# Chelsea and Westminster Logo

# Pharmacy Department

**JOB DESCRIPTION**

**POST TITLE :** High Cost Medicines and Homecare Administrator

**GRADE :** Band 5

## DEPARTMENT : Pharmacy

**DIVISION :** Clinical Support

**MANAGED BY :** Lead Directorate Pharmacist HIV/GUM

**MANAGES** : High Cost Medicines and Homecare Administrative

 Assistant

**ACOUNTABLE TO** **:** Chief Pharmacist

**LIAISES WITH:** Kobler Pharmacy, Lead Directorate Pharmacists and other Pharmacy staff

 Accounts department

 Other Trust staff

 Patients

 Homecare companies’ staff

**JOB PURPOSE**

The post holder is responsible for providing efficient and effective administrative support for prescribers and dispensers of medicines excluded from the National Payment by Results Tariff (PbR). A major component of the role is maintaining data tracking systems, patient databases and records accurately and in a timely manner.

The postholder is responsible for efficient pharmacy management of home delivery of medications schemes, including maintenance of patient databases, accurate and timely processing of invoices, production of KPIs and dealing with complaints.

In addition, the post holder will provide assistance with patient registration onto the home care schemes in place at CWH.

The post holder may also be required to assist with general invoicing duties in pharmacy.

##### Roles and Responsibilities

**Payment by Results Drugs (PbR) and Homecare Administration**

1. Produce workload statistics and Key Performance Indicator (KPI) reports on homecare and PbR activities on a monthly basis as directed by the LDP for the specialist area e.g. number of patients registered to the scheme
2. Receive invoices for Homecare via Pharmacy JAC system, process for payment by finance and maintain records of invoices processed. Monitor expenditure against anticipated recruitment schedules.
3. Liaise with external suppliers and negotiate complex issues to resolve all invoicing queries and follow through communications to the finance department to ensure that payments are not delayed.
4. Liaise with the finance department and Lead Directorate Pharmacist to ensure month end deadlines and cut off times for PCTs are met so that our financial data matches their financial balance reports.
5. Analyse supplier statements received monthly and investigate and resolve discrepancies prior to passing invoices for payment.
6. Inform Line Manager (LDP HIV/GUM) of major price increases found against products in order for an investigation to commence in a timely fashion.
7. Effectively deal with patient queries in the first instance, referring them to appropriate members of the team or the relevant homecare company as required.
8. Effectively deal with any patient complaints in the first instance, referring them to the Lead Pharmacist and / or homecare company as required, to record a report of any complaint and to maintain a log of all complaints. For HIV homecare to also inform the London HIV Homecare Co-ordinator.
9. Process all homecare prescriptions through the JAC system on a regular basis.
10. Keep the JAC drug file up to date and ensure that the LastWord HIV database and JAC are both accurate.
11. Register homecare patients during clinic periods.
12. Develop and maintain a database for tracking funding requests for high cost medicines including whether or not funding was approved.
13. Effectively deal with individual PbR excluded medicines queries in the first instance, referring them to appropriate members of the team as required.
14. Accurately enter details of high cost medicines enquiries onto a database in order for it to be used as a resource for answering queries in the future.
15. Write and update procedures relating to PbR excluded drugs or Homecare as requested by Line Manager.
16. Support the auditing of the service by accurate data collection.
17. To oversee bi-annual running of a patient satisfaction survey.

**Managerial Duties**

1. Manage the band 4 administrative assistant including conducting performance

 appraisals and development reviews and if necessary, manage disciplinary or

 grievances.

2. Support the induction and training of new office and administration staff as

 required.

**Kobler Pharmacy Duties**

1. Handle general (factual) enquiries from patients and other hospital staff, referring them to technicians or pharmacists where appropriate. This includes enquires made in person and by telephone. File prescriptions (outpatient and discharge) and transcription sheets on a daily basis.
2. Archive prescriptions in the plant room and arrange for destruction of filing as appropriate.
3. Perform daily counts of outpatient prescriptions for workload statistics and compile report for LDP HIV/GUM.
4. Be responsible for the training and induction for reception duties of new staff to the department where appropriate.

**Other Duties**

1. Prepare and produce invoices for clinical trial activity when required and ensure

 that all income is allocated to the correct budget code.

1. Provide administrative support for data collection for audits / projects as directed

 by the LDP HIV/GUM

1. Assist in the cover arrangements for reception duties in the main pharmacy

 department as required.

1. Assist in processing invoices within the main pharmacy invoicing office as

 required.

1. Participate in the Departmental Education and Training Programme and ensure

 that a written record of Continual Personal Development (CPD) is maintained for

 review at appraisal.

1. Carry out any other duties requested by the Chief Pharmacist.

**TERMS AND CONDITIONS**

* Salary Scale: Band 5 AfC
* Contract: Permanent
1. Hours of work: 37.5 hours per week

 (9am-5:15pm with 45 minutes lunch break).

* Annual leave entitlement: As per Agenda for Change Terms and Conditions

 0-5 years NHS Service 27 days per annum

 5-10 years NHS Service 29 days per annum

10 years + NHS Service 33 days per annum

1. Notice Period: 1 month

**Signature (Post-holder).....................................…..................…. Date………**

**Signature (Chief Pharmacist).......................................................Date……….**

**Chelsea and Westminster Hospital NHS Foundation Trust**

**EMPLOYEE SPECIFICATION**

**High Cost Medicines and Homecare Administrator**

## Physical

|  |  |
| --- | --- |
| **Essential**  | **Desirable** |
| Occupational Health cleared for the role specified |  |

## Education / Qualifications

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Education to NVQ Level 3 or equivalent  |  |
| Specialist qualifications in business/administration/invoicing or equivalent experience with relevant experience. | Management training |
| Evidence of on-going development and further training | Experience of working in a pharmacy department |

## Experience

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Proven record of substantial work experience in a relevant area of practice e.g. secretarial or administrative | Experience of working in NHS Working in a Pharmacy Department  |
| Education and training of staff | Management experience  |
| Supervision of staff | Knowledge of pharmaceutical products  |
| Purchasing / Invoicing experience | Experience with JAC  |
| Understanding of service audit | Project management |
| Adherence to and implementation of procedures |  |
| Broad based administrative experience |  |
| Experience of using various office systems including recording financial data and analysis of statistical information. |  |
|   | Specialist IT systems |
|   | Procedure writing |
| Supervisory skills e.g. recruitment / training / leadership / motivation / sickness absence | Appraisal / Disciplinary |

## Skills, Knowledge & Abilities

|  |  |
| --- | --- |
| **Essential**  | **Desirable** |
| Perform relevant mathematical calculations in relation to work |  |
| Use initiative |  |
| Good oral & written communication skills |  |
| Organisational and prioritisation skills  |  |
| Word processing, e-mail, accurate data entry skills and spreadsheets |  |
| Work to a deadline |  |
| Good problem solving skills  |  |
| Work independently on designated tasks |  |
| Excellent interpersonal and customer service skills and ability to negotiate and deal with complaints in the first instance |  |

## Aptitudes and Personal Characteristics

|  |  |
| --- | --- |
| Enthusiasm for the position |  |
| Methodical with attention to detail |  |
| Friendly, empathetic and reliable team worker able to relate to all grades of staff |  |
| Ability to cope well within a busy environment |  |
| Able to work under pressure |  |
| Self starter |  |
| Punctual |  |
| Reliable |  |