

Job Title:	Pharmacy Team Leader
Reports to (job title):	Head of healthcare
Line Manager to:	

Job purpose

The pharmacy Team Leader will provide high quality care and medication treatment to patients with clinical indications in a prison setting. This role works as part of a team delivering care to patients both within the Healthcare Centres and on the Wings / House blocks within the prison environment as well as establishing and maintaining relationships with staff at all levels, customers and other key stakeholders. Candidate must be flexible to cover shifts as and when needed and step up to provide support to the team.

The Pharmacy Team Leader will support in the development of the healthcare service and the healthcare staff.

The role will involve integrated working with all areas within the Prison and other services.

Base location

HMP Chelmsford

Key responsibilities

- Provide support to technicians who require carrying out supervisions/ appraisals on a regular basis.
- Complete the induction training for new starters from day one to the end of probation.
- Providing training to staff where appropriate.
- Complete the rotas for the pharmacy team.
- Ensure that all staff are competent to complete all pharmacy duties within their competency to pass probation and provide support for staff to achieve this where lacking with encouragement and guidance.
- Ensure a high standard of care for patients under your management.

- Assess patients, administer treatment and refer them as appropriate to other healthcare professionals or external agencies where needed.
- Assess prisoner's fitness for medication to be administered.
- Provide disciplinary action and performance management to staff where required.
- Review the pharmacy teams conduct and documentation to ensure that it meets the standards of the business.
- Assist on the wings as per business needs.
- Provide professional advice and support to junior members of staff.
- Make and maintain complete and accurate clinical records.
- Be involved in senior management meetings (i.e Meds management, Drug strategy, Safety huddle, Complex case meetings and Clinical Governance meetings)
- Lead Pharmacy team meetings and complete daily safety huddle meetings and work closely with the clinical and lead pharmacist and support pharmacy manager.
- Undertake and support in completing pharmacy audits, building team strength and have good clinical knowledge around medications and prison processes.
- Provide written statements as required and to give oral testimony as required in any Court or Tribunal.
- Undertake all duties as required of a Healthcare Professional in HMP Chelmsford and to comply with the competencies, knowledge and skills framework of the Department of Health.
- Comply with all requirements and/or legislation of the post.
- To carry out any other activity or action appropriate to the role of a Prison Registered Professional Pharmacy Team Leader as required.
- To challenge any inappropriate behaviours of the pharmacy team with support from senior management if required.

The tasks and responsibilities shown above are not exhaustive but should merely be regarded as a guide. The jobholder will be required to conduct any reasonable activities according to the business needs at that time and positive mindset with problem solving attitude as a leader. These will be subject to periodic review and may be amended to meet the changing needs of the service. The job holder will be required to participate in this process and the company would aim to reach agreement to changes.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care Think Do	
• Inspire • Challenge •	Accountability
• Understand • Improve •	Involve
• Communicate • Learn •	Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees cannot smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Qualified ACT (Accuracy Checking Technician)
- Excellent communication and inter-personal skills
- Ability to build and develop relationships
- Strong leadership and management skills or working towards these with support and guidance
- Strong customer service skills
- Must be confident and capable of autonomous practice

Experience/Qualifications/knowledge:

- Registered pharmacy technician
- Experience in a similar role
- Experience in a Prison environment highly desirable
- Excellent medication knowledge
- Experience of working as part of a multi-disciplinary team

Employee signature

Manager signature
