**PHARMACY TECHNICIAN**

Due to service expansion Vida Healthcare are currently looking for a reliable and hardworking person to join our experienced and friendly Pharmacy Team.

The post holder will complete dispensary duties, medicines management such as managing medicines stock, discussing medication with patients, improving medicines processes, responding to queries from patients or healthcare professionals and audit of medicines use.

These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

**Hours and Pay:**

**Permanent Position**

**Full or part time / job share hours considered**

**Competitive Salary**

Please apply by email to Sarah Hill, [sarah.hill3@nhs.net](mailto:sarah.hill3@nhs.net) and copy Elinor Coates, [elinor.coates@nhs.net](mailto:elinor.coates@nhs.net) with a full CV and covering letter.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.

**PHARMACY TECHNICIAN**

**Job Description**

**Main Duties & Responsibilities**

To dispense prescriptions in accordance with professional and ethical standards laid down by the General Pharmaceutical Council (GPhC).

To assist in stock management including date checking; recalls and alerts.

To serve patients according to their requirements and in line with policies in order to deliver high quality, exemplar customer service*.*

To issue medication to patients and counsel them on the correct and safe usage of their medication so that patients feel well informed and able comply with their medication regimen by the end of the training period.

To maintain up to date handover to ensure effective communication to other pharmacy staff.

Identify blood tests, recalls and reviews using established protocols and forward these to the appropriate clinician.

Review hospital discharge notifications and reconcile medication against current repeats, flagging up and highlighting discrepancies.

Help GPs review medication and make recommendations for prescribing changes to improve outcomes and ensure prescribing of the most cost effective product

Conduct regular audits on medicines storage and waste, ensuring local and national guidelines are adhered to and issues are reported to the appropriate party.

Support prescribing clerks by helping with queries relating to prescription requests and look for ways to improve the efficiency and safety of the prescription issuing process

Participate in practice clinical meetings, patient participation groups, and other meetings to improve engagement of the role of and to promote issues relevant to prescribing and medicines optimisation

Support in implementing drug withdrawals and alerts e.g. MHRA alerts.

**Other Duties:**

To document errors and support process review and improvement to reduce internal and external error rates in accordance with clinical governance guidelines

To take responsibility for specific areas of work or projects as agreed, including contributing towards team goals and objectives.

To assist with the cleaning and maintenance of the work areas, equipment and clothing.

To ensure a tidy work environment, so that space is effectively utilised and bench space is kept clear and clean. Complete stock rotation and expiry checks.

To ensure all complaints about the service are reported, recorded and dealt with effectively and promptly according to procedure.

To participate in extra duties / hours in accordance with departmental rotas

**Safeguarding Clause**

Vida Healthcare is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

**Infection Control**

Vida Healthcare staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Vida Healthcare.

**Health and Safety**

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

To ensure that Vida Healthcare’s Health and Safety Policies are understood and observed and that procedures are followed.

To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.

To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.

To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

**General**

All staff are required to respect confidentiality of all matters that they learn as a result of the employment with Vida Healthcare, including matters relating to other members of the staff and members of the public/patients.

Maintain appropriate patient and clinical records in line with Vida’s policies and procedures, and in line with the agreed service specification.

The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.

Ensure that all patients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.

The post holder must carry out their responsibilities with due regard to Vida Healthcare’s Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

Vida Healthcare is committed to supporting our voluntary workforce and all apprentices, and all staff are expected to welcome and support volunteers and apprentices in their teams.

**Person Specification**

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

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| **Criteria** | **Essential** | **Desirable** | **Method of Assessment**  (Certificates / Application Form / Interview / Document Check) |
| Qualifications | 5 GCSEs at grade 4 or above including Maths, English and Science or equivalent | Working towards NVQ/QCF Level 2 in pharmacy services or equivalent  A levels or evidence of further education | Application form and GCSE certificates must be provided (employer and apprenticeship provider) |
| Experience |  | Pharmaceutical environment experience | Application form/interview |
| Skills, Abilities and Knowledge | Ability to work as team member and work alone as required  Logical reasoning & problem solving  Numerate/literate  Strong interpersonal skills  Ability to make decisions  Able to accept direction  Methodical and organised  Accurate and high attention to detail | Ideas generator | Application form, interview and references |
| Communication | Good written and verbal communication |  |  |
| Personal and People Development | Calm under pressure  Time management skills |  |  |
| Personal Attributes / Behaviours  (linked to the Trust’s Behaviour Framework) | Able to demonstrate a commitment and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.  Able to identify with the Trust’s commitment to safeguarding and promote the welfare of children and young people/vulnerable adults. |  |  |
| Other | To participate extra duties / hours on occasion  Committed to self and service development  Able to communicate effectively in written and verbal English Language | Full and valid driving licence and have access to a vehicle |  |

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then one of these could be the ideal role for you.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commitment to quality of service delivery.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.