

Job Title:	Pharmacy Dispensing Assistant
Reports to (job title):	Clinical pharmacist/Lead Pharmacist
Line Manager to:	

Job purpose

The post holder will participate with other team members of the pharmacy staff aiming to provide an efficient and comprehensive pharmaceutical service within the pharmacy departments at HMP Norwich, under the direction of the Clinical Pharmacist and Pharmacy Technicians. Extended duties will include labelling, dispensing, stock rotation and storage and dealing with dispensary queries.

1. Be responsible for ensuring the delivery of a legal, safe, high quality prison pharmaceutical service which reflects National and local policy and priorities, taking into account the high level of security that must be maintained at all times
2. Be responsible for providing a timely and efficient pharmaceutical service in accordance with HCRG Care Group Medicine Policy
3. Support implementation of medicine management strategy and associated services and projects across the Norfolk Prisons
4. Assist in the delivery of cost-effective prescribing, the medicines optimisation strategy and management of medication budgets.

Base: HMP Norwich

Key responsibilities

Management and Organization

- Support efficient day to day running of the dispensary.
- Input and maintain data ensuring the Patient Medication Record is accurate and up to date.
- To answer telephone and face to face queries of a routine or technical nature from a wide range of staff groups. Refer appropriate queries to the relevant member of the Pharmacy team when necessary.
- To liaise with various members of the Pharmacy team and ward staff when solving supply problems and ensuring the best service to patients.

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- To check expiry dates on stock items on a regular basis, as per SOP
- To re-issue returned drugs in accordance with local procedures.
- To participate in appropriate training schemes for pharmaceutical staff. To keep relevant pharmaceutical clinical and technical knowledge up to date.
- Take responsibility for managing their own health and wellbeing.
- Be responsible for maintenance of correct Controlled Drug records in accordance with the Misuse of Drugs Act 1971
- Maintain an up to date knowledge of developments in local/national guidance in order to maintain/deliver high quality services to the Prison.
- Ensure that any incidents are reported on the incident reporting system promptly and leading the investigation of medication related incidents at HMP Norwich including report writing and trends analysis
 - Maintain a clean and tidy working environment for the dispensing process
 - Support daily orders and preparation of any associated paperwork
- Maintain computer files for prisoner information and dispensary computer operations
- Maintain high levels of safety and security and be constantly vigilant
- Support with transport of medication to the prison gate and around the prison in a manner which maintains the integrity and security of the medicines whilst adhering to necessary safety precautions.

Clinical

Be responsible for:

- Ensuring that all dispensed medicines are received in accordance with agreed dispensing standards.
- Ensuring that patient details on the computerized record system using information from prescriptions prepared by the medical staff ensuring that drug histories are up to date and complete
 - Identification of areas where the technical pharmacy service can be developed and work with pharmacy team to implement this

Education and Training

- Participate in the development and delivery of training events for HCRG Care Group employed staff in the prison Healthcare to support:
 - The implementation of medicine related policies and procedures
 - An appropriate level of knowledge for healthcare professionals using homely remedies
 - Take responsibility for ensuring all personal statutory and mandatory training requirements are fully compliant.

Responsibilities specific to the prison environment

- The post holder may come in contact with prisoners on a daily basis; this client group can be challenging due to the high proportion that have mental health illness and substance misuse problems.
- To be familiar with Prison Standards, rules, policies and any other relevant material within the prison setting

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This job description is not exhaustive and may be amended with agreement from the employee and employer.

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

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| <ul style="list-style-type: none">• Inspire • Challenge •• Understand • Improve •• Communicate • Learn • | <ul style="list-style-type: none">AccountabilityInvolveResilience |
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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 1998 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.

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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.

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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 observe strict fire and security precautions at all times.

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.

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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.

PERSON SPECIFICATION

Essential

- Knowledge of legislation and good practice in relation to medicines
- Experience of stock control
- Demonstrate initiative
- Good interpersonal skills and ability to communicate with clinicians, healthcare professionals and patients
- Ability to manage own workload and meet objectives and targets
- Ability to motivate self and others
- Ability to perform in a challenging environment
- Ability to respond in a calm manner in a crisis
- Good attendance record and willingness to participate in weekend/bank holiday rota when required.

Desirable

Employee Signature

Manager Signature

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