

## Job description

<b>Post</b>	<b>Support Worker Higher Level – Medicines Management</b>
<b>Band</b>	<b>Band 3</b>
<b>Department</b>	Pharmacy
<b>Responsible to</b>	<b>Technician Specialist Medicines Management</b>
<b>Professionally Accountable to</b>	<b>Chief Pharmacist</b>
<b>Date written</b>	24 <sup>th</sup> February 2022
<b>Written by</b>	J Macklin

## Job summary

- To work at Kettering General Hospital in designated areas within pharmacy and at ward level providing a supporting role, for both ward and Pharmacy staff, around medicine management issues.
- To work with the Pharmacy store to provide a ward top-up service to the designated ward.
- To support effective discharge from the ward via the dispensing process.
- To work with the ward staff to ensure medicines are available for each patient during their stay and to ensure the appropriate medicines are available at discharge.

## Key working relationships

Medicines management Technician lead  
Medicine Management team  
Pharmacy teams  
Multi-disciplinary team

## Organisational structure

## Main duties and responsibilities



▶ Compassion



▶ Accountability



▶ Respect



▶ Integrity



▶ Courage

## CLINICAL:

- Collate the admissions to designated wards and contact GP surgeries to obtain a current medication history for individual patients.
- Ensure the information collected is passed to the relevant pharmacist or technician within a reasonable timescale.
- Identify if the patient has bought in any PODs (Patients Own Drugs) and record it on the appropriate paperwork.
- Having gained permission from the patient, check in the patient's locker to identify any medicines, clarifying they are for the current patient and remove any which are not.
- Identify when a patient has moved to another ward by using the Patient tracking system and ensure that any PODs are transferred to the new ward.
- To dispense any medication required for discharge following departmental dispensing procedures.
- To dispense any medicines required for a patient whilst they are in- patients.
- Following completion of appropriate training to undertake end of process checks on specific items.
- To work with the medicines management technicians and pharmacists to identify drugs that have been dispensed for discharge, but not supplied to the patient, and return them into the Pharmacy stock management system following departmental procedure.
- To regularly review the contents of ward drug trolley ensuring the contents are fit for purpose.
- To work on the wards at KGH to provide a drug ward top-up service, ensuring the stock is in date and stores in accordance with the Control of Medicines Policy.
- To produce computerised stock lists for the wards/departments.
- To pick pharmaceutical items for ward/departmental stock, including cytotoxic and COSHH items, and pack them according to departmental procedure.
- To put the ward stock away on the relevant ward following a top-up.
- To work with designated medicines management technicians and pharmacists to ensure stock is available on the wards on a daily basis.
- To return stock that is no longer required to the Pharmacy. Return into the Pharmacy stock management system following departmental procedure.
- To liaise with the ward staff and update the ward stock lists in line with departmental

procedure.

- To check stock items picked once a checking competency has been completed, and ensure they are distributed according to departmental procedure.
- To supply items to community pharmacies, under the terms of our registered shop licence, including all the necessary invoicing information, which is passed to Finance under the supervision of the Stores ATO (distribution/top-up).
- To ensure any supplementary labels are attached to medical items before distribution to the wards/departments.
- To carry out the monthly expiry date checks within the stores unit, as per departmental procedures under the supervision of the stores ATO (distribution/ top-up).
- To know what is on the hospital formulary and inform a technician or pharmacist if they receive a request for a non-formulary item.
- To ensure stock is supplied to the wards in a timely fashion, passing on or dealing with any emergency requests for stock made by any service users, always ensuring patient safety.
- To offer advice to staff on the safe storage of medicines in line with departmental policy.
- To maintain all necessary documentation.

#### AUDIT RESEARCH AND SERVICE DEVELOPMENT:

- To participate in any relevant audit being undertaken by the department.
- To take an active role in contributing towards service development and improvement both within the Pharmacy and the hospital as a whole.

#### EDUCATION:

- To assist in creating a suitable learning environment.
- To participate in the training of other Assistant Technical Officers, Student Pharmacy Technicians, Pre-registration Pharmacists and any other staff when appropriate.
- To identify a Personal Development Plan through an annual performance review.
- To develop appropriate skills in accordance with departmental requirements.
- To contribute towards working in a safe environment by self-checking ones' own work and nurturing a spirit of self-checking in others.

- To partake in the department's assessment and re-assessment programme for ATO'S including end-checking assessment for stock items.

## CLINICAL GOVERNANCE

- To take an active role in supporting the Clinical Governance agenda both within the Pharmacy department and the Trust.
- To participate in the investigation of incidents regarding medicines.
- To maintain appropriate standards of service and safety to comply with the Trust Control of Medicines Policy and to ensure that the principles of safe and secure handling of medicines are adopted (Duthie Report 1988).

## Statutory and miscellaneous

- Take responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns or if registration lapses or expires. (all registered staff)
- **This post involves access to patients and their data including children and/or vulnerable adults as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary to apply for and be in receipt of a satisfactory **standard DBS check** of the post holder. (this statement relates to patient facing but non clinical role)**
- The Trust requires all roles requiring DBS check, to have a satisfactory DBS recheck every three years
- The Trust requires require all new starters to subscribe to the DBS update service where it is a requirement of the role.
- Be responsible for maintaining own vaccinations/Hepatitis B immunity.
- Safeguard patient confidentiality at all times including adherence to the Data Protection Act.
- Attend the Trust statutory refresher courses as necessary
- This post is subject to the terms and conditions of employment of Kettering General Hospital NHS Foundation Trust.
- Be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirement of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the

postholder. Appropriate notice of such changes will be given.

### **Confidentiality, Data protection and data quality**

General Data Protection Regulation (GDPR) safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- uphold its principles; and
- adhere to Trust policies and to maintain strict confidentiality at all times

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained (where appropriate).

### **Safeguarding Children & Adults at Risk**

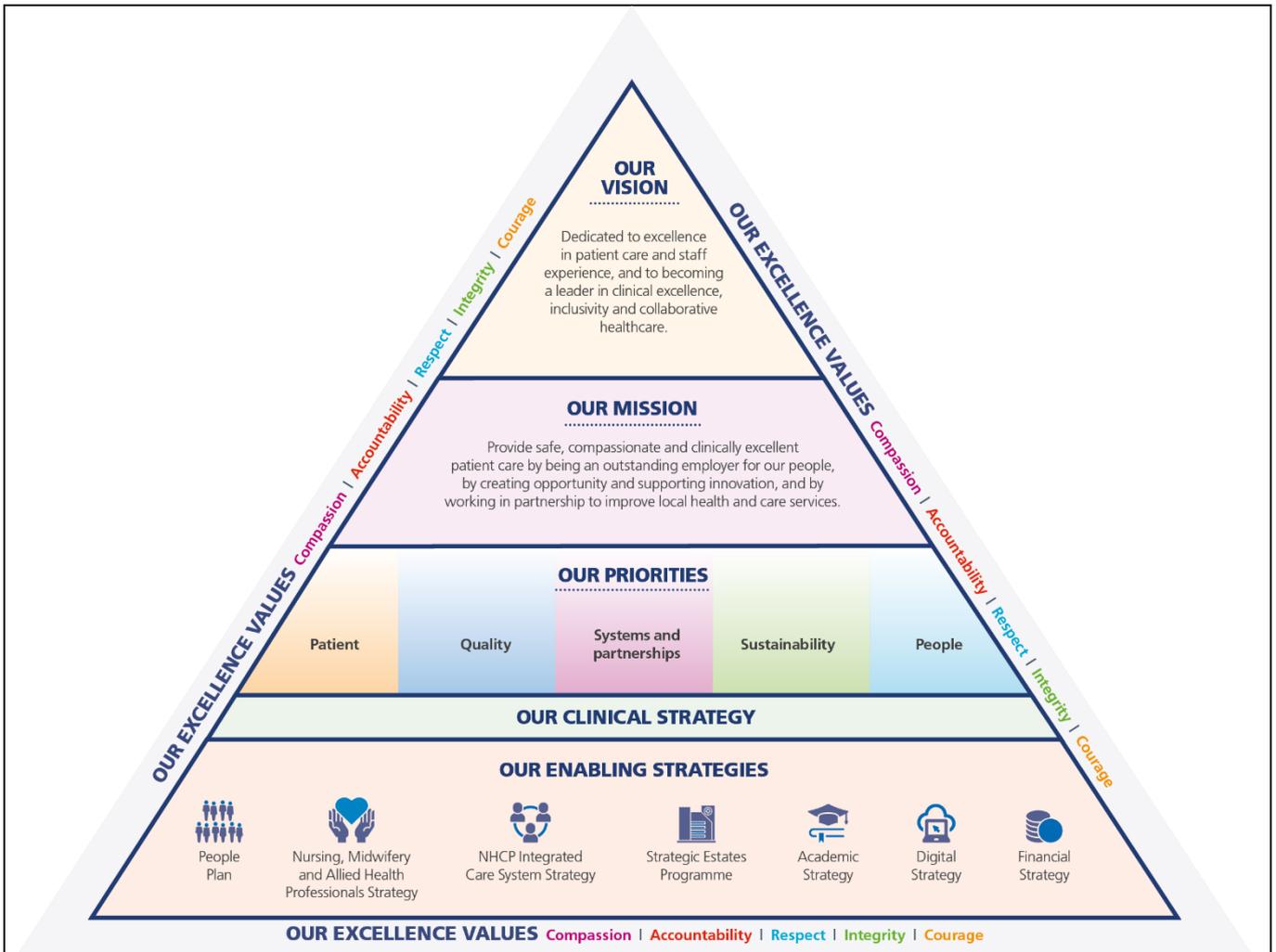
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

### **Our Vision and Values**

Kettering General NHS Foundation Trust and Northampton General Hospital NHS Trust are both part of the University Hospitals of Northamptonshire NHS Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information about working for us:

- [Kettering General Hospital NHS Foundation Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)



**Our Excellence Values**



▶ Compassion



▶ Accountability



▶ Respect



▶ Integrity



▶ Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new thinks. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Shortlisting Criteria	Essential	Desirable
<b>Education, Training &amp; Qualifications</b>		
5 G.C.S.E.'s including Maths, English and a Science (A-C Grade)	X	
Appropriate NVQ2 units in Pharmacy services	X	
<b>Knowledge &amp; Experience</b>		
Worked as a Medicines Management Assistant		X
Rotation within the various areas of the Pharmacy		X
<b>Skills</b>		
Broad understanding of the structure of the NHS	X	
Current issues around hospital stay / discharge	X	
Able to offer advice on the safe storage of drugs		X
Able to work to procedures	X	
IT skills (for Pharmacy computer)		X
Able to communicate with all other members of the team	X	
Able to communicate with other healthcare professionals	X	
Understanding of their part in the hospital team	X	
Effective written and verbal communication skills	X	

Proven ability to be able to influence a team and its outcomes	X	
Organisational skills e.g. prioritising/time management	X	
Ability to work alone and as part of a team	X	
High degree of self-motivation	X	
Post registration qualification in management		X
<b>Key Competencies/ Personal Qualities &amp; Attributes</b>		
Empathetic	X	
Good time management	X	