

<b>JOB DESCRIPTION AND PERSON SPECIFICATION FOR:</b>	Medicines management assistant (MMA)
<b>AGENDA FOR CHANGE BAND:</b>	Band 3
<b>HOURS AND DURATION;</b>	As specified in the job advertisement and the Contract of Employment
<b>AGENDA FOR CHANGE REFERENCE NUMBER:</b>	<b>608</b>
<b>DBS LEVEL:</b>	Standard DBS
<b>REPORTS TO:</b>	Ward Managers / Dispensary Team Leader
<b>ACCOUNTABLE TO:</b>	Pharmacy Services Manager/Head of Pharmacy
<b>LOCATION:</b>	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.
<b>JOB SUMMARY:</b>	
<p>To participate in the supply of medication by the pharmacy department within written dispensary procedures to all wards and departments within the trust and to ensure that the department is stocked to meet the anticipated needs.</p> <ul style="list-style-type: none"> <li>• Weekly top-up of medication</li> <li>• Receive medication and store appropriately</li> <li>• Tidy clinic rooms/drug cupboards</li> <li>• Daily spots checks on expired drugs (labelled appropriately)</li> <li>• Management of patient draw systems</li> <li>• Remove unwanted medications (with the exception of controlled drugs)</li> <li>• Weekly medication audits</li> <li>• Reduce drug wastage – credit wards for returns</li> <li>• Manage stock lists</li> <li>• Standardised layout for all clinic rooms</li> <li>• MMA first line for pharmacy queries</li> <li>• Identify patients own medication for ward use – MMT to authorise</li> <li>• Support electronic CD registers</li> <li>• Co-ordinate Pharmacy iBINS</li> </ul>	

## **MAIN DUTIES AND RESPONSIBILITIES:**

- To accurately make up orders of stock drugs for dispatch to wards using the JAC computer system.
- To accurately check orders made up by others members of staff for dispatch to wards.
- To visit wards to produce an order to adequately stock the ward for an appropriate period.
- To liaise with ward staff and Pharmacists
- To accurately dispense medication for individual patients for use on the ward and working from fax copies of medicine cards or electronic prescriptions to dispense leaves and discharges. This includes the dispensing of medication into compliance aids.
- To be responsible for the security of ward medication stocks when acting as a key holder during pharmacy visits.

### **Internal Department Duties.**

- To unpack goods received from suppliers. This will include the receiving and signing for of controlled drugs and checking that deliveries are correct and notifying the appropriate member of staff of any errors.
- To dispense controlled drugs including their accurate entry into the controlled drug register.
- To record expiry dates and batch numbers on all goods received ensuring there is a good shelf life.
- To reconstitute dry powder formulations of medicines accurately and in line with departmental procedures.
- To store the received goods in the appropriate storage areas ensuring good stock rotation.
- To regularly defrost the fridge to ensure it will function to its maximum efficiency and keep a daily record of the temperature.
- To co-ordinate the assembly of sufficient quantities of emergency boxes to ensure completed boxes are always available when required and replaced on the wards before their expiry date.
- To make sure that sufficient stocks are available at all times in the pharmacy e.g. bottles, labels, boxes and dispensing bags.
- To deal with in-coming calls and personal visits in a courteous manner either dealing with the caller personally or passing the caller to a more appropriate member of staff. Enquirers may include other health staff, service users and carers.

- To participate in the stock taking activities of the department ensuring that when checking stock, all counts are accurate.
- To deal with pharmacy boxes returned to the department ensuring that any contents are processed in the appropriate manner, this may include returning items to stock or consigning items to the rubbish collection.
- To organize the supply of medication on request for transfers to and from other hospital pharmacies.
- To assist the Head of Pharmacy in the day to day ordering of medicines via the Pharmacy computer system including the training of staff in these procedures. To deputise for the designated booking-in assistant when he/she is unavailable.
- To communicate effectively with the district pharmacy purchasing office to ensure goods are received before they are needed and in sufficient quantities.
- To provide training, advice and support to other pharmacy staff.
- To maintain an operational presence in the absence of a Pharmacist and to work on own initiative within Departmental procedures, this includes planning own workload.
- To participate in the cleaning, maintenance and care of the Pharmacy, and the equipment and fittings in it.
- To participate in the development and future requirements of the Pharmacy as a whole in order to provide a flexible, high quality service
- Such other duties as may be required by a senior pharmacy technician or the Head of Pharmacy/Responsible Pharmacist.

### **Additional Duties and Responsibilities**

1. To demonstrate the Trust's values in everything you do in the work environment
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
3. Delivery of Effective Healthcare within the organisation
4. Establishing Effective Leadership and Communication
5. Continuing Education, Professional and Personal Development
  - 5.1. Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
  - 5.2. Participate in supervision via agreed review and appraisal mechanisms
  - 5.3. It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development.
6. Clinical Governance, Reduction of Risk, Audit and Research
7. Management and use of Resources and Information
  - 7.1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner
8. Operating with Quality in everything you do and Maintaining a Safe Environment

**COMMUNICATION AND WORKING RELATIONSHIPS:**

The post holder will communicate complex and sensitive information to and from patients, and other healthcare staff including medical and nursing staff. These communications may require tact and diplomacy as patients and others may need to be challenged about their current practice and be guided towards improvement.

There will also be regular communication with the pharmacy team within LPT and in other Trusts such as University Hospitals of Leicester.

**ENVIRONMENTAL FACTORS:****9. Physical Effort**

There may be a requirement to participate in MAPA

**10. Mental Effort**

There is a frequent requirement for prolonged concentration when administering medications, dispensing and final checking prescriptions.

**11. Emotional Effort**

Exposure to distressing or emotional circumstances such as care of the terminally ill.

**12. Working Conditions**

Frequent exposure to unpleasant working conditions

There may be a requirement to deal with highly unpleasant working conditions

In some areas there may be a required to carry a panic alarm

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

**ADDITIONAL INFORMATION:**

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

**MOBILITY:**

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

## **POLICIES AND PROCEDURES:**

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

## **SAFEGUARDING CHILDREN AND ADULTS:**

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

## **MENTAL CAPACITY ACT:**

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

## **MAKING EVERY CONTACT COUNT:**

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

## **HEALTH AND SAFETY:**

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.

All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

## **DATA PROTECTION:**

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and kept up-to-date
- Not kept for longer than necessary
- Processed in accordance with the rights of data subjects
- Protected by appropriate security
- Not transferred outside the EEA without adequate protection

## **CONFIDENTIALITY:**

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law
7. The duty to share information can be as important as the duty to protect patient

confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

### **EQUALITY AND DIVERSITY:**

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

### **INFECTION CONTROL:**

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

### **COUNTER FRAUD:**

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

### **SMOKING AT WORK:**

The Trust has a "Smoke Free Policy", which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

### **ELECTRONIC ROSTERING:**

'Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role'.

## PERSON SPECIFICATION

**JOB TITLE: Pharmacy Assistant**

**AFC REF NO:**

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Appli- cation form	Intervi- -ew	Test	Prese- ntation
<p><b>Demonstrates a commitment to the Trust's Values</b></p> <p>1.1 Compassion 1.2 Trust 1.3 Respect 1.4 Integrity</p>	3 3 3 3		X X X X		
<p><b>Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)</b></p> <p>2.1 GCSE Maths Grade A to C or equivalent 2.2 Pharmacy Services NVQ level 2 or equivalent</p>	3 3	X X	X		
<p><b>Knowledge and Skills</b></p> <p>3.1 JAC Computer Systems 3.2 Pharmacy and Medicines Law and Ethics</p>	1 1	X X	X X		
<p><b>Experience (both work and 'life' related)</b></p> <p>4.1 Information Technology 4.2 Pharmacy Experience 4.3 Topping up Procedure</p>	3 1 1	X X X	X X X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<b>Personal Attributes</b>					
5.1 Ability to master dispensing skills	3	x	x		
5.2 Organisation	3	x	x		
5.3 Motivation to provide the highest quality service	3	x	x		
<b>Interpersonal Skills</b>					
6.1 Communication skills (verbal/written)	3	x	x		
<b>Standard Requirements</b>					
Commitment to Equality & Valuing Diversity Principles	3	x	x		
Understanding of Confidentiality & Data Protection	3	x	x		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	x	x		
<b>Mobility</b>		You must demonstrate how you would meet the stated mobility requirement on your application form			
Own transport or suitable alternative. Dependence on public transport is not suitable for this role	3				