

1. GENERAL INFORMATION

Job Title: Primary Care Centre Technician

Location: Longbow - 2x 16 hours per week

Hours of Work: Longbow – 2x 16 hours per week average worked over a 4 week cycle (schedule attached)

Responsible To: Field Team Manager

Responsible For: Nil

2. JOB SUMMARY

To ensure the continued efficiency and smooth running of relevant Primary Care Centers and vehicles by maintaining stock levels, monthly expiry check of drugs and sundries

Shropdoc will supply a company vehicle for this role and under no circumstances should own car be used to carry any drugs/equipment.

3. KEY TASKS AND RESPONSIBILITIES

Stock

- 3.1 To undertake either weekly or fortnightly (all others)full re-stock of assigned bases using the orders prepared by the Pharmacy Lead ensuring the correct stock levels are maintained as per company policy.
- 3.2 To undertake a thorough monthly expiry date check of all drug and sundry stock following correct procedure as directed by Pharmacy Lead and as per company policy.

Equipment and Bags

- 3.3 To undertake either weekly or fortnightly check and clean all equipment.
- 3.4 To liaise where required with hospital staff regarding operational issues that may arise and report back to Field Team Management.

- 3.5 To carry out basic fault finding and attempt first response remedial measures in the event of equipment failure or technical issues and to provide clear, specific reporting where escalation is required.

Documentation to/from Base

- 3.6 To collect and return any documentation to Longbow.
- 3.7 To ensure any new directives received are placed appropriate and timely manner to all the bases as instructed by Field Team Management.
- 3.8 To ensure that records and paperwork are checked and return to Longbow. Reporting any documentation issues to Field Team Management, e.g. incorrect or incomplete operational forms submitted by PCC staff.

3.9

Car

- 3.10 To undertake either weekly or fortnightly a full car clean both internal and external, and to carry out regular maintenance checks, including but not restricted to:
- Checking oil and other fluids, reporting to Field Team Management any concerns regarding consistency of shift checks or replenishment being carried out by operational drivers.
 - Checking electrical systems, i.e. lights, wipers etc and reporting any issues promptly.
 - Checking tyre tread depths, recording and forwarding to the Field Team Management, raising any other tyre or wheel concerns promptly
 - Monitoring of mileage and forwarding to Field Team Management.
 - Inspection of general vehicle condition and reporting any concerns to Field Team Management.
 - Inspection of in-car operational equipment, e.g., chargers, cables, hands-free kit etc and reporting any concerns to Field Team Management.

Meetings

- 3.11 To attend monthly operations meeting at Longbow and attend locally held quarterly base meetings.
- 3.12 To witness the checking of CD register with the Pharmacy Lead

Cover

- 3.13 To cover other PCCT posts in the event of holiday/sickness (this will be paid as overtime at normal hourly rate)

4. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

5. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

6. PROFESSIONAL REGISTRATION

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your

registration with any particular professional body or in respect of any required qualifications.

7. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance.

8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with Shropdoc Records Management Procedure.

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting the offer of their position, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998.

9. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

10. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

11. INFECTION CONTROL

All staff are required to be familiar with Shropdocs infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

12. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding Safeguarding relevant to their position and role.

13. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

14. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

15. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdocs quality management system which itself complies with BS EN ISO 9001.

16. TRAINING

All staff must attend statutory /mandatory training as instructed.

17. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

18. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holders Name:

Post Holders Signature: Date:

Line Managers Name:

Line Managers Signature: Date:

PERSON SPECIFICATION

Primary Care Centre Technician (Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	<p>Good level of education (GCSE Grade A-C/4-9 or equivalent) incl English and Maths</p> <p>ECDL or equivalent</p> <p>Full Driving Licence</p>	<p>Basic Life Support (CPR)</p>	<p>Application form</p> <p>Interview</p>
Experience	<p>Previous Driving experience</p> <p>Previous experience of Stock taking and audit</p>	<p>Experience of a pharmacy environment</p> <p>Experience of working in a sector such as NHS</p> <p>Experience of using computerised records systems</p> <p>Experience of working with the public</p>	<p>Application form</p> <p>Interview</p>
Skills/Abilities	<p>Excellent Communication Skills</p> <p>Able to communicate effectively with all members of a multi-disciplinary team and other service users.</p> <p>Able to work using own initiative, flexibly and collaboratively with colleagues</p>	<p>Ability to adapt to a changing environment</p>	<p>Application form</p> <p>Interview</p>

	Ability to use initiative and work with minimum of supervision		
Knowledge	<p>Good local geographical knowledge</p> <p>Working knowledge of Word, Access, Excel, Power Point and other office applications</p> <p>Knowledge and understanding of Information Governance</p>	Previous knowledge of infection control procedures	<p>Application form</p> <p>Interview</p>
Other attributes	<p>Able to operate in, and to positively contribute to the work of a busy team.</p> <p>Patient, determined, conscientious, reliable and diplomatic</p> <p>Maintain a professional image at all times</p> <p>Committed to providing a quality service</p> <p>Enthusiastic and self motivated</p>	Positive attitude to learning and development, demonstrated by a record of continuous professional development	<p>Application form</p> <p>Interview</p>
Other general requirements	<p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Able to work as part of a team</p> <p>Able to meet the travel needs of the post</p>	Ability to work unsocial or irregular hours	

