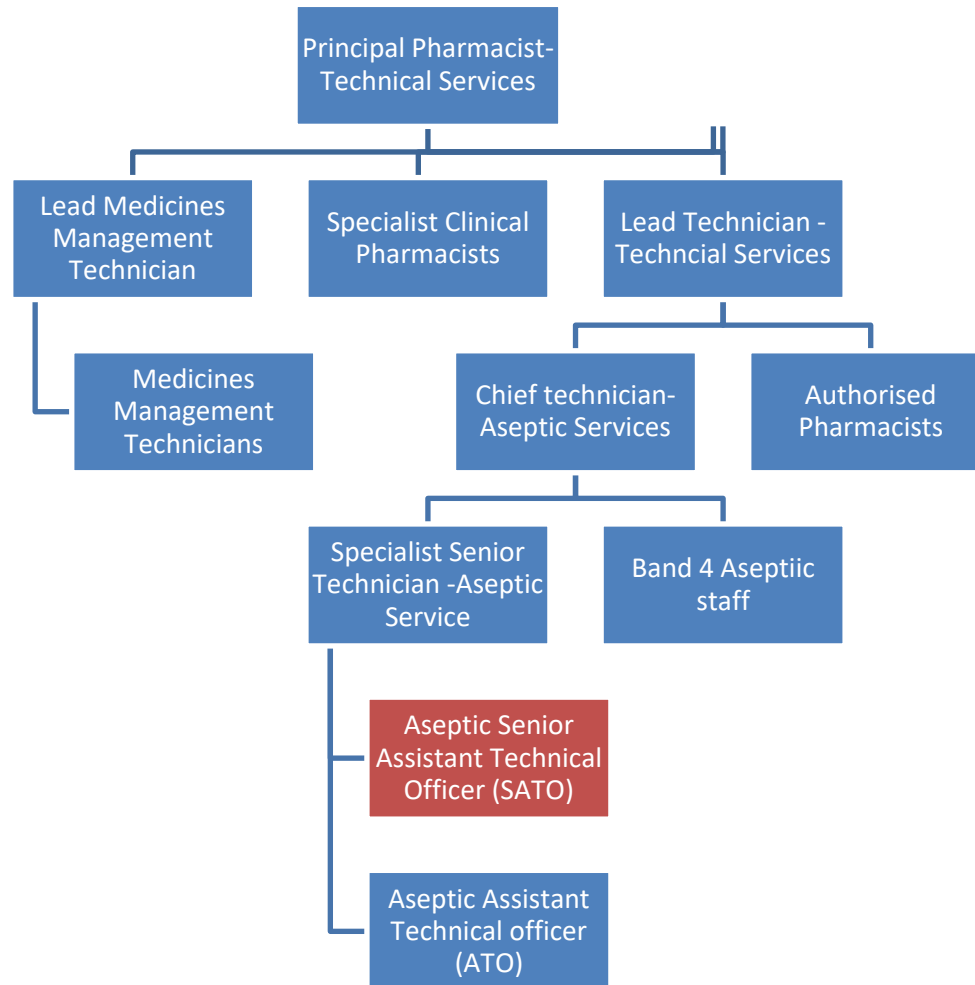
KEY WORKING RELATIONSHIPS

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
● Chief Technician Aseptic Services ● Lead Technician – Technical Services Pharmacists ● Dispensary Team ● Distribution Team ● Procurement Team	● Patients/Carers ● Other healthcare organisations (e.g. Devon Partnership Trust, Hospiscare, other acute hospitals) ● Outsource pharmacy provider

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within range of Trust policies and pharmacy standards operating procedures (SOPs) to support service delivery.
- Work is overseen by the Chief Technician or Senior Specialist Technician and a pharmacist
- Post holder prioritises how to complete work tasks and in which order e.g. the order in which an queue is processed, answering phone, dealing with queries at aseptic reception, processing aseptic emails.
- 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 verbal, written and electronic

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently responds to more complex dispensing enquiries which require judgements on facts that require some degree of analysis. Examples may include calculation of concentration ranges, dispensing multiple strength syringes to complete treatment dose dispensing of biosimilar medicines.
- Communicate general issues and those of concern to senior member of staff or pharmacist 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 service requirements as directed by line manager/section manager, such as management of prefilled, set-up & workload list and ensuring workload completed in priority order (urgent work first).

PATIENT/CLIENT CARE

- Provides information to healthcare professionals, patients, carers and pharmacy colleagues e.g. signposting patients to outsource outpatient pharmacy.
- Dispenses & prepares medication for Trust patients.

POLICY/SERVICE DEVELOPMENT

- Responsible for following department Standard Operating Procedures (SOPs), GMP, COSHH and make suggestions for improvement to practice or to improve pharmacy service provision.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for supporting management of accurate stock levels within aseptics and other pharmacy areas e.g. inflammable store stock rotation within work area

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 .

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 e.g. EPIC.
- Recording information (provided by others) manually into Trust computer software system, inputting, storing and providing information on database or other systems and produce labels as part of preparation process.

RESEARCH AND DEVELOPMENT

- Complete and participate in surveys and audits within area of work as appropriate e.g. ward/department satisfaction audit.

PHYSICAL SKILLS

- High level of accuracy required for preparation of medicines.
- Manual dexterity required to prepare and dispense medicines including complex chemotherapy items and parenteral nutrition bags for adult and neonatal.

PHYSICAL EFFORT

- Periods of sitting for data input, frequent standing for dispensing duty.
- Repetitive lifting which may include, medicine packs, boxes.
- Frequent moving of pharmaceutical goods and products.
- Frequent periods of walking within aseptic unit collecting stock, dispensing and moving completed work to checking area.
- 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 concentration is required for inputting information into Trust systems (e.g. EPIC), aseptic duties, medication stock management duties, as required to support aseptic medication processes
- Frequent planning of workload to respond to preparation requests for urgent medication supplies versus non-urgent medicines .
- Frequent planning of preparation workload to consider transport cut-off times and any external demands.
- Work pattern is generally predictable

EMOTIONAL EFFORT

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

WORKING CONDITIONS

- Frequent exposure to unpleasant conditions which may include cytotoxic drugs.
- Ability to understand and empathise with staff and patients in healthcare setting.
- Frequent exposure to busy working environment with limited working space at times working in close proximity to colleagues.

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

Job Title	Senior Pharmacy Assistant Technical Officer (SATO) Dispenser
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING GCSEs Grade (A-C or 9-4) in Maths and English or equivalent GPhC recognised Level 2 qualification in dispensing of medicinal products Experience to GPhC recognised level 3 qualification or equivalent level or willing to work towards qualification	E E E	
KNOWLEDGE/SKILLS Knowledge of pharmacy systems Knowledge of pharmacy procedures Ability to use computer, basic skills to operate pharmacy computer systems Excellent verbal and written communication skills Ability to deal with telephone enquiries politely and efficiently Good attention to detail Stock control systems Computerised dispensing system Ability to problem solve Ability to manage time and priorities and be able to cope with frequent interruptions	E E E E E E E E	D D D D
EXPERIENCE Retail/hospital pharmacy work or other healthcare work Experience of working with EPIC and/or Chemocare systems Experience of working with computer system(s) Experience of communicating with clients, customers or patients Previous pharmacy experience working in a hospital or production unit	E E E	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 Ability to work calmly under pressure Ability to meet deadlines Able to work as a team member. Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences Professional attitude	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. Ability to work effectively and accurately in a busy environment	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)	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	✓			