

JOB DESCRIPTION

Job Title	Assistant Technical Officer (Acute Care Pharmacy)
Location	Integrated Diagnostics and Cancer Services
Accountable to	Chief Pharmacy Technician
Pay Band	2
Job Evaluation Reference No.	1309v1/JE/23
Responsible For	Goods in Aseptics, Medicines Management and Support to Nobles Pharmacy Team
Organisation Chart	See page 10
Job Purpose	<ul style="list-style-type: none"> ♥ To be the first point of contact for medicines delivery (goods in) and to record items onto the computer system ♥ To liaise with wholesalers/manufacturers to ensure the resolution of any problems associated with delivery of orders ♥ To be actively involved in supporting a pharmacy service within the department to all wards and other departments through the dispensing and distribution of medicines, including portering to wards ♥ To be actively involved in supporting Aseptic services. ♥ To be responsible for designated work in pharmacy and on wards/departments.
Knowledge, training & experience required to do the job	<ul style="list-style-type: none"> ♥ The essential knowledge, training and experience requirements of this role are: <ul style="list-style-type: none"> ♥ A positive attitude towards on-the-job learning in various sections of the Pharmacy Department to develop a good understanding of the service, and to ensure tasks are carried out precisely and efficiently ♥ Experience of using computer systems and applications ♥ Good organisational skills for work planning ♥ Pride in establishing and maintain high standards of work with attention to detail ♥ Ability to work accurately under pressure ♥ Ability to work unsupervised and alone within departmental guidelines/SOPs ♥ The desirable knowledge, training and experience requirements of this role are: ♥ Previous experience of dealing with customers and difficult queries ♥ Work experience in any of the following hospital environment, stock control, finance, reception/telephone work.
Main duties & responsibilities	<ul style="list-style-type: none"> ♥ To ensure that required processes are carried out correctly by accurately following Standard Operating Procedures

	<ul style="list-style-type: none"> ♥ To participate in the goods inward (deliveries from suppliers) system, checking goods delivered against delivery note and original Pharmacy order, while maintaining the security of the Department. ♥ To enter goods received into the Pharmacy computer system before placing them in the correct location in the Pharmacy Department ♥ To liaise with wholesalers/manufacturers to ensure the resolution of any problems associated with delivery of orders e.g. wrong item delivered; to make a judgement on what needs to be referred to the Lead Technician in Procurement and Homecare ♥ To dispense medicines against prescriptions in the Dispensary, under the direction and supervision of the Dispensary Manager and Lead Pharmacist (Procurement & Patient services) – prescriptions will be clinically checked by a Pharmacist prior to assembly, and accuracy-checked by a Pharmacist or an accredited Checking Technician on completion. Dispensing may include: <ul style="list-style-type: none"> ♥ Picking, packing and labelling of medicines which have been prescribed ♥ Reconstitution of powdered medicines according to manufacturer's instructions ♥ Filling of compliance devices as appropriate; assembling packed and labelled medicines in a tray for final checking ♥ To take in & hand out prescriptions at the Pharmacy hatch ♥ To respond to telephone and "face to face" enquiries of a routine nature from patients, members of the public and hospital staff and to refer queries to relevant members of the Pharmacy team when necessary ♥ To work in the Aseptic Unit carrying out suitable duties under the direction and supervision of the Aseptic Services Manager and Lead Pharmacist (Aseptic Services) including; <ul style="list-style-type: none"> ♥ Noting the room temperatures and pressures in the log at the start of each working day ♥ Changing the fridge temperature charts on a weekly basis. ♥ Cleaning all aseptic work areas ♥ Setting out microbial monitoring plates as required (sessional and weekly) ♥ Ensuring stock rotation and accurate storage of drugs and components used in the Aseptic Unit; topping up the preparation room with consumables ♥ Preparing trays for manufacture, disinfecting components used in aseptic production by spraying with alcohol, placing them in the isolator and removing assembled products from the isolator; supporting the technician carrying out the manufacturing process ♥ To contribute at an appropriate level to the planning, development, and implementation of systems to ensure effective medicines management in area of responsibility, with awareness of the strategic influences affecting the provision of pharmaceutical services. Medicines management is the whole process of how the drugs get from the Pharmacy Department to the patient. It encompasses the selection, procurement, dispensing, delivery,
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	<p>prescribing, administration and review of medicines to optimise the contribution they make to produce informed and desired outcomes of patient care</p> <ul style="list-style-type: none"> ♥ To accurately record batch numbers and expiry dates on receipt of vaccines and unlicensed medicines ♥ To participate in the management of stock within the Pharmacy Department including distribution, stock rotation and expiry date checks ♥ To be responsible for the monitoring and recording of Supermarket, Freezer and Emergency Cupboard fridge temperatures by changing charts and reporting any anomalies to Lead Pharmacist (Procurement and Patient Services) ♥ To accurately and effectively issue stocks of medication to wards and departments, this will include regular visits to designated wards to assess and replenish stock levels (ward top up service); this may require the post holder to pack down medicines from bulk prior to checking by a registered staff member ♥ To take responsibility for the safekeeping of ward drug cupboard keys when 'topping up' wards as well as the safe storage of medicines ♥ To process on the Pharmacy computer system any stock items required for the ward top up service ♥ To participate in the return of drugs to stock and the destruction of expired stock ♥ returned from wards and department ♥ To participate in the filing of paperwork (delivery notes, invoices) pertaining to Pharmacy orders ♥ To assist with the over labelling of patient take home packs for A&E and other department ♥ To assist with the preparation and despatching of Pharmacy goods to other sites (RDCH, GP surgeries, etc.) ♥ To check identity of any person at the roller shutter security door before opening it to them ♥ To assist with the training of Bank ATOs and new ATOs ♥ To participate in the rota for weekend and bank holiday working along with departmental colleagues ♥ To be able to interpret information and make judgements as to when to inform/include their line manager ♥ To be aware of his/ her own limitations in regard to knowledge/ skills and be able to inform their line manager of these limitations, and with a support/ training plan be able to rectify these.
Analytical & Judgement Skills	<ul style="list-style-type: none"> ♥ To take reasonable care for own health and safety, and that of others who may be affected by own activities ♥ to comply with all health and safety rules and safe systems of work; ♥ to inform line manager of any work situation, or practice which may be considered a danger to health and safety ♥ To observe regulations in respect of the Health and Safety at Work Act, COSHH and Data Protection Act ♥ To manage own work and be responsible for delivering a high quality pharmacy service to their designated work area.

Physical Skills	<ul style="list-style-type: none"> ♥ On occasions there is a need to exert moderate physical effort by the lifting of bulky manufacturer's boxes ♥ Periods of standing when working in goods in and dispensary ♥ Boxes or totes are required to be manoeuvred, lifted and unpacked or packed. Stock must then be placed on trolleys and taken to the appropriate storage area and then stacked on shelves (including walk-in fridge) undertaking first expiry first out principle. ♥ Sitting at the computer and using keyboard ♥ Making ward and clinic medicines deliveries around the hospital ♥ Completing ward based top ups.
Patient/Client Care	<ul style="list-style-type: none"> ♥ To deliver a service to ward areas and other departments carrying out stock checks to ensure medicines are available ♥ Receipt of prescriptions and enquiries at the dispensary hatch from patients and member of staff.
Planning & organisational skills	<ul style="list-style-type: none"> ♥ To plan, organise and prioritise own time (in conjunction with SATO, Dispensary Manager and Aseptic Services Manager) to meet the needs of the service on a daily basis ♥ The post holder is required to have good organisational skills to enable fault finding if errors should occur ♥ To be able to prioritise and re prioritise to meet the patients, staff and service needs.
Communication	<ul style="list-style-type: none"> ♥ To liaise with wholesalers/manufacturers to ensure the resolution of any problems associated with delivery of orders e.g. wrong item delivered. To make a judgement on what needs to be referred to the Chief Technician ♥ To be able to communicate effectively with members of the public, patients, hospital employees and outside agencies (e.g. wholesalers) ♥ To work as part of the multi professional team in the Pharmacy Department ♥ To respond to telephone and face to face enquiries of a routine nature from patients, members of the public, hospital staff; to refer queries to relevant members of the Pharmacy team when necessary ♥ To be able to communicate appropriately and effectively via telephone, email or written documentation whilst maintaining accurate records ♥ To actively contribute at Team meetings ♥ To be able to demonstrate a knowledge and understanding of own work area when communicating routine information ♥ To maintain patient confidentiality regarding dispensed medication and to be discreet when communicating sensitive information to members of the health care team.
Policy & Service Development	<ul style="list-style-type: none"> ♥ To work with rest of the pharmacy department to ensure more efficient or safer work practices are reflected in standard operating procedures, policies or rotas
Financial & Physical Resources	<ul style="list-style-type: none"> ♥ Responsible for checking, storage and distribution of medicines
Human Resources	<ul style="list-style-type: none"> ♥ Train new ATO staff and Bank ATO staff
Information Resources	<ul style="list-style-type: none"> ♥ To accurately record receipt and supply of medicines on the pharmacy stock system

	♥ To run regular and ad hoc reports from the pharmacy stock system
Research & Development	♥ To participate in mandatory and core training ♥ Completion of Level 2 in Pharmacy Services
Freedom to Act	♥ Works within standard operating procedures
Confidentiality	In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.
Health & Safety	It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.
Safeguarding	The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.
CARE	In Manx Care we pride ourselves on being Committed and passionate, Accountable and Reflective, Respectful and Inclusive and Excellent and Innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.
JOB DESCRIPTION AGREEMENT I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process. Job holder's name (please print) Job holder's signature Line manager's name (please print) Line manager's signature	
Date Date	



JOB DESCRIPTION APPENDIX 1

Physical, mental & emotional demands of the job and working conditions

Assistant Technical Officer (Acute Care Pharmacy)

Physical effort	<ul style="list-style-type: none"> ♥ Frequent requirement for a combination of sitting, standing, walking, kneeling; regularly lifting and moving Pharmacy boxes/fluids etc. weighing over 15kg ♥ High reaching and stretching when cleaning in the Aseptic Unit ♥ Daily computer use ♥ Daily requirement to walk to hospital departments when undertaking ward top ups.
Mental effort	<ul style="list-style-type: none"> ♥ There is regular daily requirement to concentrate whilst checking in goods received against delivery notes and original Pharmacy order; when inputting data into the Pharmacy computer system (which must be accurate); when checking ward stock levels to ensure adequate supplies ♥ There is a regular requirement for concentration while assembling medicines accurately against a prescription; or when working in the Aseptic Unit ♥ There are frequent interruptions from drivers delivering to the department requiring security of the roller shutter and goods inward area to be maintained ♥ Checking of goods leaving the Pharmacy Department ♥ Taking receipt of and dealing with fridge items and “timed goods” in a timely manner ♥ There will be frequent unpredictable interruptions which require that task prioritisation is altered to meet service demands (phone calls from suppliers, Pharmacy staff asking if goods have arrived etc.)
Emotional effort	<ul style="list-style-type: none"> ♥ Dealing with ward staff who may have complaints concerning Pharmacy service ♥ Dealing with the public and patients who attend the Pharmacy hatch who may be verbally aggressive, upset or distressed.
Working conditions	<ul style="list-style-type: none"> ♥ Required to work in a “secure” environment on a daily basis ♥ Work in artificial light for whole of working day ♥ Required to use visual display units on a daily basis ♥ Handling of hazardous or cytotoxic drugs which arrive in the orders, which may potentially be damaged and contained.
<p>Agreement of above description</p> <p>I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.</p> <p>Job holder’s name (please print)</p> <p>Job holder’s signature Date</p>	

Line manager's name (please print)

Line manager's signature

Date



Person Specification

Assistant Technical Officer (Acute Care Pharmacy)

Criteria for selection	Essential requirements	Desirable requirements	Method of assessment
Qualifications	<ul style="list-style-type: none"> ♥ 4 GCSE's or equivalent qualification – must include Maths and English at grade C (4) or above <u>AND/OR</u> ♥ NVQ Level 2 in Pharmacy Services 	<ul style="list-style-type: none"> ♥ E ♥ D 	<ul style="list-style-type: none"> ♥ CV ♥ Pre-employment checks
Knowledge & Experience	<ul style="list-style-type: none"> ♥ Experience using computer systems and applications ♥ Experience dealing with patients and difficult queries ♥ Experience in any of the following: <ul style="list-style-type: none"> ♥ Pharmacy ♥ Stock Control 	<ul style="list-style-type: none"> ♥ D ♥ D ♥ D 	<ul style="list-style-type: none"> ♥ CV ♥ Interview
CARE	<ul style="list-style-type: none"> ♥ Demonstrate a COMMITMENT to maintain a person-centred service by discussing problems with the relevant person and building positive relationships with team members ♥ Demonstrate APPRECIATION in own working by recognising that you can learn from others and proactively contribute to team meetings ♥ Demonstrate RESPECT by delivering on your promises that you make to colleagues and patients, and keep people updated, sharing information open and honestly ♥ Demonstrate EXCELLENCE by managing your own time effectively and 	<ul style="list-style-type: none"> ♥ E ♥ E ♥ E ♥ E 	<ul style="list-style-type: none"> ♥ CV ♥ Interview

	identify the key facts in any given situation		
Personal Attributes	<ul style="list-style-type: none"> ♥ Ability work as a member of a team ♥ Ability to prioritise work ♥ Good organisational skills ♥ Ability to deal confidently and directly with multidisciplinary teams and members of the public ♥ Ability to investigate queries and taking appropriate action while liaising with the admin officer, technicians and pharmacists as appropriate ♥ Good verbal and written communication skills ♥ Ability to work accurately and under pressure ♥ Ability to work unsupervised within departmental SOPs ♥ Assist in training of pharmacy staff ♥ Ability to practice the safe handling of heavy and cytotoxic/hazardous goods 	<ul style="list-style-type: none"> ♥ E ♥ E ♥ E ♥ E ♥ E ♥ E ♥ E ♥ E ♥ E ♥ E 	<ul style="list-style-type: none"> ♥ CV ♥ Interview
Other Relevant Requirements	<ul style="list-style-type: none"> ♥ Interest in expanding knowledge and self-development ♥ Self-motivated and ability to motivate others ♥ Isle of Man Worker ♥ Satisfactory Police Check 	<ul style="list-style-type: none"> ♥ E ♥ E ♥ D ♥ E 	<ul style="list-style-type: none"> ♥ Application ♥ CV ♥ Interview ♥ Pre-employment Checks

