

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medicines Management Senior Assistant Technical Officer (SATO)
Reports to	Lead Technician Medicines Management
Band	AfC Pay scale Band 3
Department/Directorate	Pharmacy/Clinical Support and Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> The post holder will undertake duties to support the provision of a safe and effective pharmacy service subject to department requirements. Participate in the dispensing and supply of medicines for pharmacy customers including inpatient and discharge medications to ward areas and provide an efficient service to the discharge lounge. Assess patients' own drugs (PODs) to determine whether they are suitable for use in the hospital, as well as maintaining and ordering non-stock medicines for patients,

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Undertake computer-based training for the Trust Electronic Patient Record and Dispensing system (EPIC) and prepare medicines for patients using this system. Co-ordinate the timely and efficient processing of discharge prescriptions for patients in ward areas and the Discharge Lounge. Act as a point of contact for pharmacy-related discharge activities, ensuring effective communication with internal and external stakeholders. Support safe transitions of care by proactively identifying and addressing discharge-related pharmacy delays. Undertake ward-based medicines management duties, including assessment of PODs and ordering non-stock items to nominated wards, as per medicines management policies and Standard Operating Procedures (SOPs) Ensure prescriptions are dispensed accurately and efficiently in line with Trust SOPs. Porter completed discharge prescriptions from the pharmacy to the Discharge Lounge, as necessary, to support timely patient discharge and maintain service flow. Carry out top-ups of ward stock, stock rotation and expiry date checks for the Discharge Lounge and/or nominated wards. Liaise with prescribers to obtain completed controlled drug prescription copies and ensure their prompt delivery to pharmacy for dispensing. Process medication for destruction or return to stock as appropriate in line with relevant SOPs. Assist in the training/induction of new members of staff including pharmacy technicians, pharmacists, foundation year pharmacists and pre-registration student technicians. Maintain safe systems of work at all times, being responsible for the quality and accuracy of all work undertaken. Respond to telephone and other communications dealing with enquiries in the appropriate manner according to departmental procedures. Hand out medicines to patients and ward staff following correct processes.

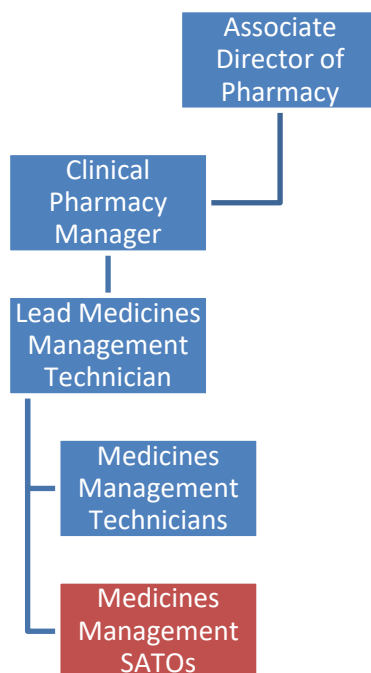
KEY WORKING RELATIONSHIPS
<p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public.</p>

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Pharmacy Staff• Ward staff• Allied Healthcare Professionals	<ul style="list-style-type: none">• GP surgeries• Community Pharmacies• Nursing/Residential Homes• Patients and carers

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within a range of Trust policies and pharmacy standard operating procedures (SOPs) to support service delivery.
- Take part in developing and writing SOPs covering relevant pharmacy processes.
- Work is overseen by the Medicines Management Technician or pharmacist.
- Use initiative to deal with routine matters and queries, deciding when it is necessary to refer to line manager or registered professional.
- Post holder prioritises how to complete work tasks and in which order e.g. prioritising TTA meds for patients in discharge lounge.
- 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 requests are acted upon.
- Communication will typically include factual information but may involve patient sensitive and confidential information.
- Communication methods will include telephone, verbal, written and electronic.
- Liaise with internal departments and external care providers e.g. community pharmacies, GPs, etc. to ensure continuity of medication supply post-discharge.
- May be required to adapt own methods of communication style to overcome communication challenges.

- Effectively contend with informal/verbal complaints from ward staff or patients in the first instance before appropriate referral to line manager, if necessary.

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently responds to more complex prescription enquiries which require judgement on facts that require some degree of analysis. Examples may include changing prioritisation of dispensing for discharge prescriptions based on clinical urgency and operational pressures and controlled drugs dispensing.
- Identify and escalate discrepancies or safety concerns in discharge prescriptions.
- Evaluate and assess suitability of PODs for use during inpatient stay.
- Determine appropriate quantities required when ordering and dispensing medication.
- Communicate general issues and those of concern to pharmacy technician 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.
- Plan and co-ordinate daily discharge activities, ensuring optimal use of pharmacy and ward resources.
- Organise and prioritise workload in response to changing service demands.
- Support efficient provision of dispensing in regards to discharge orders through forward planning and early identification of issues.
- Participate in the assistant checking rota as appropriate, supporting the safe and efficient supply of medicines.

PATIENT/CLIENT CARE

- Provide information to healthcare professionals and pharmacy colleagues e.g. availability of inpatient and discharge medications to support direct patient care.
- Contribute to high standards of patient care through safe, effective and timely medicines management.
- Educate patients about their discharge medications when necessary, referring to a pharmacist or pharmacy technician as appropriate.
- Promote use of PODs to improve continuity and reduce medicine waste.
- Assist in the provision of a safe, effective and timely supply of medication to patients.

POLICY/SERVICE DEVELOPMENT

- Support the implementation of Trust discharge initiatives and contribute to local service improvements.
- Responsible for following department SOPs and make suggestions for improvement to practice or to improve pharmacy service provision.
- Provide feedback and suggestions to improve pharmacy discharge processes and patient flow.
- Assist with audits related to medicines management aimed at improving service quality.

FINANCIAL/PHYSICAL RESOURCES

- Promote cost-effective use of medicines, including encouraging the use of PODs and avoiding unnecessary dispensing.
- Ensure medicines are stored and handled appropriately, minimising waste.
- Participate in stock control processes, particularly for To Take Out (TTO) medication and non-stock medication.
- Safely dispose of unsuitable or expired medication in accordance with local SOP and return appropriate medication to stock following assessment.

HUMAN RESOURCES

- Support the induction and training of new pharmacy staff in medicines management and discharge lounge related processes. Participate in regular personal development and appraisal discussions.

- Responsible for provision of training to new starters within the team and provide annual refresher training for other pharmacy staff groups.
- Responsible for provision of technical support to pharmacy teams.

INFORMATION RESOURCES

- Frequent inputting, storing and processing data using Trust computer systems. This will include dispensing medication and recording information on the Trust EPR system EPIC.
- Maintain accurate documentation of medicines management activities, including POD assessments and medication orders.

RESEARCH AND DEVELOPMENT

- Complete and participate in surveys and audits within area of work as appropriate e.g. medicines management processes and pharmacy service effectiveness.

PHYSICAL SKILLS

- High level of accuracy required for dispensing and data entry.
- Manual dexterity and attention to detail required to complete dispensing tasks.

PHYSICAL EFFORT

- Periods of sitting for data input, frequent standing for dispensing.
- Frequent periods of walking within pharmacy department and moving between clinical ward areas.
- Occasional requirement to lift or move boxes of medicines or documentation <10kg.

MENTAL EFFORT

- Frequent interruptions requiring a switch in focus while managing workflows and responding to urgent requests.
- Frequent concentration required for assessing PODs and daily tasks to ensure the safe and legal supply of medicines.
- Work pattern is generally predictable.

EMOTIONAL EFFORT

- Rare exposure to distressing or emotional circumstances such as terminally ill patients and/or carers.
- Occasionally involved in distressing or challenging situations while working at ward level.

WORKING CONDITIONS

- Work is primarily based in the pharmacy dispensary, with regular visits to the ward areas and discharge lounge.
- Occasional exposure to potentially aggressive or confrontational situations.
- Frequent exposure to busy working environment with limited working space at times working in close proximity to colleagues.
- Occasional exposure to cytotoxic medications during dispensing process.
- Frequent exposure to repetitive tasks requiring high levels of concentration.

OTHER RESPONSIBILITIES

Carry out any other reasonable duties consistent with the role, as required by the lead technician.

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 (DSE) 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

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OTHER REQUIREMENTS <ul style="list-style-type: none"> • 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 • Ability to travel to other locations as required • Willingness to take part in weekend working rota as required 	E E E	D
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		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	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	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	N				
Challenging behaviour	Y	✓			