

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Pharmacy Manager (Eastern)
Reports to	Integrated Pharmacy Services Lead
Band	Band 8b
Department/Directorate	Pharmacy / Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> To develop, lead and co-ordinate a high quality, safe and patient focused forward-thinking clinical pharmacy service to all Trust areas to meet professional, divisional and Trust requirements. Ensure safe and effective systems of work are maintained across clinical pharmacy teams to deliver high quality patient care in line with legislation and national guidance. Provide professional pharmacy leadership for the clinical pharmacy service providing expert advice on pharmaceutical matters.

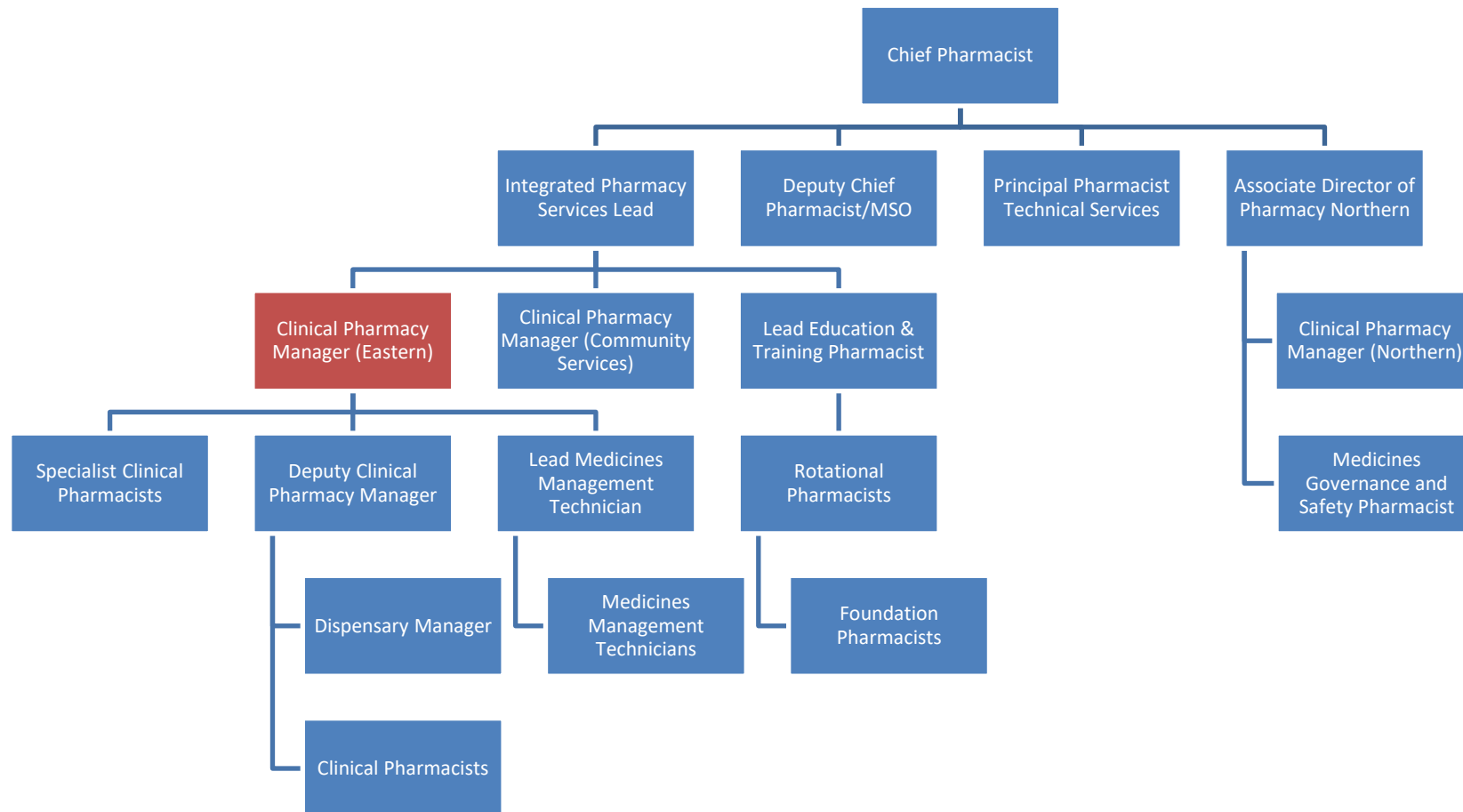
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Lead and manage the provision of ward based clinical pharmacy services, including the development and monitoring of standards for its delivery and key performance indicators at all service levels within the trust. Ensure clinical pharmacy services throughout the Trust are delivered consistently to the required standards ensuring a safe and cost-effective supply of medicines. Contribute to the strategic development of clinical pharmacy services and service re-design as a member of senior pharmacy team Provide leadership, management and development of clinical pharmacists including advanced roles for pharmacists Provide professional leadership, management and development of the Lead Medicines Management Technician to ensure effective partnership and collaborative working between pharmacy clinical teams Lead, manage and develop the Deputy Clinical Pharmacy Manager, Lead Medicines Management Technician and specialist clinical pharmacists within the acute pharmacy service. Support the development of clinical guidelines and policies relating to pharmaceuticals across the Trust Manage and oversee operational delivery of a 7-day pharmacy service to include weekend working, late duties and bank holiday provision. Lead and support research, quality improvement and audit relating to clinical pharmacy across the Trust Work collaboratively with clinical pharmacy team, Trust staff and external stakeholders and to reduce avoidable harm from medicines at transfer of care.

KEY WORKING RELATIONSHIPS
<p>The Clinical Pharmacy Manager directly line manages the Deputy Clinical Pharmacy Manager, Specialist Pharmacists and Lead Medicines Management Technician. The post holder will directly line manage approximately 16 members of staff and have overall responsibility for approximately 57 members of staff within the pharmacy department</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>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Pharmacy senior management team and multi-disciplinary team within department • Deputy Clinical Pharmacy Manager • Community Services Clinical Pharmacy Manager and community-based team • Clinical Pharmacy Manager (community) • Lead Medicines Management Technician • Clinical pharmacists • Specialist clinical pharmacists • Foundation pharmacists • Pharmacy undergraduates • Dispensary Manager • Dispensary pharmacy staff (registered and non-registered) • Aseptics pharmacy staff • Medicines Management Technicians • Nursing Staff • Medical Staff • Non-registered staff e.g. Discharge Co-ordinators • Lead Education and Training Pharmacist • Lead for on-call pharmacy team • Divisional staff • Clinical leads, cluster managers, site management team, senior nurses and project management across the Trust • Pharmacy staff within Northern Services 	<ul style="list-style-type: none"> • Staff from partner organisations (e.g. Devon Partnership Trust, Hospice, other acute hospitals) • ICB Medicines Optimisation team • GP practices • Primary Care Networks • Community Pharmacies • Education partners, e.g. regional teams including NHS England, University of Exeter • Regional clinical pharmacy manager's network • University of Exeter

ORGANISATIONAL CHART



FREEDOM TO ACT

- Discretion to work within scope of professional competence and expertise to support service delivery and provision of advice.
- To interpret and implement emerging and established national policies and guidance in their application to local pharmaceutical services.
- Directly accountable to the Integrated Pharmacy Services Lead for delivery of safe, effective and efficient clinical pharmacy services to patients within acute hospital.
- To participate in flexible working arrangements including late duties, bank holidays and on call as appropriate. In order to deliver a high standards of care to patients the pharmacy service operates a 7 days a week and staff are therefore required to work some weekends as part of their contracted hours.
- Responsible for ensuring compliance with safety, legal, professional and organisational requirements of clinical pharmacy service delivery of services within post holder's remit.
- Responsible for planning own workload and escalating concerns where support needed.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive highly complex and highly sensitive information on a number of professional and clinical issues relating to medicines where there may be barriers to understanding.
- Demonstrate a variety of skills to facilitate communication of information to include persuasion, negotiation, training, influencing, motivation and reassuring in order to develop collaborative working and agreement across pharmacy team, Trust staff and relevant external stakeholders e. g. clinicians.
- Participate fully and where required, chair meetings up to and including Trust level.
- Ensure clinical pharmacy services interface effectively with core pharmacy services including working in partnership with ward-based medicines management technicians and supporting development of dispensary activities with the Deputy Clinical Pharmacy Manager.
- To assist medical and prescribing staff to adjust prescribing practices in line with the evidence base and local formulary requirements.
- Ensure that the Integrated Pharmacy Services Lead is made aware of any circumstances that would, or may, compromise safe standards of clinical practice.
- Support the Integrated Pharmacy Services Lead in ensuring integration of clinical and supply services.
- Work collaboratively with the Education and Training Lead Pharmacist to co-ordinate and monitor provision of training for clinical pharmacists to include post-graduate training and undergraduate clinical placements
- Mentor and support clinical and post-graduate clinical diploma pharmacists as necessary
- Work collaboratively with the Specialist Pharmacist HCD to promote awareness of delivering best value program through clinical pharmacy teams and prescribing colleagues.
- Ensure clinical pharmacy teams communicate effectively with partner organisations and other healthcare providers to improve patient care at transfer of care
- Ensure effective communication between clinical pharmacy team and partner organisations to fulfil contractual requirements in a professional manner and to meet contractual requirements of SLA agreements.
- To adapt personal communication style and approach when providing advice and information to patients, to respond to patient needs where there may be communication challenges and barriers to understanding and advice may be challenged.
- Deputise for members of pharmacy leadership team when required to support professional and safe delivery of pharmacy services within Eastern services e.g. attendance at divisional and/or clinical meetings.

ANALYTICAL/JUDGEMENTAL SKILLS

- Promote awareness of and monitor compliance with the Trust New Drugs Group decisions including the promotion of the current content of the Devon joint formulary, clinical guidelines, NICE guidelines and policies.
- Prepare and deliver reports to Trust groups that provide clear information, recommendations and action plans about medicines issues impacting on the Trust.
- To undertake risk assessments and implement risk reduction measures where appropriate, to review and update safe systems of work on a regular basis.

- Frequent use of clinical judgement to challenge and influence decisions to ensure patient care is optimised e.g. prescribing decisions, medicines use in pathways
- Support the Trust Medication Safety officer by undertaking investigations into medication incidents, share learning and implement any agreed actions to improve medicines safety
- Provide pharmaceutical advice to support production of guidelines, policies or protocols on medicine use and therapeutics to facilitate safe service delivery.
- Monitor and evaluate prescribing practice within clinical team specialties working with specialist pharmacists to resolve identified problems and escalating where areas of concern
- Frequent requirement to solve highly complex problems where there may be various options to consider and conflicting views on best course of action.
- Work collaboratively with partners employed to support the Trust ePMA system to identify opportunities for improvement to the system to maximise efficiency, support service development and improve patient safety.

PLANNING/ORGANISATIONAL SKILLS

- Manage the provision of ward based clinical pharmacy services, including the development and monitoring of standards for its delivery and key performance indicators at all service levels within the Trust.
- Contribute to the strategic development of clinical pharmacy services and service re-design as a member of senior pharmacy team
- Ensure clinical pharmacy services throughout the Trust are delivered consistently to the required standards
- Ensure an on-call service is provided that meets the need of the Trust and that weekend and bank holiday services are planned and delivered in accordance with operational plans.
- Produce agreed activity and performance reports on a quarterly basis
- Responsible for management, implementation and monitoring of the pharmacy weekend working rota to ensure adequate and safe service provision across 7 days.
- Ensure all managed staff are provided with clear objectives and personal development plans and are appraised at least annually.
- Ensure all senior clinical pharmacists provide training and regular competency-based assessments to rotational pharmacists in their area of expertise.

PATIENT/CLIENT CARE

- Lead the development and provision of clinical pharmacy services to support delivery of safe and effective patient care for all areas.
- Provide clinical ward-based services to any speciality area in the Trust on a required basis in order to provide service sustainability.
- Ensure clinical practice is evidence based, shared and patient focused
- Lead and support provision of pharmacy service to provider organisations through agreed SLA service specifications and ensure high level provision to meet KPI requirements.
- Provide leadership to clinical team to support safe discharge, reducing avoidable harm from medicines at transfer of care and reduce risk of readmission
- Support Trust recovery through regular evaluation and review of clinical pharmacy service to ensure services operating safely and efficiently.
- Promote and support national and ICS patient safety initiatives to improve medicines safety and outcomes in specific therapeutic areas e.g. antimicrobial prescribing; valproate safety
Investigate and respond to pharmacy complaints specific to area of responsibility within required timeframe outlined by the trust (including professional pharmacy advice to patients). Implement procedural changes where necessary.

POLICY/SERVICE DEVELOPMENT

- To work collaboratively with other Clinical Pharmacy Managers within the Trust, region or nationally to benchmark services and identify opportunities for improvement and development
- Responsible for developing clinical pharmacy services to meet the changing needs of the Trust and develop business cases for any clinical pharmacy developments.
- Work in collaboration with the Integrated Pharmacy Services Lead and Medication Safety Officer to review and develop the Trusts Medicines Management Policy and other policies as deemed necessary.

- Provide clinical pharmacy leadership to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.
- Support and contribute to project work/MDT-based projects as required by the wider Trust

FINANCIAL/PHYSICAL RESOURCES

- Holds a delegated budget for clinical pharmacy staff resource and responsible for dispensary stock control
- Responsible for identifying possible cost reduction and/or efficiency initiatives in medicines usage, without adversely affecting the quality of the service provided.
- Actively contribute to the pharmacy delivering best value program supporting cost-effective changes to prescribing at the clinical interface ensuring medicines at transfer of care are accurate and available.
- Actively contribute to identifying efficiency savings in service provision across the Trust.
- Ensure that the clinical team are fully engaged with the local and national commissioning agenda and support the introduction of different ways of working, including homecare schemes, free of charge schemes, Early Access to Medicines Schemes and best value biologic medicines.
- Develop business cases for clinical resources including staffing and IT resources for supporting ward-based activity.
- Manage the development, production and communication of speciality monthly financial medicines usage reports ensuring the clinical pharmacists meet regularly to share with Cluster Managers, Clinical leads and Divisional Business Managers.
- Ensure clinical team support implementation of medicines-related delivering best value schemes and consider medicines financial aspects in relation to service and pathway development
- Ensure ePMA system is used to an optimal level by all staff within area of responsibility to provide a safe and cost-effective service.
- Complete approval to recruit forms to maintain or extend establishment against pharmacy staff budget

HUMAN RESOURCES

- Recruit and maintain staffing levels according to budgeted establishment
- Regular review of skill mix to ensure optimal staffing levels and capability maintained at safe level to reflect changes in demand, workforce planning and development of relevant business cases
- Responsible for the delivery of specialist pharmacists training and development working in collaboration with the Lead Education and Training pharmacist.
- To line manage the Deputy Clinical Pharmacy Manager, specialist clinical pharmacists and Lead Medicines Management Technician to ensure consistent and efficient service delivery to the required standards.
- To ensure staff within area of responsibility have regular appraisal, agreed objectives and personal development plans in place in line with Trust Charter and values

INFORMATION RESOURCES

- Frequent requirement to produce reports and respond to requests for medicines and clinical pharmacy service related information e.g. NHS benchmarking data
- Demonstrate knowledge and proficiency in the use of pharmacy and hospital computer systems e.g. EPIC, Datix, PharmOutcomes

RESEARCH AND DEVELOPMENT

- To participate, organise and deliver appropriate audit, quality improvement or research related to clinical pharmacy services, implementing outcomes, encouraging presentation and publication e.g. ward CD audits
- To develop and co-ordinate pharmacy related clinical research programmes encouraging all staff to participate

PHYSICAL SKILLS

- High level of accuracy and skill required for handling and dispensing of particular medicines.

PHYSICAL EFFORT

- Occasional requirement for light physical effort due to a combination of sitting, standing and walking e.g. walking to and from wards, standing in dispensary

MENTAL EFFORT

- Frequent requirement for concentration for periods while reviewing prescriptions; information on EPIC; calculations; producing or reading reports; policy documents.
- Frequent requirement to respond to the demands of an unpredictable work pattern; regular interruptions by urgent requests for advice and information from pharmacy staff and other registered and non-registered staff groups
- Frequent requirement to change work priorities in response to operational pharmacy and Trust demands

EMOTIONAL EFFORT

- Occasional direct exposure to distressing or emotional circumstances while dealing with incidents involving medicines e.g., distressed patients; responding to complaints; dealing with staffing issues

WORKING CONDITIONS

- Occasional exposure to unpleasant working conditions e.g. aggressive behaviour of patients, clients, relatives, carers.
- Frequent VDU use for IT systems work e.g. electronic clinical system (EPIC), Datix and data analysis

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

To participate in other duties appropriate to band at the request of the relevant manager.

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.

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 infections.

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.

Take responsibility for their workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarity 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.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

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

Job Title	Clinical Pharmacy Manager (Eastern Services)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING. Masters Degree in Pharmacy or equivalent Pharmacist registered with the General Pharmaceutical Council Postgraduate clinical specialist knowledge acquired through diploma level training or equivalent experience Membership of the Royal Pharmaceutical Society of Great Britain Management training/qualification e.g. NHS Leadership Qualification	E E E E	D
KNOWLEDGE/SKILLS Good general knowledge of healthcare systems Understanding of hospital pharmacy systems Clinical pharmacy knowledge Understanding of primary care pharmacy systems and interface Excellent current knowledge of best pharmacy practice Excellent interpersonal skills across all grades of staff Excellent mentoring skills Leadership skills Change management experience Quality improvement knowledge and experience Able to negotiate, influence and motivate Able to make effective decisions Knowledge of national and local commissioning arrangements for medicines Excellent written and verbal communication skills Ability to interpret information and provide advice Adaptable and innovative in approach to work Excellent organisation and prioritisation skills Excellent keyboard skills and familiar with routine office software packages e.g. word, Excel, PowerPoint	E E E E E E E E E E E E E E E E E	D
EXPERIENCE Extensive experience of working in an operational pharmacy environment to include hospital Extensive clinical pharmacy experience across a range of specialties Experience of managing staff across a variety of grades Experience of managing a service across a variety specialties Budget management experience Evidence of implementing service change Evidence of practice research experience Evidence of audit and quality improvement programs Evidence of successful implementation of medicines management initiatives Extensive experience of communication with prescribers, nursing and other MDT staff	E E E E E E E E E	D
PERSONAL ATTRIBUTES Creative thinker Able to work as a team member and organise work of others. Professional attitude and role model – honest, trustworthy, reliable, respectful Able to participate in flexible working, weekends and on call Commitment to improving the quality of care for patients Commitment to Continuous Professional Development Responds positively to service deadlines Able to plan and manage own workload	E E E E E E E E	

Possesses good verbal and written communication skills Able to work under pressure Self-motivated, enthusiastic and flexible Display an understanding of and ability to deal with patient confidential and sensitive information on a daily basis Ability to communicate complex medication issues to staff, patient and carers Compassionate Flexible and willing to adapt approach if required to support change Demonstrate understanding and ability to communicate and deal with all patients and/or carers some of whom may have language, sensory or learning difficulties, or who may be dying or distressed	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 travel to other locations for meetings as required for role	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	Y	✓			
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	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)	N				
Driving	N				
Food handling	N				
Night working	Y		✓		
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	Y		✓		
Challenging behaviour	Y		✓		