

Job Description and Person Specification - Dispensary Manager

Location	St George's Medical Centre dispensary
Hours	Full-time or part-time negotiable, minimum 30 hours a week.
Reports to	Practice Management team and GP Partners.
Salary	£21,000 to £24,000 pro rata, depending on experience
Contract type	Permanent (first six months probationary)
Notice period	Three calendar months
Annual leave	Five weeks pro rata per year, plus bank holidays
Benefits	NHS pension available

Job summary

This is a newly designed post. We are looking for an experienced dispenser, who has management experience, to co-ordinate and lead our team of 5 dispensary staff and support the delivery of an excellent and profitable service to our dispensing patients.

Considered part of the management team, the post holder will work hands-on as a dispenser but have dedicated management time, and support from the St George's leadership team. The dispensing to management balance is expected to be around 60:40.

About St George's

St George's is a forward-thinking, robust, practice based in modern accessible premises in Littleport, Cambridgeshire. We use SystmOne as our clinical system and have approximately 11,000 patients registered. We have a strong clinical team of 3 HCAs, 3 Practice Nurses, 4 Nurse Practitioners and 6 GPs supported by excellent reception and secretarial teams. Staff training and development is encouraged and supported.

The dispensary is open to patients between 08:30 and 18:00 Mondays to Fridays; dispensary staff are on site at 08:00 to unlock and prepare. We currently have around 2,000 dispensing patients, and are trialling a medication delivery service. There is a Lloyds Pharmacy on site and we have excellent on-site support from the CCG's Medicines Optimisation Team. We are committed to the national Dispensary Services Quality Scheme.

St George's achieved 100% QOF in 2016-17. In 2016 CQC assessed St George's to be Good with Outstanding features, and we have recently been awarded and registered as a GP-training practice. St George's demonstrates innovative practice; for example in hosting day surgery services from QEH hospital in Kings Lynn, and outreach oncology services from Addenbrookes. We aim to be accredited with the Living Wage Foundation next year.

Person Specification* - Dispensary Manager

	Essential criteria	Desirable criteria
Education	<ul style="list-style-type: none"> ✓ GCSE (or equivalent level) English and mathematics at grade C or above. ✓ Dispensary qualification. 	<ul style="list-style-type: none"> ✓ Higher level qualifications (e.g. A-Level maths). ✓ Degree-level study. ✓ Evidence of relevant continuing professional development and training.
Experience	<ul style="list-style-type: none"> ✓ Working in a dispensary with sufficient experience meet DSQS standards. ✓ Using SystemOne. ✓ Managing others. ✓ Developing staff rotas and managing absence. ✓ Ordering medication stock. ✓ Working to policies, guidelines and Operating Procedures. ✓ Using a clinical system (e.g. EMIS, SystemOne). ✓ Ability to use email, Word and Excel. ✓ Maintaining profitability and business sustainability. 	<ul style="list-style-type: none"> ✓ Managing a dispensary team. ✓ Working in a GP surgery. ✓ Managing dispensary financial returns e.g. maintaining VAT records. ✓ Running patient reports using a clinical system such as SystemOne. ✓ Awareness of HR aspects of managing a team. ✓ Delivering improvements in dispensary practices.
Personal skills and attributes	<ul style="list-style-type: none"> ✓ Appreciative of the importance of patient confidentiality. ✓ Good communicator both verbal and written. ✓ Good customer service. ✓ Well organised, diligent, and attentive to detail. ✓ Self-motivated and able to prioritise. ✓ Works well as part of a team. ✓ Resilient; ability to work under pressure and manage personal stress. ✓ Appreciative of the importance of medicines safety. 	<ul style="list-style-type: none"> ✓ Excellent communicator. ✓ Excellent customer service. ✓ Demonstrable leadership qualities.
Additional criteria	<ul style="list-style-type: none"> ✓ Satisfactory enhanced DBS check. ✓ Two satisfactory employment references, one of which from current employer. ✓ Ability to travel easily in the community when required. 	<ul style="list-style-type: none"> ✓ Good fit with the dispensary and practice team. ✓ Ability to work flexibly, or additional hours when required to ensure delivery of an excellent dispensary service.

**Applicants will need to be able to demonstrate they meet all of the essential criteria to be shortlisted for interview, and the successful candidate is likely to meet the majority of desirable criteria. This list is not exhaustive, but gives a sense of the person most suitable for the post and will be used as a guide for candidate selection.*

Job Description – Dispensary Manager

Safety aspects

- Ensure staff are competent and safe to practice.
- Ensure Dispensary practices are safe and in line with Standard Operating Procedures and current clinical guidelines.
- Ensure policies and procedures are up to date and available.
- Work with colleagues from St George's practice team, and partner organisations to deliver safe and sustainable service.
- Ensure that all medicines and appliances dispensed are checked against the prescription and whenever there is doubt about the appropriateness of the item, or about the dose or labelling instructions to check with the authorising doctor or duty doctor.
- Take prompt action in response to any drug alert bulletins that may be received from time to time.
- Record and report any untoward incidents, significant events, drug errors or any other issues of quality and risk immediately to St George's leadership team.
- Ensure that drugs are stored in an appropriate manner in accordance with the accompanying instructions.
- Ensure that shelves and all work surfaces are regularly cleaned to maintain a high level of hygiene within the dispensary and that all dispensary equipment is kept clean and is in good working order.
- Ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record/logbook.
- Take responsibility for ensuring mobile emergency equipment (crash bags, oxygen cylinders) is suitable, complete and all perishable items are within use by date, restocking where necessary.

HR aspects

- Manage the individual needs of a team of 4 dispensers.
- Devise, communicate and review staff shift rotas, building in annual leave requests.
- Support the team with supervision sessions, training and mentoring as required.
- Ensure the post-holder and dispensary team are compliant with all mandatory training programmes, including fire safety, Health and Safety, infection control and basic life support.
- Work with Practice Management team to deliver meaningful annual staff appraisals.
- Work with the Practice Management team to manage staff absence and performance issues.
- Effectively manage own time, workload and resources.
- Ensure team and self fully aware of, and work in line with, all policies, procedures and practices at St George's Medical Centre.
- Actively take part in own personal development, training, supervision and appraisal as advised by line manager.

Equality and diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, including:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation, particularly the Equalities Act 2010 and UK employment legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- St George's will make Reasonable Adjustments to support the post-holder fulfil their role and duties.

Business aspects

- Ensure team process all prescriptions within appropriate timescales.
- Order medication needed, and check off incoming medication.
- Ensure all invoices are forwarded onto the Finance Manager in a timely manner.
- Operate efficient stock control, appropriate to the needs of the practice, to ensure continuity of supply for patients and minimising wastage through out-of-date stock.
- Regularly review drug supplier deals and offers and change procurement where needed to ensure value for money and maximum profitability when purchasing stock.
- Hold responsibility for opening and closing the dispensary morning/evening and ensuring the dispensary is secure, even if this task is delegated.
- Communicate confidently and professionally over the telephone when dealing with patients, practice staff and partner organisations (other local pharmacies, hospitals, GP surgeries, suppliers and so on).
- Cover for annual leave and sickness as required (for additional payment over overtime).
- To undertake any other necessary work as may be required and appropriate to maintain a high standard and efficient dispensing service.

Confidentiality

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this job description, the post-holder will have access to confidential information relating to patients and their carer(s), practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data. Breaching patient confidentiality is likely to be considered misconduct and may result in disciplinary action.

Safeguarding

As a member of St George's Medical Centre team, the post-holder has an obligation to understand, and follow the policies, procedures and practices that keep patients safe from harm, including raising concerns where necessary.

As a safe employer, before being offered a contract, the recruiting manager will need to be satisfied with the outcome of all three of the following:

- ✓ The documentary evidence of identity, educational qualifications, and the right to work in UK.
- ✓ The results of an Enhanced Disclosure and Barring Service (DBS) report.
- ✓ The outcome of two verbal references from a current, and a previous, employer (or equivalent).

Probation period.

The first six months of employment is considered a probationary period, during which time the period of notice of termination is reduced to four working weeks. After six months, an appraisal will be conducted to confirm suitability of the post-holder to continue in post. This appraisal will be led by the Practice Manager and at least one GP Partner.

Contact details Simon Randall, Practice Manager, 01353 864133, simon.randall@nhs.net