



PHARMACY SUPPORT OFFICER

PHARMACY CENTRE

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Pharmacy Support Officer (ATO Rotational)
Band	Band 2
Directorate	Support Services Care Group/Pharmacy Centre
Accountable to	Operational Head of Pharmacy
DBS Required?	Standard Check

JOB OVERVIEW

The post holder is responsible for assisting pharmacy technicians and pharmacists in providing a wide range of stores and pharmaceutical services through dispensary, wards and to provide a responsive drug delivery service to the Trust.

RELATIONSHIPS

- a) Is supervised by the Pharmacy Technicians & Pharmacists.
- b) Works with the Pharmacists, Technicians, Assistants and Clerical staff.
- c) Liaise with other healthcare professionals at Ward and Departmental level.

RESPONSIBILITIES

- To successfully complete the NVQ Level 2 in Pharmacy Services.
- To carry out routine procedures under the direction or supervision of a Pharmacy Technician in any section of the department.
- To follow at all times laid down procedures and safe systems of work.
- To comply with the Trust and Departmental Health and Safety Policy, Standard Operational Procedures and COSHH policies at all times.
- To dispense in accordance with routine procedures under the direction or supervision of a Pharmacy Technician within the dispensary work area

KEY TASKS

- To deliver Medicines to the wards and clinics of the hospital.
- To deliver and collect controlled drugs to wards/departments in accordance with written procedures.
- To ensure adequate stocks are maintained and replenished in all areas of the pharmacy department from various stores, maintaining all necessary manual and computer records.
- To assist in the maintenance of adequate stock levels within the Pharmacy and to refer to the Senior Technician where appropriate. To carry out routine stock and date checks in all areas of the department.
- To ensure that items not supplied at the time of dispensing are supplied as soon as possible and records maintained of those drugs distributed by post or other non- standard methods.
- Inappropriate delays are to be brought to the attention of senior members of staff as necessary.
- The following up of orders with office staff and liaising with senior members of staff as necessary.
- To determine pharmaceutical requirements for wards and departments from a stock list and assemble these orders and requisitions. Where required, to take orders back to wards and departments and put them away in the correct place.
- To transport pharmacy boxes and ward stock within the hospital including the top-up of bulk fluids, co-operation with general porters and drivers in the receipt and despatch.
- To assist in the training of ATO and Students forward stock top-ups and intravenous fluids in conjunction with a Senior Technician.

- To dispose of used equipment, bottles, sharps containers and other waste in accordance with departmental policy.
- To undertake departmental temperature monitoring in accordance with procedures returned from wards/departments.
- To issue drugs using the pharmacy computer system and enter back into the computer stock.
- To maintain a safe and tidy working environment in the location he/she is working in and ensuring good stock rotation.
- To carry out simple routine dispensing of inpatient and outpatient prescriptions and pharmaceutical supply functions under the supervision of a qualified member of staff in accordance with pharmacy procedures.
- To ensure adequate supply of materials and sundry items to complement routine efficiency of the department.
- To assist Pharmacy staff with clerical duties such as filing and photocopying and to ensure prescriptions and requisitions are filed correctly.
- To replenish adult and paediatric emergency boxes and extravasations kits
- To help maintain a high quality of services at all times and report any service problems to a senior member of staff.
- To assist with the general reception work at the pharmacy hatch. This includes receipt of prescriptions, treatment sheets, stock requests, and all other associated work with appropriate forwarding of the work to the necessary areas required. This necessitates customer service provision to all users of the department.
- To answer the telephone with both internal and external calls, handling routine enquiries and referring all non-routine enquiries to the specified personnel to ensure communication channels are maintained.
- To attend to patients and staff calling at the dispensary front desk by taking in prescriptions and handling prescription charges associated with prescription receipt and fee collection.
- To assist and provide cover for the Senior Assistant Technical Officer (stores) in the receipt and dispatch of goods and medical gas cylinders, co-operating with commercial delivery drivers and hospital transport staff.
- To ensure compliance of patient confidentiality and security at all times.
- To replenish and order patient information leaflets and posters and when applicable keep up to date with current health promotions and campaigns.
- To contribute to the pharmacy teams' efforts to continually improve standards, efficiency, job satisfaction and to maintain and improve the quality of the service.
- To assemble the intravenous fluids, and check those assembled by others, ready for delivery to wards and departments.
- To co-operate with all members of staff in the provision of pharmacy services.
- To participate in weekend, extended hours, and Bank holiday rotas.
- To participate in Shrewsbury and Telford Hospital NHS Trust Major Incident procedure.
- To undertake such other duties, as may, from time to time, be deemed necessary.

- To follow the trust and departmental Health and Safety and COSHH policies at all times.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • GCSEs including Maths and English grade 9-4 or A-C • Numerate and literate • Willing to undertake the NVQ Level 2 in Pharmaceutical Sciences • Willing to undertake the NVQ Level 2 in Pharmaceutical Sciences 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to learn quickly and comply with procedures • Tidy working manner • Accuracy and attention to detail • Basic computer skills • Customer awareness • Understanding principles of stock control • Good communicator, able to communicate with patients, carers, colleagues, and other healthcare staff 	<ul style="list-style-type: none"> • Knowledge of Health & Safety at work including COSHH and Manual Handling • Experience in any of the following: <ul style="list-style-type: none"> • Pharmacy • Hospital/Primary care work • Retail/stock control work • Reception/Telephone work • Cash handling/till work • Basic clerical work

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Willing and enthusiastic • Able to work under pressure • Able to work well in a team and with a wide range of staff • Adaptable and co-operative • Able to work without close supervision and on own initiative • Able to adopt a kind and sensitive approach to patients • Able to work in a dispensary – potentially hazardous substances (Cytotoxic drugs) 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Willingness to work flexibly as per the requirements of the service 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to

take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)