**Partner**

**Job Description**

**Job Title: Meds Management Assistant**

**Accountable to: Medicines Management Support Manager**

**Reports to: Deputy Head Medicines Management**

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| **Job Summary** |
| A key member of the medicines management team the Medicine Management Assistant, will be expected to provide support to the medicines management department, including the receipt of orders and the supply of medicines to urgent care centres.  The post holder will be expected to support the pharmacy purchasing and distribution service, carry out basic pharmacy duties, support and where possible contribute to pharmacy audit, provide an efficient administration service within the Pharmacy department and assist in the provision of a high pharmaceutical care. |
| Key Responsibilities |
| * To carry out top-up on trollies and medicine boxes in the urgent care centres. * To transport medication and prescriptions. * Maintain emergency medicine supply. * To ensure there are adequate supplies of consumables. * Assist in training less experienced staff. * To monitor correct storage conditions of drugs and report when out of stated range. * To participate in the maintenance of the Controlled Drug registers * To ensure goods received notes match invoices received and investigate any discrepancies with suppliers and all invoices are reconciled. * To input into and follow all agreed local policies and procedures and identify and report any reasons for non-compliance. * To ensure work is prioritised according to the demands of the service. * To accept and sign receipt for deliveries of pharmaceutical products from suppliers. * To unpack goods received and check:   + Items and quantities received match delivery notes   + Items are in good condition   + Items have an adequate shelf life * To accurately put received goods into their correct location ensuring stock rotation. * To carry out general administrative duties including photocopying, emailing, manual and electronic filing, and the disposal of confidential information. * To participate in simple audits relating to Pharmacy services. * To ensure correct supply and secure storage of FP10 prescriptions. * To carry out stock checks of medication in the urgent care centres * To collect prescriptions from urgent care centres and store them securely.   **Training & Development**   * Fully participates in training and development, meeting any, and all, requirements of any courses funded, or part-funded by the Alliance, and courses run by NHS England as part of the Clinical Pharmacists in General Practice Pilot. * Engages in a program of ongoing support and feedback to maximise the benefit of the training and development plan. * Promotes, and participates in, the development and operation of a peer support network with fellow Practice Pharmacists. * Support the training of pharmacy students, acting in the role of tutor where appropriate.   **Health & Safety**  The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Alliance’s Health & Safety Policy to include:   * Identifying the risk involved in work activities and undertaking such activities in a way that manages those risks. * Using appropriate infection control procedures particularly those relating to needle stick injuries, maintaining work areas in a tidy and safe way and free from hazards. * Ensuring that all accidents are reported and investigated, and follow up action taken where necessary. * Maintain current CPR and anaphylaxis certification and child/adult safeguarding training in line with local policies.   **Equality and Diversity**  The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:   * Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with current legislation. * Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues. * Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights.   **Quality**  The post-holder will strive to maintain quality and will:   * Alert other team members to issues of quality and risk. * Assess own performance and take accountability for own actions, either directly or under supervision. * Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhanced the team’s performance. * Work effectively with individuals in other agencies to meet patients’ needs. * Effectively manage own time, workload and resources.   **Communication**  The post-holder should recognize the importance of effective communication within the team and will strive to:   * Communicate effectively with other team members. * Communicate effectively with patients and carers. * Recognise people’s needs for alternative methods of communication and respond accordingly. |
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**Information Governance**

Where it is a requirement of the job holder for the above post to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information is not communicated to unauthorized individuals. All employees will read and understand Urgent Care 24’s Information Governance policies and familiarise themselves with the relevant procedures.

Employees will undertake Information Governance training relevant to their role. This is mandatory and will be on an annual basis. Further training may be required, following a training needs analysis and assessment and dependent on role.

**Confidentiality**

Working within the Organisation employees may gain knowledge of confidential matters which may include personal and medical information about patients and staff.

All information, either written or electronic, regarding Urgent Care 24 must be treated as strictly confidential at all times, and must not be divulged to any other person unless it is appropriate to do so.

**Policies and Procedures**

All employees will read, understand and apply the policies and procedures of Urgent Care 24. These policies and procedures can be found on Urgent Care 24’s Intranet site. All employees will sign that they have read and understood all policies and procedures.

**Training and Development**

Urgent Care 24 is committed to its training and development agenda and programme. All employees will be expected to complete all mandatory training as instructed by the organisation and complete additional training as and when required.

**Safeguarding**

All employees of Urgent Care 24 are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. All employees must familiarise themselves with, and adhere to the Trusts procedures and protocols for promoting and safeguarding. All staff must be responsible and proactive in identifying and reporting safeguarding concerns, raising these with the appropriate contact where necessary.

**Audit and Quality Assurance**

Urgent Care 24, as part of its program to improve the quality of patient care, carries out regular audits and highlight areas for recognition and improvement. As part of their role, employees will be audited on key areas. They will be provided with a report which outlines any further training needs and recognises best practice.

**Health and Safety**

All employees are required by section 7 of Health and Safety at work act [1974] to take reasonable care on their own health and safety and that of others who may be affected by their acts or omissions.

**Equality and Diversity**

It is the responsibility of every person to act in ways that support equality and diversity and work within the spirit and detail of equality legislation including, but not limited to the Equality Act 2010 and the Human Rights Act 1998.

* Act in ways that support equality and diversity and recognises the importance of people’s rights in accordance with legislation, policies, procedures and good practice.
* Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.
* Recognise and report behaviour that undermines equality under Urgent Care 24 policy.
* Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
* Acknowledge others’ different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.

Urgent Care 24 is an Equal Opportunities Employer and aims to challenge discrimination, promote equality and respect human rights.

**General Clause**

This job description is an outline only and is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.

**Partner**

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| **PERSON SPECIFICATION** | | | |
| **EDUCATION AND TRAINING** | **Essential** | **Desirable** | **Evidence collected** |
| NVQ level 2 Certificate in Pharmacy Services (or  equivalent) | ✔ |  | A / I |
| GCSE English at Grade C or 4 and above (or  equivalent) | ✔ |  | A / I |
| GCSE Maths at Grade C or 4 and above (or  equivalent) | ✔ |  | A / I |
| GCSE in Science at Grade C or 4 and above (or  equivalent) |  | ✔ | A / I |
| **SKILLS & ATTRIBUTES** | **Essential** | **Desirable** | **Evidence collected** |
| Good time management skills | ✔ |  | A / I |
| Standard computer skills – conversant with  Microsoft Office package | ✔ |  | A / I |
| Good communication skills – oral and written | ✔ |  | A / I |
| Ability to work flexibly. | ✔ |  | A / I |
| Ability to recognize own limitations and act upon them appropriately. | ✔ |  | A / I |
| Ability to organise and prioritise workload | ✔ |  | A / I |
| Ability to follow departmental and Trust  procedures | ✔ |  | A / I |
| Ability to take, evaluate and act on messages, or  pass on to appropriate staff | ✔ |  | A / I |
| **KNOWLEDGE AND EXPERIENCE** | **Essential** | **Desirable** | **Evidence collected** |
| Pharmacy stock control experience | ✔ |  | A / I |
| Ability to demonstrate attention to detail,  accuracy, numeracy / calculations skills | ✔ |  | A / I |
| Participate with stock takes | ✔ |  | A / I |
| Has knowledge of record keeping |  | ✔ | A / I |
| Stores/stock keeping procedures |  | ✔ | A / I |
| **PERSONAL QUALITIES** | **Essential** | **Desirable** | **Evidence collected** |
| Ability to travel between various locations. | ✔ |  | A / I |
| Understands the principles of equality and diversity. | ✔ |  | A / I |
| Commitment to addressing health inequalities and patient empowerment. | ✔ |  | A / I |
| Patient advocate. | ✔ |  | A / I |