

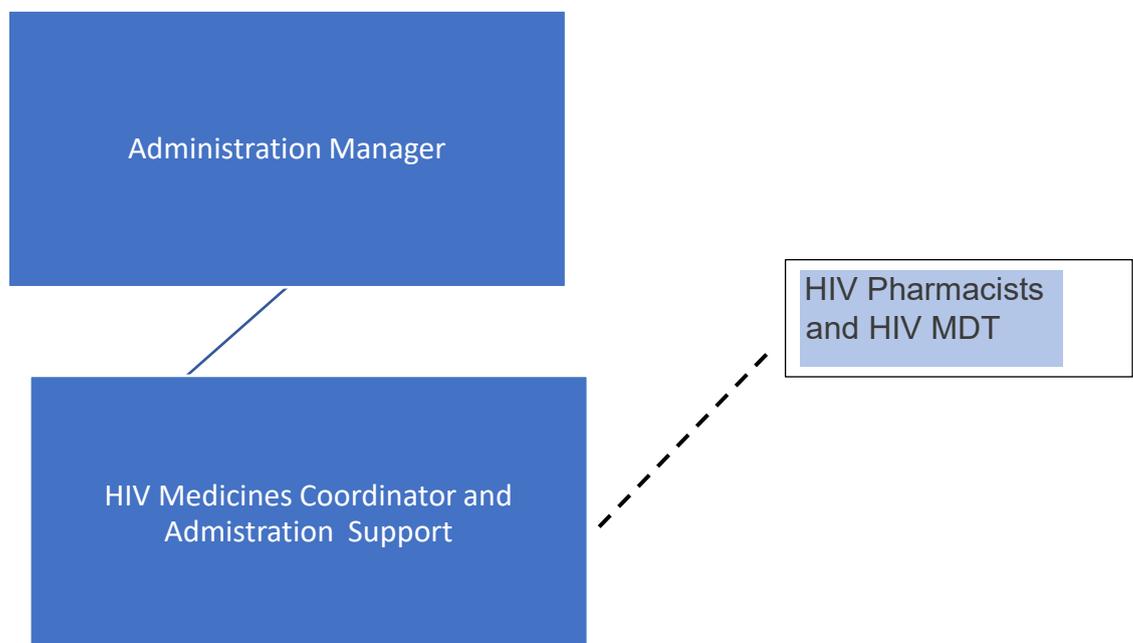
Job Title:	Band 3 HIV Medicines Coordinator and Administrator Support
Reports to (job title):	Administration Manager – Coventry and Warwickshire Sexual Health Hub

Job purpose

The main purpose of this role is to work closely with the HIV Pharmacists and the HIV service to provide an efficient and accurate HIV medication coordination and supply. The HIV service provides care across 4 hubs to a large cohort of HIV positive patients within Coventry and Warwickshire Sexual Health based in Rugby, Nuneaton, Leamington, Coventry and Stratford Upon Avon, many with complex health and social needs related to or affected by their HIV or related conditions. May be required to provide Pharmacy support at HIV Spoke venues which is currently once a week in Stratford Upon Avon.

The role involves assisting the HIV pharmacists in the management and coordination of the HIV services including managing levels of dispensed HIV medicines held across the 4 hubs.

The role is managed as part of the administration structure but there is a very robust working relationship with the HIV Pharmacists and team



Key responsibilities

- To act as a point of contact for HIV patients requesting medications and act accordingly and as per internal processes
- The post holder will ensure that routine information is communicated to the team, department or other stakeholders when relevant.
- To manage and maintain accurate patient records and documentation in relation to their medication supply and escalate any issues
- To assist with medication administration processes under supervision, ensuring compliance with protocols but also working with the Pharmacist and other colleagues within the HIV service develop and improve the processes for patients
- Support the Pharmacists with inventory management
- Schedule appointments and coordinate patient appointments
- Respond to patient medication queries by communication with patients face to face and on telephone
- Prepare and process any paperwork related to prescription and patient care
- Take part on the MDT in relation to any prescribing preparation and actions
- To liaise with the dispensing pharmacy to accurately monitor the progress of requested medications
- Work closely with the dispensing pharmacy staff regarding any supply and medication issues and relay these back to the HIV pharmacy team.
- To maintain and monitor the stock of dispensed HIV medicines located across the 4 sites and send regular reminders for uncollected medicines to minimise waste
- Resolving any HIV medicines prescription queries and refer to pharmacy team as necessary.
- To liaise on a regular basis and attend meetings, when necessary, with the HIV pharmacy team
- To undertake audits as required and as directed by the HIV pharmacists.
- Work with patients to support their care by helping them to understand the importance of adherence and collecting their medications in a timely way.
- Have communication channels with South Warwickshire Foundation Trust to ensure seamless medication pathways
- Provides reports on HIV medication wastage and introduces strategies to improve this

Training and Education

- To contribute to the development and maintenance of Standard Operating Procedures for HIV services
- To support the training admin/reception staff in relation to HIV services as well as general duties.
- To actively participate in pharmacy practice meetings providing educational talks and regular updates on HIV services.

Job Description

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
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• 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

Job Description

- 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 within 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 are not able to 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

- Minimum 3 GCSE's
- Previous experience in working in a pharmacy environment or in healthcare administration for a minimum of 1 year
- Driving License and access to a car for work purposes.
- Confidence to work independently and intuitively within HIV specialism.
- Knowledge of medication administration procedures and patient care practices
- Able to communicate effectively with patients both verbally and written
- Strong organisational tasks and ability to prioritise
- Able to identify barriers to communication and implement solutions to overcome them.
- Emotional Intelligence.
- Good generic IT and literacy-based skills.
- Strong analytical skills
- Ability to apply sound professional judgement for legal and ethical issues
- Time management and prioritisation skills
- Experience and ability to use pharmaceutical software.

Job Description

- Evidence of continuous professional development.

Desirable

- Qualification in pharmacy

Employee signature

Manager signature
