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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Deputy Dispensary Manager** |
| **Band:** | **5** |
| **Responsible To:** | **Dispensary Manger** |
| **Accountable To:** | **Chief Pharmacist** |
| **Section/Department/Directorate:** | **Pharmacy** |

**Job Purpose:**

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| The principle role is to provide support the Dispensary Manager. The post holder will be required to act in a supervisory role and work alongside the dispensary manger and other deputy to assist with the implementation of departmental changes.  The post holder will support with the co-ordination of the day to day running of the dispensary to ensure the service is provided to all users in a timely manner.  The post holder will also assist with the training and development of all staff (including pharmacist, technicians, student technicians, assistants and pre-registration pharmacist). | |
| **Context:** |
| The dispensary provides a service to North Devon District Hospital, Community Hospitals, Devon Partnership Trust, North Devon Hospice, Little Bridge Children’s Hospice, Devon Air Ambulance and other units. All drugs are issued from the main dispensary to the wards and external locations with an average of 21,000 items per month including outpatient and discharge prescriptions.  The Deputy Dispensary Manager will be based at the Pharmacy Department, North Devon District Hospital.  The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.   |  | | --- | | **Key Working Relationships:**  Dispensary Manager  Pharmacy Staff  Patients  Ward staff  Porters  Sodexo  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. | |
| **Organisational Chart:** |
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| **Key Result Areas/Principal Duties and Responsibilities**  To provide a range of departmental services under the supervision of the Dispensary Manager.  To assist with the development, review and maintenance of Standard Operating Procedures for all activities undertaken in the Dispensary.  To assist with the management of day to day workload to ensure transport times are met and turnaround times maintained providing a safe, efficient and high quality service.  To support Dispensary staff with queries being aware of own limitations  To assist the dispensary manger with the training of Pharmacy Technicians, Rotational Pharmacy Assistants, Pre-Registration Pharmacy Technicians and Trainee Pharmacists and ensure all staff are supervised appropriately providing support where needed.  To act as the Dispensary Team Leader when necessary  To work as an accredited checking technician undertaking the final accuracy check of medicines in accordance with SOPs  To participate in the safe and effective dispensing of all prescriptions and requisitions ensuring all SOPs for these activities are followed  Manage the supply of Controlled Drugs ensuring legal requirements are met and conduct regular stock and record checks  To ensure that regular expiry date checks, cycle counts and stock checks of all Dispensary items, including Controlled Drugs, is carried out to ensure effective stock rotation and minimise wastage  To line manage pharmacy assistants, including workload allocation, performance, career development and sickness absence management  To support pharmacy stores (procurement and distribution) as required  To assist with the destruction of Controlled Drugs  To assist in the recording of Key Performance indicators (KPIs)  To assist with the implementation of departmental changes in relation to the Dispensary  To actively participate in team meetings and attend Regional Dispensary Mangers meetings in the absence of the Dispensary Manager  To assist with recruitment when necessary  Ensure that a clean, tidy and safe working environment is maintained within the Dispensary  Hand out prescriptions and counsel patients appropriately on their medicines  Problem solving with own limitations  To support the Discharge Lounge with processing of TTAs  To support the Senior Quality Assurance Technician with the management of Unlicensed Medicines.  To support the management of Clozapine in line with SLA  To manage the supply of FP10s  To mark pre-registration pharmacy technicians and Rotational Pharmacy Assistants work  To identify and pursue personal training needs with the objective of improving personal development and performance  To participate in the weekend and Bank Holiday rota  To undertake any other reasonable duty in the interest of the Pharmacy service as requested by the Dispensary Manager |
| **Communication and Relationship Skills**  Communicates with patients and other staff regarding medicines.  Maintain good relationships with pharmacy, medical, admin and nursing staff. Promotes positive and effective communication with the department and with service users.  Liaise with various members of Medical, Nursing and Pharmacy staff when solving problems and prescription queries ensuring the best possible service is provided.  Ensure that all service users visiting the department are dealt with as quickly and efficiently as possible encouraging pharmacy staff to be sensitive to the individual’s needs.  Ensure that all telephone calls are answered promptly and courteously.  Work closely with the Dispensary Manager to implement changes  Work closely with the dispensary staff to assist with their needs and support training  **Analytical and Judgement Skills**  Ability to analyse and interpret the requirements for the dispensary including staffing and service issues  Ability to identify areas for improvement and put forward suggestions for service development  Assist and deal with queries and complaints regarding the Dispensary service within limitations  **Planning and Organisational Skills**  Organise the day to day workload in the dispensary to ensure the service is carried out efficiently and effectively to meet the needs of the patients and other service users  Meet regularly with the Dispensary Manager to discuss progress and highlight potential problems and discuss performance/KPIs  Deal with ad hoc queries from Dispensary Staff and service users within limitations  Organise the supply of FP10s  Organise the Rotational Technicians, Student Technicians, Assistants, visitors and external students to ensure the Dispensary workload is managed effectively.  Identify any gaps in staff training, highlight these to the Dispensary Manager and assist with the support of training  Ability to manage and priorities own workload .  **Physical Skills**  Demonstrate a high degree of attention to detail with the ability to dispense and check medications accurately.  Competent use of IT to include Microsoft programmes  **Responsibility for Patient and Client Care**  Dispensing medications for patients  Checking medications for patients  Provide advice to patients on the safe use of medications  Ensure compliance with medicines legislation  **Responsibility for Policy and Service Development**  Assist with the development, implementation and monitoring of Dispensary policies and standard operating procedures.  Work in line with departmental and Trust standard operating procedures  Identify potential areas for improvement and assist with implementation of relevant changes  **Responsibility for Financial and Physical Resources**  To request drugs, consumables and patient specific medication for ordering  Undertake regular stock checks of all drugs, including Controlled Drugs  Accurately book out medications to ensure waste within the dispensary is kept to a minimum  Handling of cash or card transactions for prescription payments  **Responsibility for Human Resources**  Supervising staff in the dispensary to ensure they are working to the maximum of their potential  Contribute to the induction of new staff and provide training to ensure all staff can work safely  Line manage Rotational Pharmacy Assistants, involving appraisals, performance and sickness management with support from the Dispensary Manger  Assist with the monthly rota to ensure sufficient staff within the dispensary  To act as a member of the interview panel for other staff as requested  **Responsibility for Information Resources**  Report medication incidents using the trust Datix system  Report any near misses in line with departmental procedures  Ensure all relevant documentation is filed and stored appropriately and securely  Retrieve and manipulate data using excel  **Responsibility for Research and Development**  Dispensing and/or checking of clinical trial products in line with trial protocols and Good Clinical Practice.  **Decision Making**  Operate within the Trusts and departmental policies and procedures, using own initiative and seeking advice from Dispensary Manger as required  Deal with queries from service users and staff knowing when to refer  Given information and advice about the supply and use of medications to service users within limitations knowing when to refer  Take responsibility for any specific areas of work or projects that maybe agreed managing their own workload and offer solutions to maintain and improve the service.  **Physical Effort**  Lifting boxes  Standing for long periods dispensing and checking prescriptions  Frequent use of IT  **Mental Effort**  Requires long periods of concentration for all aspects of work, calculating doses when dispensing and checking  Ability to cope with interruptions to provide advice to staff and service users  Work as an accredited checking technician undertaking the final checking of prescriptions in accordance with Standard Operating Procedures  **Emotional Effort**  Deal with potentially confrontational situations appropriately  Giving out completed prescriptions, potentially to terminally ill and/or distressed patients  Work to deadlines dealing with interruptions and conflicting priorities  **Working Conditions**  Requirement to work independently with support from the Dispensary Manager  Frequent use of computers and the need for standing/sitting for long periods  Dispensing in line with COSHH regulations where necessary  Handing medicines including cytotoxic and potentially hazardous including those returned to the pharmacy  The poster holder will be expected to work flexible hours as required to cover extended hours, weekend and Bank Holiday working. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST: Deputy Dispensary Manger**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  BTEC and/or NVQ level 3 or equivalent in pharmaceutical services/pharmaceutical sciences  Registered Pharmacy Technician with General Pharmaceutical Council  Accredited checking Pharmacy Technician qualification  TATQ Assessor qualification or equivalent  Significant hospital pharmacy experience  Knowledge of Good Clinical Practice | E  E  E  E  E  E |  |  |  |
| KNOWLEDGE/SKILLS:  Good knowledge of therapeutic drug use obtained by continuing professional development  Knowledge of legal requirements for dispensing and medications including Controlled Drugs  Able to train staff in Dispensary practices and in the use of the pharmacy system with the ability to adapt appropriately  Knowledge of change control and project management  Knowledge of wider pharmacy community | E  E  E  D  D |  |  |  |
| EXPERIENCE:  Significant hospital pharmacy experience  Past experience of quality improvement work  Past experience of managing, supervising and training staff | E  D  D |  |  |  |
| PERSONAL REQUIREMENTS:  Able to work flexibly in a team whilst also having the ability to supervise and direct the team  Able to work independently, show imitative within own authority  Able to deal with conflict effectively in a professional manner  Good decision making skills  Good communication skills | 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 as required | E  E | Interview  Interview |  |  |

\*Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation | X |
| Cytotoxic drugs | X | Night working |  |  |  |