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| **JOB DETAILS** | |
| **Job Title** | Associate Director of Pharmacy – North Devon District Hospital |
| **Reports to** | Director of Pharmacy |
| **Band** | 8c |
| **Department/Directorate** | Pharmacy / Specialist Services |

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| **JOB PURPOSE** | |
| * The Associate Director of Pharmacy (ADP) is responsible for the management of all aspects of pharmaceutical services provided at North Devon District Hospital (NDDH) to ensure compliance with all relevant statutory requirements. * The post holder is expected to provide professional leadership and pharmaceutical advice at an appropriate level to NDDH. * The ADP will provide leadership and uphold the standards of pharmacy practice, quality assurance, risk management and other issues of clinical governance related to medicines management at NDDH. * The ADP has a responsibility to contribute to and support the development & delivery of the Care Group objectives and operating framework in the Clinical Specialist Services Care Group * The ADP is responsible for working with the senior team to deliver an integrated pharmacy service across NDDH and RDE pharmacy teams | |
| **KEY WORKING RELATIONSHIPS** |  |
| Areas of Responsibility: (type of work undertaken)  No. of Staff reporting to this role: (If applicable)   * Manages all staff groups within the Pharmacy Departments: Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Administrative & Clerical staff - responsible for approximately 80 wte located across Northern Devon.   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: | |

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| **Internal to the Trust** | **External to the Trust** |

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| * Director of Pharmacy * Trust Executive Team * Medical lead for Medication Safety and Controlled Drugs Accountable Officer (CDAO) * Care Group management teams * Medical staff, all grades * Senior Pharmacy Team * Senior Nurses and other healthcare professionals in the Trust * Human Resource Staff / Finance Staff / Planning Staff * Staff within the Care Group | * Integrated Care System leads * Primary Care Networks * GPs * Other NHS Networks * Clinical Director, Lead Executive Officer of the Cancer Network * Patients * Pharmaceutical Companies |

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| **ORGANISATIONAL CHART** | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * The postholder is responsible, together with the Director of Pharmacy, for the leadership and delivery of pharmacy services at North Devon District Hospital (NDDH) * To lead the pharmacy team by example, ensuring practice is in accordance with the General Pharmaceutical Council, Trust, CQC and NHS guidance * To deputise for the Director of Pharmacy at NDDH Care Group and operational meetings and when required at RDE in absence of ADP, RDE. * The postholder is responsible for the development and implementation of strategic plans for pharmaceutical services and for ensuring the development of a progressive and responsive service working to robust clinical governance frameworks * The postholder is responsible for supporting the CDAO in any investigations relating to mis-use of controlled drugs at NDDH and delivery of any audit requirements to ensure that substances liable to mis-use are subject to appropriate controls. * Responsible for Medical Gases and Non-Medical Prescribing (including Patient Group Directions) across NDDH. * Provides expert advice on medicines management, including legal advice, to senior managers, consultants and other health care professionals at NDDH. * Responsible for ensuring the audit and monitoring of pharmacy services and medication optimisation at NDDH following Trust level processes. * Responsible for managing a staff budget in the region of £1.5 million, including all aspects of Pharmacy services at NDDH. * Responsible for managing the procurement of medicines, medical gases and vaccines, in the region of £23 million at NDDH. * To develop and monitor Pharmaceutical Services short- and long-term strategies in line with the Trust’s overall strategic direction and to meet the needs of an integrated service * To lead the NDDH pharmacy senior team to plan, organise and provide a broad range of innovative approaches to continuously improve service delivery, encouraging all members of staff to contribute towards these improvements in the pharmacy department and across the Trust * To develop and co-ordinate Pharmacy’s transformation programme at NDDH, meeting and exceeding the quality targets required nationally and locally. To be proactive in devising innovative ways of achieving and monitoring the quality of pharmaceutical services thus ensuring that the needs of patients and customers are met. * To directly manage the Pharmacy workforce to ensure high levels of motivation, productivity and service quality, promulgating effective two-way communication. This will include the use of Human Resources Policies and Procedures in appropriate situations (e.g. service re-design, managing change, disciplinary procedures etc). * To be responsible for the implementation of Patient Safety Initiatives and training/education initiatives related to medicines management on behalf of the both Pharmacy and the Trust, including national alerts, and local safety priorities at North Devon. * To be responsible for training/education initiatives related to medicines management on behalf of the both Pharmacy and the Trust, including national alerts, and local safety priorities. |
| **FREEDOM TO ACT** |
| * To interpret and implement emerging and established national policies and strategies in their application to pharmaceutical services locally. * Directly accountable to the Director of Pharmacy for the delivery of safe, effective and efficient pharmacy services to patients. * To work with the Care Group Director and Director of Pharmacy as part of the management team to achieve the Care Group and Trust objectives. * To deputise for the Director of Pharmacy and represent the Trust in the local health community in matters relating to medicines use and pharmaceutical services when required. * To participate in and advise Trust wide Groups to ensure that patient safety remains paramount. * The post holder will ensure compliance with Trust Policies and Procedures pertaining to quality and governance. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To provide and receive highly complex, sensitive and potentially contentious information and present this information to large groups of departmental/divisional and Trust staff to move the Pharmacy strategic plan forward in line with the Director of Pharmacy and Trust’s strategic direction. * This will include managing and reconciling conflicting views where there are significant barriers to acceptance or understanding. * To work with external agencies, to develop continuity of pharmaceutical and medicines management services across the health economy. * Ensure that good communication regarding operational issues and changes in working practices are maintained within the Pharmacy. * To participate in meetings and the team brief giving feedback as appropriate. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To use highly complex facts, information and situations, which require the analysis, interpretation and comparison of a range of options to make a judgment about the strategic direction of pharmaceutical services within the Trust. * To establish systems to manage medication risk and enhance patient safety throughout the Trust at the patient level (individual patient medicines), practice level (with other professionals), and process level (organisational). * To develop monitoring systems and metrics with the Medication Safety Officer to measure and improve medicines optimisation/management aspects of patient safety, with particular emphasis on medicines reconciliation and high-risk drugs. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The role is responsible for planning and strategy at Northern pharmacy services reporting to the Director of Pharmacy.  The Director of Pharmacy is responsible for the longer term strategic plans which impact across the Trust (ie both sites).   * To proactively manage activity to ensure that the pharmacy service meets its contractual obligations and is able to respond effectively to meet market demands and opportunities. * The postholder is responsible for the development and implementation of strategic plans for pharmaceutical services and for ensuring the development of a progressive and responsive service working to robust clinical governance frameworks * To implement procedures for ensuring that pharmacy plays an active role in the Trust Clinical Governance agenda. This will include collaborating with the Director of Pharmacy and Medication Safety Officer (MSO) for pharmacy clinical governance activities, establishing systems to introduce and monitor pharmacy standards, ensuring that evidence-based practice is commonplace, initiating clinical supervision and mentorship where appropriate, and involving patients in developing existing and new services. |
| **PATIENT/CLIENT CARE** |
| * To ensure that pharmaceutical services provided are patient-focused, taking account of multiple competing factors and remaining responsive to the needs of prescribers and consumers. * To ensure that the Pharmacy learns from adverse clinical incidents, complaints and staff and patient involvement and responds to improve the services provided. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Directly responsible for the formulation and implementation of Pharmacy policies and procedures for the Pharmaceutical service, interpreting general health, organisation or occupational policies where appropriate. * To contribute to the strategic development & delivery within the Clinical Specialist Services Care Group * To provide pharmaceutical advice to all appropriate committees, working parties and project teams which may be set up and in operation throughout the Trust. This will include being a key member of and providing professional leadership to the Trust’s New Drug Group, Medicines Management Group and Medical Gas Group. * To develop and implement safe & effective systems through policies and procedures designed to manage the use of medicines throughout the Trust, covering all aspects from prescribing, procurement, storage and supply through to administration, and ensuring compliance with the requirements of the Care Quality Commission and the NHS Litigation Authority. * To develop and implement safe & effective systems through policies and procedures designed to manage the use of medicines throughout the Trust, covering all aspects from prescribing, procurement, storage and supply through to administration, and ensuring compliance with the requirements of the Care Quality Commission and the NHS Litigation Authority. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Directly influences expenditure on prescribing budgets in the region of £23 million across the Trust. * Responsible for managing a staff budget in the region of £1.5 million, including all aspects of Pharmacy services at NDDH. * To formulate the annual service development plan for Pharmacy, which includes transforming the services and where necessary building business cases and undertaking option appraisals for additional resource or re-allocation of established. To take overall responsibility for implementing the plan and monitoring progress. * To ensure adequate monitoring advice on all expenditure associated with the use and application of drugs and pharmaceutical commodities as used throughout the Trust ensuring there is an efficient and cost effective system for the procurement, stock control and distribution of pharmaceuticals at NDDH. * To ensure that all delegated ordering and associated medicines procurement processes are undertaken in accordance with the Trust supply strategy, Trust Standing Orders, Standing Financial Instructions and public sector policy and legal frameworks. * To ensure compliance, as appropriate, with the best practice standards for the management of Purchasing & Supply, and through compliance identify, develop and encourage the implementation of best practice and value for money purchasing arrangements Trust wide. * To manage, report and advise on all expenditure incurred by the pharmaceutical service as set within agreed budgets and contribute to Delivering Best Value program for medicines. * To report and advise Trust Care Group and management on the clinical governance and financial aspects of medicines use. |
| **HUMAN RESOURCES** |
| * To ensure that there are robust systems for managing individual performance and for addressing poor performance and that performance systems are closely aligned with operational and strategic objectives. * Manages all staff groups within the NDDH Pharmacy Department: Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Administrative & Clerical staff - responsible for approximately 80 wte located across Northern Devon. * To ensure that Pharmacy staff are deployed in the right numbers, with the right skills and skill mix, organised in the right way to deliver organisational effectiveness and efficiency. * To foster the culture of continuous professional development to include the adequacy of post registration education and continuing professional education and vocational training of staff within Pharmacy. This will include ensuring that all members of staff have an up-to-date and relevant Personal Development Plan which reflects the core training requirements of the post in addition to CPD requirements. * To ensure that all Pharmacy staff participate fully in the appraisal process. * To ensure that all staff in Pharmacy attend the corporate induction programme and receive a comprehensive induction to the workplace and their job responsibilities and are managed within the Trust Probationary Policy. * To ensure all Pharmacy staff are consistently managed in line with the Trust’s absence and performance policies * In-service training will be provided to allow staff to provide a competent service. Staff have a personal responsibility to continually review their level of knowledge and expertise in order to keep abreast of the progress of pharmaceutical knowledge and to maintain a high standard of competence. Each member of staff must take responsibility for their own Continuing Professional Development |
| **INFORMATION RESOURCES** |
| * To ensure that prescribers and service users have ready access to appropriate information on all aspects of the use of medicines and drug therapies. * To act as Information Asset Owner for a number of pharmacy operating systems and be responsible for ensuring all systems are compliant with the IAO requirements |
| **RESEARCH AND DEVELOPMENT** |
| The Associate Director of Pharmacy role will be responsible for overseeing and linking with the Northern services R&D team.  Overarching pharmacy strategy for the wider Trust remains the responsibility of the Director of Pharmacy.  The overseeing at Northern services would occur on a monthly basis.   * To be responsible for the co-ordination and implementation of the Pharmacy Research & Development and audit programmes and activity, using the results to promote evidence-based practice at NDDH. * Promote practice-based research for pharmacy services * To be responsible for the delivery of clinical trials to support the Research and Development agenda |
| **PHYSICAL SKILLS** |
| * Regular requirement to drive and work at other locations in course of duties and use of keyboards |
| **PHYSICAL EFFORT** |
| * Frequent use of computers. * Frequent periods of walking around site to visit wards and departments. * Travel between sites (post works across the organisation). * Ability to travel to meet the requirements of the post.   . |
| **MENTAL EFFORT** |
| * Working under pressure with tight deadlines, changing and conflicting priorities and frequent interruptions by requests for advice and incidents. * Frequent prolonged concentration developing strategies writing reports involving a broad range of complex activities including chairing meetings * Managing the increasing expectations, within a limited budget, whilst raising standards, achieving higher quality and delivering significant financial savings. * Regularly attend distressing and emotionally charged meetings regarding personal matters with staff (e.g. disciplinary meetings, consultation meetings etc). * Frequently have difficult discussions with staff (within pharmacy & wider Trust), commissioners and patients regarding safe, effective & efficient use of medicines * Dealing with difficult situations involving staff internal and external to pharmacy * Working on own initiative with minimal management support to achieve Trust objectives. * Managing unpredictable workload due to frequent interruptions requiring urgent solutions at times * Ensuring accurate completion of documentation and reporting to demonstrate achievement of targets and legal requirements. |
| **EMOTIONAL EFFORT** |
| * Having to communicate information and guidance to a wide range of staff including Directors, Clinical Leads and other stakeholders. * Occasional exposure to highly emotional and distressing circumstances. * Deal with critical incidents involving medicines at department and Trust level involving complaints * Giving unwelcome news to staff members |
| **WORKING CONDITIONS** |
| * To ensure compliance with the Health & Safety at Work Act and all other relevant legislation, national and local policies and procedures. * Rare exposure to unpleasant conditions and challenging behaviour. * To be responsible for the implementation of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified. |
| **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. It is the responsibility of every employee whilst at work to carry out his/her work in a manner which is safe and absent from risk to the health of him/herself and any other person who may be affected, and to co-operate with his/her manager in complying with any relevant statutory regulations.  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. Ensure safe practice to minimize the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of responsibilities as listed in the Infection Control Operational Policy.  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. |
| **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.  *his is* |

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| **Job Title**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | **Associate Director of Pharmacy, NDDH** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Degree in Pharmacy * Registration with the General Pharmaceutical Council * Masters degree or post-graduate qualification * Extensive post-registration experience * Postgraduate Management / Leadership qualification | E  E  E  E  E |  |
| **KNOWLEDGE/SKILLS**   * Understanding of NHS systems of work * Thorough contemporary knowledge of NHS strategy and policy * Understanding of complex organisation dynamics * Effective oral and written communication skills * Excellent interpersonal skills * Advanced leadership and senior team member skills * Balancing strategic and operational management demands * Proven budgetary management skills * High level change and conflict management skills * Ability to influence significant organizational change and service development | E  E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**   * Senior management in an acute hospital * Experience of working in several areas within hospital pharmacy * Evidence of successful change management particularly medicines management * Evidence of broad and specialized CPD * Recent involvement in R&D/Clinical Trials * Recent involvement and leadership in risk management governance and audit * Evidence of delivering staff development pre and post-registration * Evidence of managing services to external customers including through SLAs. * Evidence of implementing change in a multi-disciplinary environment * Evidence of working with primary care colleagues to implement change | E  E  E  E  E  E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**  **Physical Skills & Effort**   * Frequent use of computers. * Frequent periods of walking around site to visit wards and departments. * Travel between sites (post works across the organisation). * Ability to travel to meet the requirements of the post.   **Emotional Effort**   * Having to communicate information and guidance to a wide range of staff, including Executive Team, Directors and Clinical Leads. * Occasional exposure to highly emotional circumstances, when the news is unwelcome.   **Mental Effort**   * Frequent requirement to prioritise workload where the workload is unpredictable. * Prolonged concentration developing strategies and policies, involving a broad range of complex activities. * Writing complex reports, checking documents, chairing meetings etc. * Also having responsibility for ensuring all appropriate documentation is accurately reported to demonstrate Trust has met statutory targets and fulfilled its legal duties. * Intense concentration when representing the Trust at external organisations and functions. * Unpredictable workload due to frequent interruption requiring urgent problem solving.   **Requirements due to working environment**   * Average office conditions but frequent requirement to use transportation across the Trust sites. | E  E  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. | E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N | ✓ |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N | ✓ |  |  |  |
| Blood/body fluids | N | ✓ |  |  |  |
| Laboratory specimens | N | ✓ |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  | ✓ |  |  |
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| **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 | ✓ |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | ✓ |
| Heavy manual handling (>10kg) | N | ✓ |  |  |  |
| Driving | Y |  |  | ✓ |  |
| Food handling | N | ✓ |  |  |  |
| Night working | N | ✓ |  |  |  |
| Electrical work | N | ✓ |  |  |  |
| Physical Effort | Y |  | ✓ |  |  |
| Mental Effort | Y |  |  |  | ✓ |
| Emotional Effort | Y |  |  |  | ✓ |
| Working in isolation | Y |  |  | ✓ |  |
| Challenging behaviour | Y | ✓ |  |  |  |