

JOB DESCRIPTION	
Job title:	Pharmacy Assistant
Team/Department:	Operations
Location:	Kingston House - Ashford
Hours of work:	22 hrs
Job title the post holder will report to:	Kingston House – P&CC Team Manager
Job titles reporting to the post holder:	Nonapplicable
Date the role profile was revised:	March 2024
<p>JOB PURPOSE</p> <p>The post holder will be responsible:</p> <ul style="list-style-type: none"> • To support the Team Manager and team, with the supply of medicines and non-medical supplies to Kent Out Of Hours (OOH) sites, cars, and any other commissioned services requiring medicines. • To provide and support a timely, professional, and responsive service. • To liaise with other colleagues within IC24 around medicines management. 	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <p>Under the supervision of the Clinical Lead (Quality)</p> <ul style="list-style-type: none"> • Ensure there is a robust audit trail for medicines supplied. • Ensure that prescription and medicine ordering is maintained at levels that offer sufficient cost and waste control. • Ensure that medicines supplied are of the appropriate quality. • Maintain efficient and cost-effective stock control, including the identification and reporting of areas of concern. • Monitoring and liaison with services provided by external providers. • To provide stock availability advice to OOH where professionally appropriate. • Provide support, when and as appropriate, to colleagues working in OOHs providing medicines supplies and to team members required to handle medicines in the course of their work. • To raise operational (medicines) issues through our incident reporting portal. • Support the implementation of Company policies and procedures to ensure compliance with good governance, Care Quality Commission, professional, ethical, and legal requirements. 	

- Ensure that controlled stationery is managed safely and securely according to IC24 policies.
- Ensure collection and posting of green scripts and to validate purple scripts.
- Develop and carry out audits to provide assurance that colleagues are working within agreed policies and procedures.
- Attend and update on medicines related matters at the monthly organisational medicines management meeting.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to always demonstrate excellent communication and interpersonal skills and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures, and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>GCSE level in English language and Mathematics or equivalent level 2 qualification</p> <p>Willingness to undertake role related training – e.g. BTEC or NVQ in pharmaceutical science/services</p>		Application, Interview & Certificates
Experience		<p>Previous assistant role in a healthcare provider service or secondary care setting</p> <p>Knowledge of NHS and related organisations</p>	Application & Interview
Knowledge, Skills and Abilities	<p>Good IT skills</p> <p>Excellent written and verbal communication skills</p> <p>Excellent accuracy and attention to detail</p> <p>Able to work under pressure, independently, and as part of a team</p> <p>Able to organise own workload according to priorities</p> <p>Understand and respect patient's confidentiality</p> <p>Ability to work methodically, logically, and efficiently</p>	<p>Ability to relate to people at all levels, and deal with senior colleagues with confidence</p> <p>Good numeracy skills</p>	Application & Interview

Requirements	Essential	Desirable	How identified
<p>General</p>	<p>Ability to work calmly and in an organised fashion in an unpredictable environment</p> <p>Approachable and supportive to peers and other colleagues</p> <p>Positive attitude towards personal and self-development</p> <p>Ability to plan within areas of responsibility and use initiative to solve problems</p> <p>Ability to deal with other health care workers in a professional manner</p> <p>Reliable</p> <p>Current full driving licence</p>		<p>Application & Interview</p>