

# SENIOR PHARMACY SUPPORT WORKER

Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- The role supports the pharmacy team by helping to prepare, check and supply medicines safely to wards, clinics and patients.
- It involves managing stock, topping up medicines on the wards and making sure supplies are correct and up to date.
- The post holder will help organise the work of pharmacy support staff, plan rotas and provide day-to-day guidance.
- They will keep accurate records, follow safety procedures and help reduce medicine waste.
- The role also includes supporting deliveries, handling returned medicines and helping train new staff.

## Job Description

<b>Job title:</b>	Senior Pharmacy Support Worker
<b>Grade:</b>	3
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Chief Pharmacist
<b>DBS required:</b>	Yes - Enhanced

## Main Duties

To ensure that laid down procedures, safe systems of work and Health and Safety Policy are followed at all times. Ensuring that good distribution practice is always maintained

To dispense and prepare drugs for all patients (inpatients, outpatients, patients receiving chemotherapy, clinics and community hospitals)

To check drugs issued by Pharmacy Staff, ensuring, if necessary, the correction of the stock issues or computer records

Liaise closely with pharmacy and nursing staff over medicine supply, identifying where medicine supply might be problematic and escalating as and when required

Arrange the re-cycling or safe disposal of returned medicines in accordance with policy and procedure

Work within Standard Operating Procedures (SOP's) ensuring compliance with relevant standards (Good distribution Practice)

To plan and organise work rotas for Pharmacy Support Officers (PSO)/Assistant Technical Officers (ATO) in the distribution and stores areas and ensure that cover is arranged to cover absences

To carry out and supervise PSO's/ATO's in routine daily technical duties, particularly those associated with the "topping up" and stock medicine supply to clinical areas/external customers

To carry out quality assurance checks on ward and departmental "topping up", with referral to designated ward pharmacist when necessary

To assist the ordering, receipt and despatch of pharmaceutical items, co-operating with both pharmacy and nursing staff. To record details on the computer systems and pass information to the dispensary. Ensure that owing items are actioned and ordered

To assist in reducing drug wastage by highlighting "dead" and slow-moving stock in the stores and clinical areas, leasing with Senior Pharmacy Technician on subsequent action to be taken

To ensure that stock checks are carried out in the distribution area and any discrepancies investigated, with the assistance and supervision of the Senior Pharmacy Technician

To ensure that stock orders are checked for clinical areas and external customers promptly within the team of ATO's and assembled ready for delivery back to the wards and departments, co-operating with portering staff when necessary

To manage the daily collection and delivery of controlled drugs to wards and departments within the Trust at Royal Shrewsbury Hospital

To replenish stocks in the pharmacy area from various stores; maintaining all necessary manual and computer records, including generating internal orders, stock rotation and checking for near expiry dates

To ensure that stocks are replenished and maintained at suitable levels

To be responsible for the replenishment of adult and paediatric emergency boxes

To assist in the return of pharmacy stock back into the computer system according to pharmacy procedure

To support the training of pharmacy staff in all aspects of stock supply, topping up and emergency drug replenishment

To arrange and provide holiday and sickness cover for distribution-based pharmacy support officers as requested

To assist the Storekeeper in the receipt and dispatch of goods and medical gas cylinders, co-operating with commercial delivery drivers and portering staff

To undertake daily communication meetings with pharmacy support officers taking appropriate action or referral where necessary

To consider the welfare of pharmacy support officers

To encourage staff development and participate in appraisals for pharmacy support officers

To assist the Health and Safety Co-Ordinator in the undertaking of risk assessments and implementing change where necessary.

To ensure that waste is disposed of in accordance with the departmental and trust policy

To contribute to the pharmacy teams efforts to continually improve standards, efficiency, job satisfaction and to maintain and improve the quality of the service

Supply and transport drugs including controlled drugs, unlicensed drugs and chemotherapy, keeping correct records. and in accordance with the established procedures

To participate in the Trusts Major Accident Procedure

Assist in the receipt and distribution of prescriptions and medicines produced by the pharmacy. This will involve cash handling and the use of the till and credit card scanner. Support the receptionist function greeting patients and members of staff as required and receipt of prescriptions and orders. Filing of prescriptions following established procedures

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Maths &amp; English Grades 9-4 or equivalent</li> <li>• NVQ Level 2 in Pharmacy Services</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Work experience in Pharmacy</li> <li>• Any work experience in a customer related environment</li> </ul>	<ul style="list-style-type: none"> <li>• Stores / Stock control awareness.</li> <li>• Handling COSHH</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Good language and communication skills</li> <li>• Good mathematical skills</li> <li>• Keyboard skills</li> <li>• Supervisory skills</li> <li>• Attention to detail</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to travel to external training sites as required</li> </ul>	

## 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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

