

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Medicines Management Assistant |
| **Reports to**  | Lead Technician Medicines Management |
| **Band**  | AfC Pay scale (Subject to formal matching) Band 3 |
| **Department/Directorate**  | Pharmacy/Clinical Support and Specialist Services |

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| **JOB PURPOSE**  |
| Carry out general pharmaceutical duties under the supervision of the lead technician for medicines management, the dispensary manager or deputy, assisting in the provision of a safe and effective pharmacy service in line with current policies, procedures and legal requirements. Work within patient services undertaking medicines optimisation duties on the wards, improving the quality of care to patients in a clinical area by means of an efficient medicines optimisation system. This will include assessing patients own medicines ensuring they are suitable for use in hospital and maintaining and ordering non-stock medicines for patients. Work in the dispensary dispensing prescriptions and providing support to the dispensary manager and lead technician in the day to day running of the dispensary. **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Work with supervision to assist in the provision of medication to patients on and during admission and on discharge to nominated wards as per medicines management policies and procedures.
* Assess whether any medicines brought in by patients are fit for use and remove (with patient’s permission) any medicines not suitable for use.
* Ensure inpatients have a supply of all medication by ordering any medication required (as one-stop) or by ensuring ward stock is available.
* Reduce omitted doses by processing requests in a timely manner.
* Liaise with/refer to pharmacists, pharmacy technicians, doctors and nursing staff over clinical issues as appropriate.
* Assist with ward based discharges as appropriate.
* Support with information gathering processes e.g. medication histories; discharge medicines service; blister pack patients.
* Carry out top-ups of ward stock, stock rotation and expiry date checks for nominated wards.
* Process medication for destruction or return to stock as appropriate.
* To participate in audit and project work.
* Assist in the training/induction of new members of staff.
* Prioritise and organise daily workload to ensure that all required tasks are completed within allocated timescale.
* Label and dispense medication against clinically screened prescriptions and according to prescriber instructions. Refer any unclear or ambiguous instructions.
* Maintain safe systems of work at all times, being responsible for the quality and accuracy of all work undertaken.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas  of  Responsibility: (type of work undertaken)No. of Staff reporting to this role: (If applicable) 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**  |
| * Pharmacy Staff
 | * GP surgeries
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| * Ward staff
 | * Community Pharmacies
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| * Allied Healthcare Professionals
 | * Nursing/Residential Homes
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Major decisions must not be made without reference to a supervisor/line manager
* Must be able to make basic decisions regarding routine work but remain within own limitations
* The post holder works using a combination of all 3 methods but with the understanding that they contact a supervisor if unsure about anything: i) work with supervision close by, ii) is guided by standard operating procedures, iii) work is managed rather than supervised
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * On a daily basis communicate/liaise with all pharmacy staff, nursing staff and other healthcare professionals, both within and external to NDHT
* On a daily basis communicate with patients and patient’s relatives/carers in order to provide effective and appropriate advice, whilst remaining within personal limitations and knowing when to refer to an appropriate member of staff
* Frequently adapt methods of communication when interacting with patients with difficulties such as hearing problems, language issues
* Frequently deal with queries and issues from patients and other hospital staff
* Effectively contend with informal / verbal complaints from ward staff or patients in the first instance before appropriate referral to line manager if necessary
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Will need to assess patients own medication against set criteria and determine if safe to use
* Will need to accurately transcribe information from prescription charts to order sheets
* Will need to assemble ward orders, lists and prescriptions; refer to appropriate staff for clarification/queries relating to these
* Will need to determine quantities required when ordering and dispensing pharmaceuticals
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Organise and plan own day-to-day activities and prioritise workload effectively
* Plan straightforward tasks
* Plan and organise on-going activities and work with others to achieve this
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| **PATIENT/CLIENT CARE**  |
| * Direct contact with patients, carers/relatives
* Assist in the provision of a safe, effective and timely supply of medication to patients
* Provide appropriate information to patients and carers/relatives
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| **POLICY/SERVICE DEVELOPMENT**  |
| * The post holder is expected to work following pharmacy SOPs and Trust policies
* The post holder will be expected to support with audits in relation to medicines management and service improvement
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * The post holder will be responsible for maintaining the security of stock by checking the storage and distribution of medicines
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| **HUMAN RESOURCES**  |
| * Will be required to assist in the training/induction of trainee medicines management assistants/pharmacy staff
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| **INFORMATION RESOURCES**  |
| * Post holder is required to input, store and provide information manually and using computer software
* Will be required to accurately transcribe information from medication charts to order sheets
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| **RESEARCH AND DEVELOPMENT**  |
| * Participate in audit/project work to develop the medicines management service
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| **PHYSICAL SKILLS** |
| * Standard keyboard skills
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| **PHYSICAL EFFORT** |
| * Standing/sitting for long periods
* Accessing and assessing patients own medication at ward level
* Frequent transfer of medication/information from ward to pharmacy and vice versa
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| **MENTAL EFFORT** |
| * Concentration and attention to detail is required in all routine daily tasks
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| **EMOTIONAL EFFORT** |
| * Ability to deal with challenging or demanding patient/staff behaviour at ward level and in dispensary areas
* Occasional distressing/difficult situations at ward level
* Deal with high stress levels of patients, relatives and staff
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| **WORKING CONDITIONS** |
| * Busy working environment – on wards and in dispensary
* Occasional aggressive patient behaviour at ward level
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Medicines Management Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Provide evidence of completion of the following level 2 NVQ Units:

Assemble prescribed items Undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check 6Maintain pharmaceutical stock* Be accredited in, or be willing to work towards, the SWMIT Medicines Optimisation Qualification – Unit 1 Managing Patients Medication Requirements

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| **KNOWLEDGE/SKILLS**Experience of working in a community or hospital pharmacyKnowledge of good customer careGood literacy and numeracy skillsComputer literate  | C:\Users\BentleSa\AppData\Local\Microsoft\Windows\INetCache\IE\MCQI3RHE\13937569818111[1].png |  |
| **EXPERIENCE** At least 6 months experience of working in a hospital or community pharmacy setting. | C:\Users\BentleSa\AppData\Local\Microsoft\Windows\INetCache\IE\MCQI3RHE\13937569818111[1].png |  |
| **PERSONAL ATTRIBUTES** Excellent interpersonal and communication skillsAbility to be empatheticAbility to handle difficult or emotional situationsAble to work as a team memberGood organisational and prioritisation skillsAble to concentrate for long periods of timeAbility to work accurately with good attention to detailAbility to work accurately under pressure | C:\Users\BentleSa\AppData\Local\Microsoft\Windows\INetCache\IE\MCQI3RHE\13937569818111[1].png | C:\Users\BentleSa\AppData\Local\Microsoft\Windows\INetCache\IE\MCQI3RHE\13937569818111[1].png |
| **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.  | C:\Users\BentleSa\AppData\Local\Microsoft\Windows\INetCache\IE\MCQI3RHE\13937569818111[1].png | C:\Users\BentleSa\AppData\Local\Microsoft\Windows\INetCache\IE\MCQI3RHE\13937569818111[1].png |

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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 | Y |  |  |  | F |
| 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 |  | OO |  |  |
| Cytotoxic drugs | Y |  | fsOx |  |  |
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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 |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | O |  |  |
| Mental Effort  | Y |  |  |  | F |
| Emotional Effort  | Y |  | O |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | O |  |  |