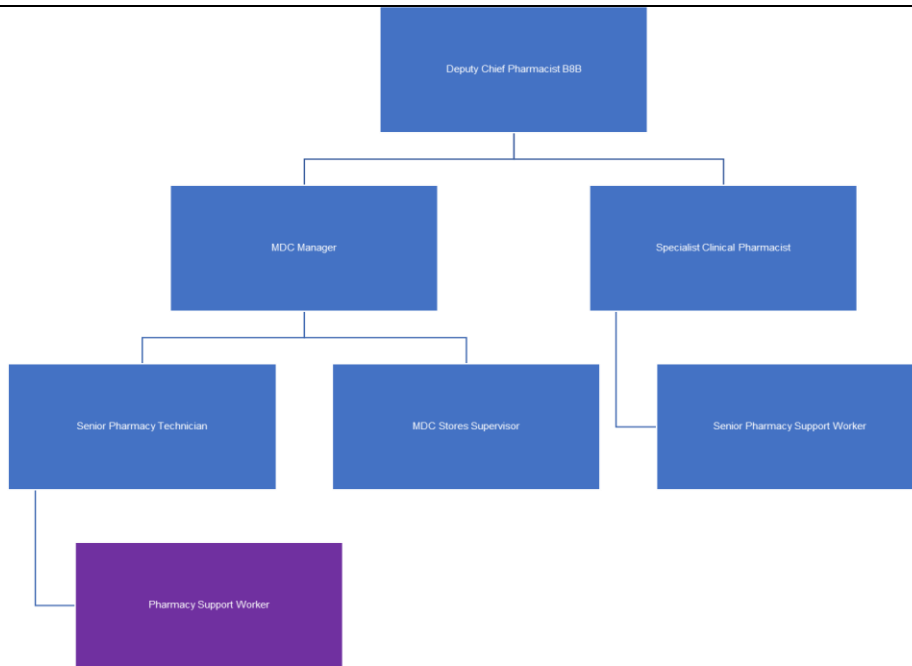




JOB DESCRIPTION

1. Job Details	
Job Title:	Pharmacy Support Worker
Pay Band:	A4C band 2
Reports to (Title):	MDC Manager
Accountable to (Title):	Chief Pharmacist
Responsible for (Title/s):	
Location/ Site/ Base:	Medicines Distribution Centre. May be required to travel to any Trust site.
2. Job Purpose	
<p>Pharmacy Support Workers are responsible for receipting in stock and preparing medicines packs for use by frontline staff and register medicines related data in accordance with Trust policies and procedures.</p> <p>To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate SECAmb values.</p>	
3. Role of Department	
<p>Provide expert, strategic medical and corporate leadership and advice to the Trust on all matters pertaining to pharmaceutical patient care, medication safety and clinical governance.</p> <p>Lead on continuous quality improvements in clinical practice, the quality of care provided and the reduction of clinical risk.</p> <p>Implement and lead change to deliver the Trust's Clinical Strategy whilst ensuring that robust clinical governance systems are in place.</p> <p>To work collaboratively with the Quality & Nursing Directorate to develop a culture which embeds Clinical Quality and Governance and monitors its effectiveness.</p> <p>Provide professional leadership for all clinical staff grades.</p>	

4. Organisation Chart



5. Duties & Responsibilities

- Compliance with the Trust's Medicines Policy and relevant procedures across the Trust and at Paddock Wood medicines area.
- Preparation of the Trusts medicines packs according to the required standard load list, using the Trusts electronic systems for managing such processes in line with the medicines packing process.
- Ability to prioritise workloads, meet deadlines and work under pressure with a high degree of accuracy.
- Ensure all medicines being packed are in date and not subject to a recall.
- Ensure continued supply of stocked medicines packs are ready for the appropriate distribution to operational staff via the Logistics service.
- Contribute to the stock control within the department, including participating in stock-checks, tracing and resolving stock discrepancies, being proactive in ensuring that urgently required drugs are sourced.
- Assist the Pharmacy Healthcare Professional, Clinical Pharmacist and Chief Pharmacist on all matters relating to medicines management and governance within the Trust.

- Assist the Pharmacy Healthcare Professional, Clinical Pharmacist or Chief Pharmacist where necessary to implement changes to improve processes and maximise resources.
- Help to ensure that the Trust is compliant with the legal and statutory requirements in relation to all matters that pertain to medicines storage and packing activities.
- Participate in Quality Assurance of the packing processes and monitor the quality of services provided.
- Maintain a near miss log and support in incident investigation in relation to packing processes should the need arise.
- Contribute to guiding new staff in induction training, and contribute to the development of the team and continued improvement in the Medicines management and governance across the Trust.
- Actively promote the flow of work through the department and communicate with Distribution hubs and stations when obstacles arise.
- Undertake the booking in and receipting in of medicines on arrival from suppliers using the SECAMB computer software, ensuring they are correctly added to the computer software program.
- Recording of medicines packs transactions where medicines have been used during patient care on the appropriate software system.
- Assist in the locating and safe securing of medicines in the event of a recall or incident.
- Ensure pharmaceutical waste is disposed of in line with local procedures and Trust Policy.
- Attend or undertake appropriate training and development as deemed necessary and develop own knowledge and skills by asking questions and provide information to others when required and maintain a personal development file.
- To complete all regular mandatory training as required.
- Establish and maintain communications with Trust staff and other departments as necessary.
- Use of appropriate resources including telephone, computer and IT software.

- Assist with special projects as and when required, as appropriate to the grade, promoting the image of SECAMB by working in accordance with Trust vision and value's.
- Maintain a safe working environment for self and others, reporting any identified issues to the line manager, or other manager in their absence as appropriate.
- To develop and maintain highly effective filing systems in accordance with Trust guidance for records management (paper and electronic), to ensure key information can be stored and retrieved when required.
- Under the Data Protection Act ensure shredding and destruction of documents as and when required.
- Welcome and support visitors accordingly.
- Undertake any other work commensurate with the general grade and level of the post.
- The job consists of varied tasks requiring some flexibility of mind and personal organisation to determine priorities and handle more than one issue at a time.
- The post holder will be expected to work as part of a team to deliver key performance indicators (KPI) and participate in the Trust's performance management system to meet required objectives as appropriate.

Key Relationships

- Executive Medical Director
- Director of Quality & Nursing
- Chief Pharmacist
- Deputy Chief Pharmacist
- Medicines Safety Officer
- MDC Manager
- Specialist Clinical Pharmacist
- Pharmacy Technician Higher Level
- Senior Pharmacy Support Workers
- Pharmacy Support Workers
- Medicines Governance Administrator
- MDC Stores Supervisor
- Senior Pharmacy Technicians
- Logistics Services Manager
- Stores Officers
- Consultant Paramedics/Clinicians

- Senior Management Teams
- AD Quality & Compliance
- Head of Research & Development
- Consultant Paramedic, Clinical Education & Training
- Clinical Operational Teams

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment**. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

As a member of the senior leadership team/ management team, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 2018. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 2018 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:	24/08/2022	
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

PERSON SPECIFICATION

Factors	Essential <i>The essential criteria are those which the role cannot operate without.</i>	Desirable	Assessment <ul style="list-style-type: none"> • Application Form (App) • Interview (I) • Assessment (Ass)
Qualifications/ Training What should the candidate have already attained?	The post holder must possess a good standard of general education, including Maths and English GCSE or equivalent Good working Knowledge of Microsoft Office	Buttercups – Certificate in Medicines Management in the Ambulance Service NVQ level 2 in Pharmacy related services	App / I
Knowledge What particular knowledge should the candidate already have?	A basic understanding of how medicines are packed for ambulance services.	An understanding of 'Good Manufacturing Practice'	App / I
Experience What previous type of experience should the candidate have?	Experience of working in a pressurised environment	Experience of working in a stores/ packing environment Experience of maintaining electronic and paper records	App / I
Skills What particular skills should the candidate already have?	To work effectively as part of a team, contributing to positive working relationships. Good communications and interpersonal skills dealing with a wide range of internal and external staff and stakeholders. Ability to plan and organise own workload to meet conflicting priorities and targets.		
Personal Qualities	Ability to work effectively with diverse range of people from different cultures		App / I

	<p>Good team worker</p> <p>Ability to use own initiative within defined procedures and to respect and maintain confidentiality.</p> <p>Ability to abide by trust policies and procedures.</p> <p>An ability to respect and appropriately manage sensitive and confidential information.</p> <p>Commitment to own personal development.</p>		
Other	To work as part of a rota shift system		

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	24/08/2022
Reviewed By:	