

Pharmacy Services Manager Deputy Chief Pharmacist

Department: Health and Community Services (HCS)

Division: Group Medical Director

Reports to: Chief Pharmacist

JE Ref: HCS046

Grade: CS14

JE Date: 27/05/2020

Job purpose

Accountable for providing strategic and operational leadership across all HCS pharmacy services, ensuring the delivery of high quality professional pharmacy services that meet the needs of care groups and patients across the island.

Deputise for the Chief Pharmacist on island-wide professional and regulatory issues.

Job specific outcomes

1. Develop an overarching strategy for HCS pharmacy services and lead the operational delivery of the strategy to ensure the safe, efficient and effective delivery of pharmacy services. Provide specialist expert professional advice to internal and external stakeholders to support and inform service delivery, development and commissioning of HCS pharmacy services
2. Lead the development, performance and operational management of HCS pharmacy services to ensure they deliver efficient value for money services that meet the needs of care groups and that performance targets and strategic objectives are met.
3. Analyse national evidence/data/benchmarks to inform performance/service delivery and interpret national, regional and local policies, standards and emerging evidence to develop inter-agency and multi-disciplinary strategic plans and programs, thereby ensuring that HCS Pharmacy services meets the needs of all service users and contributes to the delivery of HCS objectives.
4. Develop, plan and lead the implementation of new service initiatives – taking account of the rapidly changing practices and developments in pharmacy services nationally and internationally – that may be based around new technologies or new ways of delivering services in order to support the best outcome for patients and the department.
5. Drive the successful financial and business planning of pharmacy services and ensure responsible use of government funds by balancing the pharmacy budget.
6. Develop high performing managers and teams of professional staff, inspiring and motivating pharmacists and technical staff in the evaluation and implementation of innovations in technology and professional practice in order to develop and advance the delivery of pharmacy services.

7. Implement, embed and maintain an effective clinical governance and risk management framework for pharmacy services, ensuring that policies and procedures for all aspects of medicine use are developed to the highest quality and that all relevant standards, both professional, statutory and operational are met. Develop and maintain a comprehensive audit schedule, ensuring that pharmacy services meet the relevant professional standards and have robust clinical governance in place across all the services it delivers.
8. Manage, monitor and authorise the economical and efficient procurement and supply of pharmaceutical products of known quality by negotiating directly with suppliers and participation with NHS trusts in the development and maintenance of drug purchasing arrangements, to secure value for money.
9. When deputising for the Chief Pharmacist the post holder may be required to
 - a. Provide professional advice and guidance in relation to medicines legislation and the practice of pharmacy to enforcement agencies, healthcare professionals and any statutory or non-statutory committees with Island-wide functions
 - b. Provide expert advice, opinion and support to the Minister for Health and Community Services and Senior Officers of both HCS and other Government departments on all pharmaceutical policy matters relating to medicines.
 - c. Liaise with enforcement agencies and professional bodies, both locally and nationally, to ensure arrangements for the importation, distribution, sale and supply of medicines in the Island comply with all relevant legal, professional and ethical requirements
10. Lead and deliver change and continuous improvement projects through appropriate project management methodologies. Ensure governance and effective reporting arrangements are in place and followed in order to achieve service delivery objectives and realise target benefits.

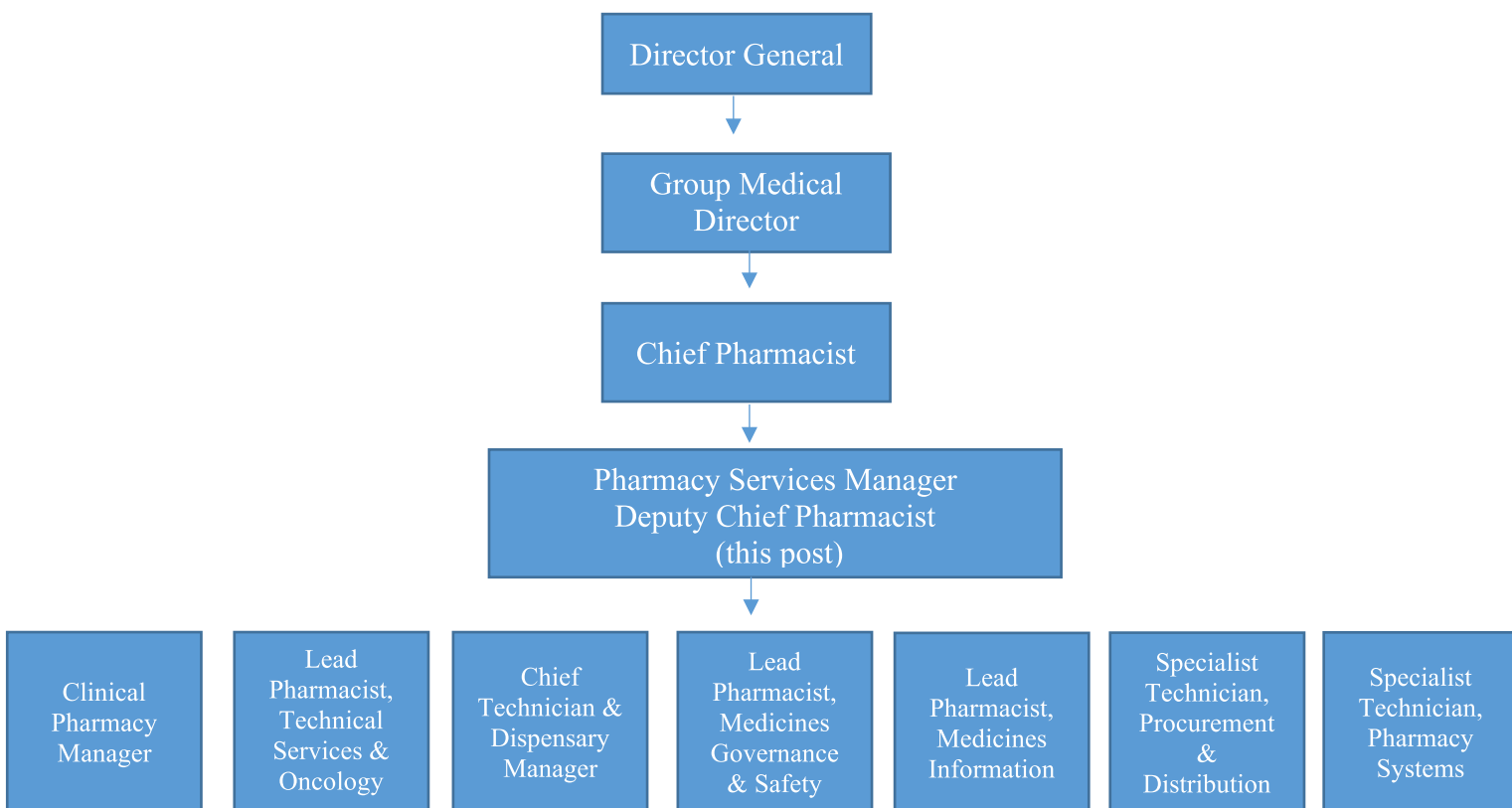
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart

Insert an organisation chart showing this role and its line managers and reports (individual names must not be included only post titles)



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Vocational four year master's degree in pharmacy.</p> <p>Plus</p> <p>Registration with the General Pharmaceutical Council (obtained by completing one-year post-graduate pre-registration training followed by passing the General Pharmaceutical Council registration examination).</p> <p>Plus</p> <p>Post-graduate MSc in Clinical Pharmacy.</p> <p>Plus</p> <p>Post graduate management/leadership qualification</p>	<p>Project / Programme Management</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Extensive expert knowledge of pharmacy and all aspects of hospital pharmacy practice.</p> <p>Highly developed specialist knowledge and experience of leading and developing pharmacy services, including pharmacy IT and robotics systems.</p> <p>Expert level knowledge of the Governance and Risk frameworks required to</p>	

	<p>underpin the delivery of safe patient care within a pharmacy setting.</p> <p>Good level knowledge of medicines legislation, and medicines and pharmacy regulatory frameworks.</p> <p>Advanced level knowledge of pharmaceutical quality management systems, including Good Distribution Practice (GDP) and Good Manufacturing Practice (GMP)</p> <p>Expert theoretical and practical knowledge of clinical pharmacy and therapeutic use of medicines.</p> <p>Highly developed specialist knowledge of medicines governance, safety and management, and improving patient safety.</p> <p>Knowledge of business planning and policy development within a health setting.</p> <p>Knowledge of employment law and government HR policies.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to interpret relevant clinical and professional standards and legislation in relation to medicines and pharmacy.</p> <p>Ability to analyse data to inform service change and delivery.</p>	

	<p>Use office IT and specialist pharmacy IT systems effectively.</p> <p>Thorough and up to date knowledge of pharmaceutical theory and best practice, and the application of this practice.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent relationship building with both internal and external stakeholders up to and including at a very senior level.</p> <p>Ability to critically analyse information. Strong problem-solving acumen</p> <p>Highly developed, expert practical clinical pharmacy and technical pharmacy skills.</p> <p>Excellent communication; verbal and written. Communicates effectively across all levels and media.</p> <p>Ability to negotiate, persuade and influence senior stakeholders in relation to pharmacy and medicines related issues.</p> <p>A strong team builder who can professionally lead and role model.</p> <p>Able to remain professional and effective under pressure.</p> <p>Committed to continuous service improvement and continued professional development for themselves and their teams</p>	

	<p>Self-directed and resourceful</p> <p>Able to work in partnership with multidisciplinary colleagues, particularly other managers and clinical consultants.</p> <p>Flexible approach to work</p> <p>Excellent project management and change delivery skills.</p> <p>Able to think strategically for long term service planning.</p> <p>Able to coach, develop and motivate others in all of these general skills and attributes.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Minimum of 8 years post-registration experience in Hospital Pharmacy Practice, 5 years of which must have been at a senior clinical level within a managerial role.</p> <p>Extensive post-graduate experience as a senior practitioner in all aspects of hospital pharmacy practice, together with significant knowledge of other areas of pharmacy practice and medicines legislation and regulation.</p> <p>Leading the development and delivery of strategy and of managing operational service delivery and improving performance.</p>	

	<p>Demonstrable experience of developing staff and teams.</p> <p>Significant experience in clinical governance, particularly medicines governance.</p> <p>Experience of writing business plans and policy development.</p> <p>Experience of effective budgetary management for a department or service.</p> <p>Experience in analysing professional and ethical issues, proposing and implementing solutions.</p> <p>Experience of leading in audit / evaluation / research of specialist area and participating in clinical audits</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Experience in aspects of safeguarding children and vulnerable adults.</p>	