

Dispensary Manager

Department: Health and Community Services (HCS)

Division: Pharmacy

Reports to: Pharmacy Services Manager

JE Ref: HCS1171

Grade: CS12

JE Date: 06/12/2022

Job purpose

Lead, manage and develop the Dispensary Service and team to ensure the safe and efficient provision of medicines to patients and staff across HCS.

The post holder is accountable to the Pharmacy Services Manager for the implementation and delivery of the pharmacy strategy for pharmacy dispensary services.

Job specific outcomes

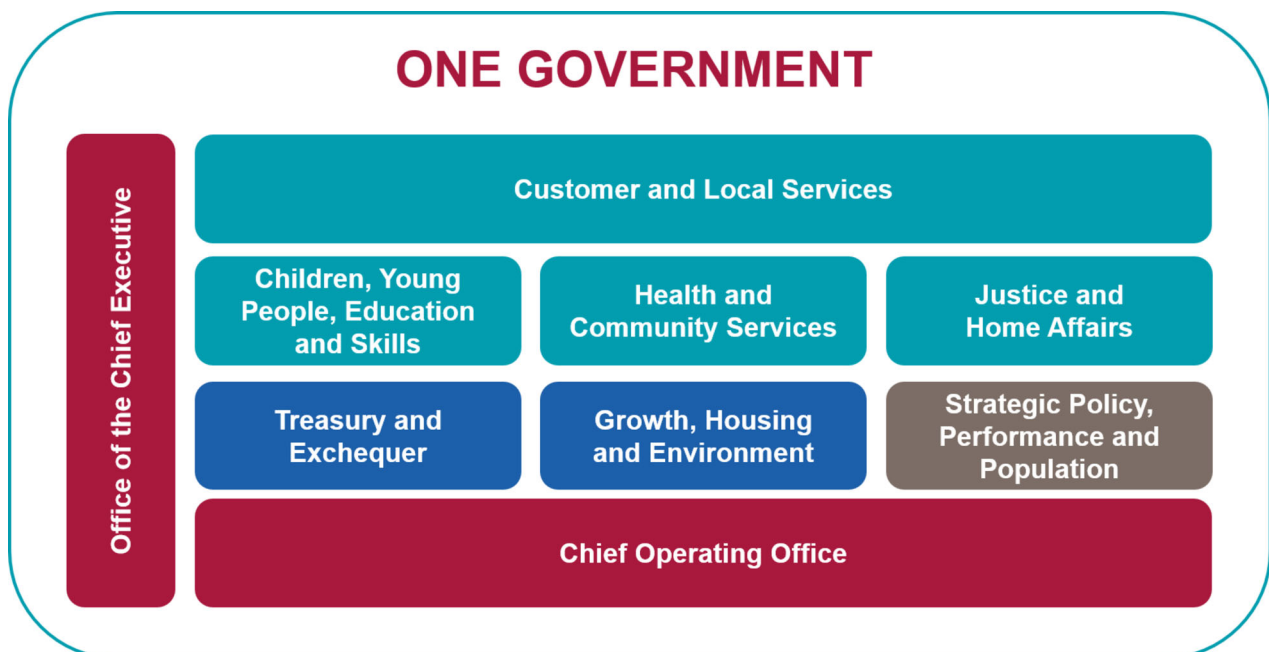
1. Lead, develop and actively manage the Dispensary, co-ordinating the workload of pharmacists and technical staff, to ensure the provision of an efficient, customer focussed and safe dispensing service. Applies and adjusts operational business continuity and effective workforce planning to ensure a robust service is delivered and equipped to substantial and unexpected changes in service requirements.
2. Ensure that dispensing, and all dispensary services, are consistently delivered to the required standard through SOP and regulatory compliance by the whole pharmacy team, including agency staff.
3. Lead, develop and maintain a working environment which encourages teamwork, mutual support and excellence in service delivery and reduces risks to a minimum.
4. Plan and co-ordinate the workload of technicians and support staff across the entire pharmacy department considering the impact on other pharmacy services.
5. Develop, implement, and maintain policies, procedures and guidelines relating to the Dispensary Service, ensuring that they comply with regulatory and legislative requirements, as well as departmental business plans and are aligned to HCS and GoJ policies. Contribute to the development of departmental procedures and policies to support a high-quality, safe, and patient-focussed service for the population of Jersey.
6. Manage risk across dispensary services in accordance with professional standards and clinical governance, ensuring dispensary risks are managed and mitigated to a minimum. Create a culture where staff proactively identify and report risks, including mechanisms to establish learning from clinical incidents and complaints.
7. Implement the strategic direction of Dispensary Services and support the delivery of the strategic objectives of the overall Pharmacy Service, to ensure that services meet legislative and professional requirements, and best practice standards.

8. Continuously monitor advances in practice and identify areas for future development to ensure that the service is responsive to changing needs, particularly with regard to the development of Dispensary services. Apply specialist pharmaceutical knowledge and expertise in Pharmacy Dispensing services collaborating with senior pharmacy and clinical staff, locally and nationally, to ensure leading edge practice which meets the needs of patients and healthcare staff.
9. Identify and obtain data required to monitor and evaluate the impact and performance of Dispensary Services and contribute to national benchmarking of dispensary services, in order to inform practice and service improvement.
10. Performance manage direct reports, and supervise and train staff working in the Dispensary, ensuring they achieve the required level of competency to support the delivery of a high-quality service to patients. Mentor, coach and develop team members to ensure that they can deliver their responsibilities, encouraging collaborative working to develop high performing teams. Responsible for managing poor performance, disciplinary and grievance and uses strong emotional intelligence to handle staff conflict and wellbeing issues.
11. Support the medicines optimisation agenda by working collaboratively with the Clinical Pharmacy Manager to ensure duties including ward medicines stock control, timely access to medicines and expediting discharge prescriptions are provided in an efficient manner.
12. Oversee the correct maintenance of legal records relating to the storage and supply of medicines in the Dispensary, including all controlled drug balances and records of destruction, to ensure compliance with relevant legislation and that all medicines are produced, dispensed, stored, and destroyed to the highest of safety standards.

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- 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;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>Educated to degree level in a Pharmaceutical / Health and Social care related subject or demonstrable equivalent qualifications and experience</p> <p>plus</p> <p>Current registration with the General Pharmaceutical council of Great Britain as a Pharmacy Technician / Pharmacist</p> <p>plus</p> <p>Diploma level qualification in management studies (Level 5) or equivalent experience.</p>	
<p>Knowledge</p>	<p>Expertise within specialism, underpinned by theory.</p> <p>Highly developed knowledge and experience of pharmacy dispensary services.</p> <p>Well-developed knowledge of pharmacy IT and robotics systems.</p> <p>Specialist knowledge of therapeutics of common disease states and</p>	

	<p>frequently used therapeutics regimes.</p> <p>Well-developed knowledge of pharmaceutical technical procedures acquired through training and knowledge of all areas of Pharmacy Services.</p> <p>Knowledge of medicines legislation and clinical governance.</p> <p>Knowledge of checking dispensed prescriptions and supervising staff within the Pharmacy.</p> <p>Up to date knowledge of national guidelines and legislation relating to medicines use and pharmacy practice.</p> <p>Good understanding of clinical governance, medication incidents and risk management.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p>	
<p>Technical / Work-based Skills</p>	<p>Use of office IT and specialist pharmacy IT systems effectively.</p> <p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p>	
<p>General Skills/Attributes</p>	<p>Excellent relationship building with both internal and external stakeholders, up to and including at a senior level.</p>	

	<p>Excellent interpersonal, motivational, organisational, analytical and communication skills.</p> <p>Professional independence and personal initiative.</p> <p>Able to understand and manage a range of complex facts or situations requiring analysis.</p> <p>Strong problem-solving acumen.</p> <p>Work with a very high level of accuracy and attention to detail.</p> <p>Excellent communication; verbal and written.</p> <p>Communicates effectively across all levels.</p> <p>Able to hold others to account for agreed targets.</p> <p>Ability to negotiate, persuade and influence others in relation to pharmacy dispensary services and the wider pharmacy service.</p> <p>Ability to adapt personal style in order to influence others and gain support for ideas.</p> <p>Supports the development of and shares learning with other members of staff.</p> <p>Provides inclusive and supportive staff management and development.</p>	
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	<p>Able to remain professional and effective under pressure.</p> <p>Able to deal constructively with conflict, verbal and formal complaints, stress, verbal aggression.</p> <p>Committed to continuous service improvement and also continued professional development for themselves and their team.</p> <p>Self-directed and resourceful.</p> <p>Flexible approach to work.</p>	
<p>Experience</p>	<p>Substantial experience within a dispensary role. Supervisory / management experience</p> <p>Experience within a hospital pharmacy environment</p> <p>Experience of working effectively within a multidisciplinary team.</p> <p>Assessment, facilitation and mentoring of pharmacy staff.</p> <p>Practical experience of managing staff and resources.</p>	<p>Experience of CMM (Wellsky) Pharmacy software</p> <p>Experience of managing change in complex environments.</p>