

## Pharmacy Assistant

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**Department:** Health and Community Services

**Division:** Pharmacy

**Reports to one of the following:**

Specialist Pharmacy Technician, Procurement and Distribution

Chief Pharmacy Technician, Dispensary Manager

Lead Pharmacist, Technical Services and Cancer

**JE Reference:** HCS1060

**Grade:** 6

**JE Date:** 3/6/2020

### Job purpose

Perform a wide range of pharmaceutical and reception duties that are associated with the preparation and supply of medicines, contributing to the provision and delivery of a safe and efficient pharmacy service to patients and service users.

Undertake aseptic dispensing and preparation activities, to deliver safe and effective medicines to patients, including intravenous chemotherapy.

Provide an efficient clerical and medicines stock management service to support the provision of an effective and economical medicines procurement service.

### Job specific outcomes

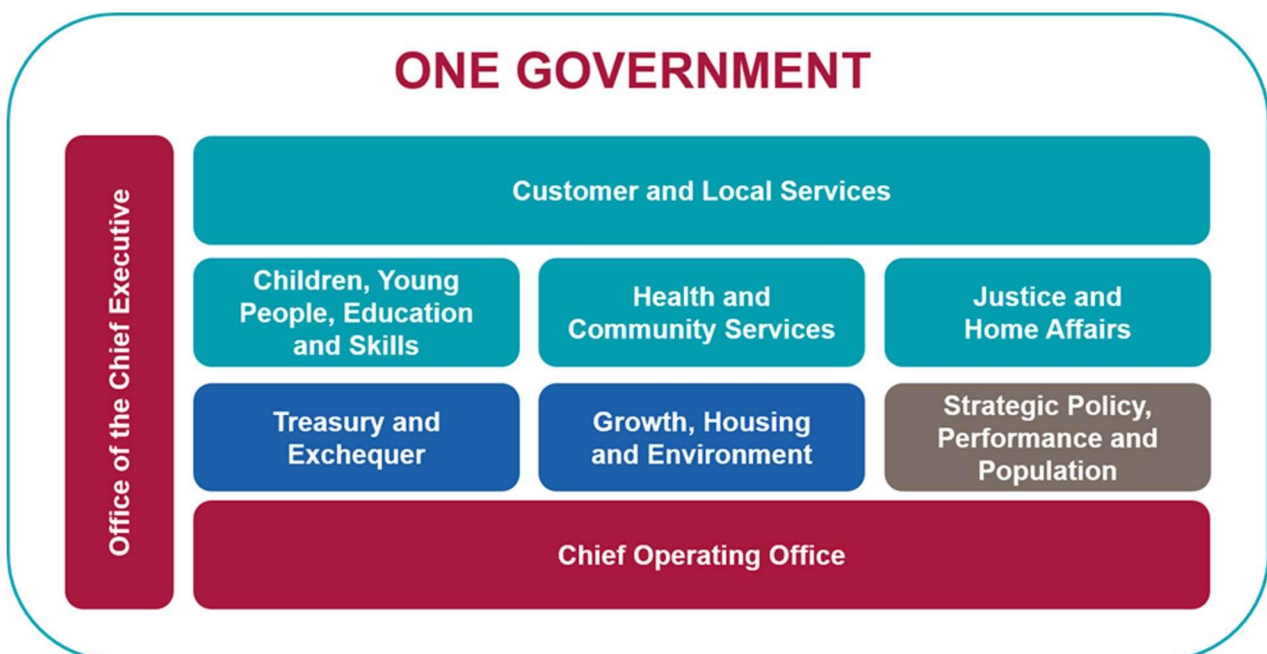
1. Dispense medicines for in-patients, outpatients, and clients of the Drugs and Alcohol service. This will involve clinical trial medicines, cytotoxic medicines, extemporaneous products, controlled drugs, including daily supervised ingestion of Methadone and Buprenorphine, and to contribute to the supply of pharmaceutical items to the wards and departments.
2. Provide a professional, knowledgeable, informative and courteous service for all patients, HCS staff and visitors contacting the pharmacy department, both in person and by telephone; providing a full reception service handling front-line enquiries, ensuring patient details are accurate on prescriptions and that prescription charges are collected.
3. Accurately enter patient and medicine details, manually and electronically, following up and resolving any discrepancies, to support the efficient supply of medicines to patients and detail medicines stock movements. Accurately and efficiently ensure completed prescriptions are filed and archived.
4. Support the preparation of sterile and non-sterile products, utilising aseptic techniques within specially designed clean rooms. May be required to prepare sterile and non-sterile products, including cytotoxic injections and infusions, extemporaneous products, parenteral nutrition and any other aseptic products as required. This involves the physical skill of aseptic techniques where all manipulations require a high degree of dexterity and co-ordination, thus minimising risk of contamination to IV products being prepared by staff.

5. Ensure that an appropriate supply of medicines is maintained on designated wards and departments, and that the medicines are stored under suitable conditions, utilising automated medicines storage and generation of electronic medicines reports. Respond to urgent ad hoc requests for medicines, to meet the clinical needs of patients.
6. Participate in medicines stock audits, both manually and electronically using pharmaceutical robotics systems, to support audit procedures and financial directions.
7. Accurately and efficiently receipt and check all medicines delivered to HCS, at multiple sites across the organisation. Ensure that these medicines are stored appropriately, according to medicines regulations, so that they are available for patients when they need them. Identify any discrepancies, and report these according to standard operating procedures.
8. Follow standard operating procedures, ensuring hazardous spills, such as cytotoxic medicines are cleared, manage and dispose of pharmaceutical waste

### Statutory responsibilities

- The postholder will have to comply with all relevant States of Jersey Laws such as the Health and Safety at Work (Jersey) Law 1989 and the Misuse of Drugs (Jersey) Law 1978
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law, 2018
- 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



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Relevant qualifications at academic level 2 (e.g. science, maths and English at GCSE grade 4 (C) or above)</p> <p><b>Plus</b></p> <p>NVQ/ SVQ level 2 in Pharmaceutical Service Skills</p>	
<p><b>Knowledge</b> <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>Knowledge of Pharmacy Services and a range of routine processes and procedures.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with good keyboard skills</p> <p>Able to work with accuracy and precision, in accordance with standard operating procedures.</p> <p>Able to accurately and efficiently dispense prescriptions.</p> <p>Able to operate pharmaceutical technology and robotics</p>	<p>Previous experience of using Pharmacy stock control &amp; automated dispensing systems</p>
<p><b>General Skills/Attributes</b> <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>Team worker</p> <p>Able to use appropriate information and communication technologies including information systems</p> <p>Good written and verbal communication and skills</p> <p>Attention to detail, able to work accurately and effectively when under pressure</p> <p>Discreet, mature and responsible</p>	

	<p>Willing to undertake additional training Able to prioritise and multi-task</p> <p>Ability to work to deadlines</p>	
<p><b>Experience</b> <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>At least 1 year experience working in a pharmacy, either community or hospital.</p> <p>Demonstrable experience in a range of technical pharmaceutical processes</p> <p>Customer service experience and dealing with customer complaints</p>	
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Must comply with Data Protection requirements</p> <p>Must have (or be eligible for) DBS Enhanced certificate</p>	

