

## Job Description

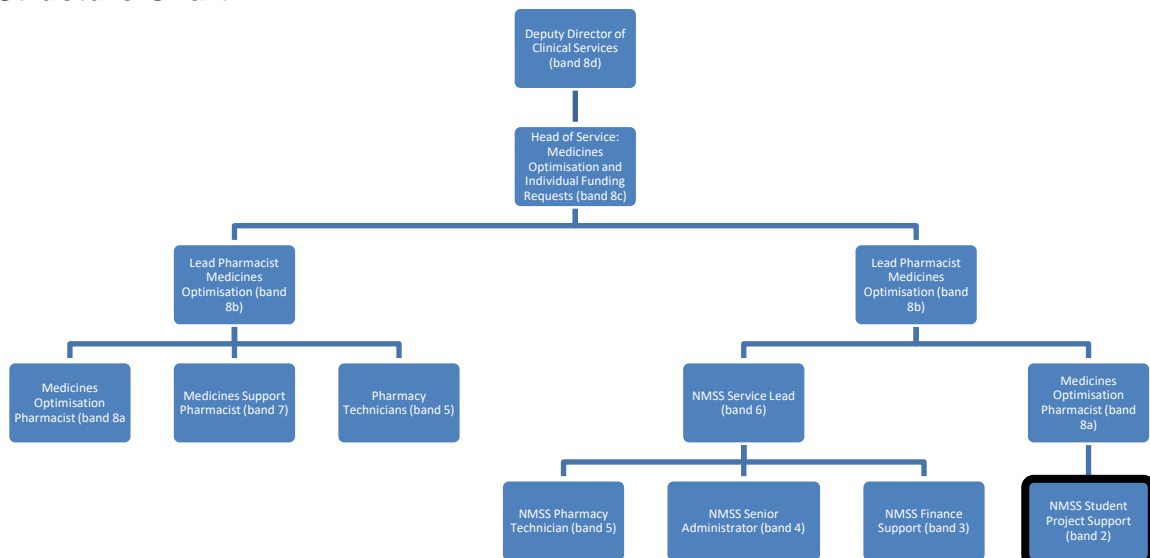
### Job Details

Job Title:	Norfolk Medicines Support Service (NMSS) Student Project Support
Band:	Band 2
JE Reference:	To be assigned by Corporate HR once evaluated
Team:	Medicines Optimisation
Location:	Westgate House (Warwick), County Hall (Norwich), Remote
Responsible to:	Medicines Optimisation Pharmacist

### Job Purpose

This role is offered to undertake a research project within our NMSS team. The project aim is to understand the benefits that the NMSS delivers to patients and the wider healthcare system in terms of quality outcomes, equity of access and value for money.

### Structure Chart



## **Core Duties and Responsibilities (Key Result Areas)**

### **Communication and Relationship**

- Dealing with evaluation enquiries in a pleasant and helpful manner, communicating relevant information to stakeholders, referring to others as appropriate.
- Answer telephone calls, taking messages and passing on accurately to the relevant departments/person.
- Have a flexible/adaptable approach to their work in order to meet various deadlines.
- Work with team members within the NMSS to gain an in-depth understanding of the service and access evidence.
- Meet regularly with Medicines Optimisation Pharmacist

### **Information Resources**

- Word processing documents, emails and reports when required. Post holder must have a standard level of keyboard skills and able to use Microsoft Office programmes.
- Inputting into, monitoring and printing reports from computerised systems.

### **Freedom to Act**

- Able to work on own initiative, prioritising work, within defined policies and procedures to set timescales.
- Ensure that all comments and suggestions are dealt with appropriately, in accordance with policy, resolving where possible and escalating to appropriate manager as required.

### **Research and Development**

- With support of the Medicines Optimisation Pharmacist, support the development of service evaluation tools in line with service evaluation requirements.
- Support creating and collating evidence to help inform the NMSS service evaluation.
- Support the service evaluation process as directed, including working with patients and stakeholders to gather evidence.
- Provide regular evaluation progress updates (verbally and written).
- Support the analysis of the collated results.
- Support generating clear and concise reports based upon that data analysis, clearly articulating and supporting the themes identified.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.



#### 4. Effort and Environment

##### Mental effort

- The role will require a degree of concentration to evaluate systems and engage with stakeholders.

##### Emotional effort

- It is not anticipated that there will be exposure to potentially distressing situations.
- Willing to engage with and learn from peers and colleagues to deliver project objectives.
- Calm and efficient manner.

##### Working conditions of the post


- This role will be mostly remote working and involve VDU usage. Some travel to our offices in Warwick and Norwich may be required.

#### 5. Supplementary Duties & Responsibilities

##### Workplace values

Employees will need to demonstrate, understanding and apply our workplace values within their role. This is embedded as part of our appraisal and personal development processes.



 <b>Invest in our people</b>	 <b>Creative in our solutions</b>	 <b>Ambitious</b>	 <b>Responsive to needs</b>	 <b>Excellence in delivery</b>
<ul style="list-style-type: none"> <li>• Develop &amp; support</li> <li>• Treat everybody with respect</li> <li>• Value other peoples contributions</li> <li>• Support one another</li> <li>• Celebrate the diversity of our workforce</li> <li>• Be a role model</li> </ul>	<ul style="list-style-type: none"> <li>• Think differently</li> <li>• Innovate</li> <li>• Empower</li> <li>• Set standards</li> <li>• Embrace change</li> </ul>	<ul style="list-style-type: none"> <li>• Determined</li> <li>• Desire to succeed</li> <li>• Aspire</li> <li>• Celebrate success &amp; learn from experience</li> <li>• Tell the truth</li> </ul>	<ul style="list-style-type: none"> <li>• Alert</li> <li>• Aware</li> <li>• Flexible</li> <li>• Listen to people (don't talk over them)</li> <li>• Act with integrity at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver on our promises</li> <li>• Add value</li> <li>• Exceed customer expectations</li> <li>• TQM – get it right first time</li> <li>• Beat deadlines (don't miss deadlines)</li> <li>• Be on time (not late)</li> <li>• Ask myself: "Is the contribution I'm about to make helpful?"</li> </ul>

##### Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of your contract.

##### Health and Safety

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the



requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

### **Safeguarding**

All employees have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). They must be aware of local child and adult protection procedures and who to contact within the CSU for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

### **Data Protection and Confidentiality**

All employees are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of patient, client and staff records.

### **Smoking and Health**

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

### **Equality and Diversity**

The organisation is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider and as an employer.

### **Information Management and Technology (IM&T)**

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

### **Flexible Working**

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

### **Clinical Supervision**

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development for a minimum of four sessions per year. Clinical Supervision will be monitored via an annual Performance and Development Review (PDR).

### **Reasonable Adjustments**

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.





Post Title: NMSS Student Project Support

Team: Medicines Optimisation

Band: 2

Base: Westgate House (Warwick) or  
County Hall (Norwich)

Criteria		Desirable	Stage Measured at: A – Application I – Interview T – Test P - Presentation
<b>Education / Training / Qualifications</b>	Undertaking a pharmacy degree (3 <sup>rd</sup> year student at university)		A
<b>Experience</b>	<p>Demonstrable experience of working in an administrative environment and working with computerised data systems</p> <p>Experience of collecting qualitative and quantitative information</p> <p>Working knowledge of Microsoft Office</p> <p>Awareness of equality and valuing diversity principles</p> <p>Understanding of Confidentiality and Data Protection Act</p> <p>Experience of working with confidential information</p> <p>Ability to demonstrate, understanding and apply our workplace values</p>	<p>Experience of working in a health care environment</p> <p>Awareness of a range of Health Services provisions</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>Workplace Values</b>	Ability to demonstrate, understanding and apply our workplace values		A/I
<b>Skills / Abilities</b>	Post holder must have a standard level of keyboard skills and able		A/I



	<p>to use Microsoft Office programmes</p> <p>Able to work effectively as part of a team</p> <p>Problem solving skills</p> <p>Able to work on own initiative, organising and prioritising own workload to set deadlines</p> <p>An ability to maintain confidentiality and trust</p> <p>Understand of and commitment to equality of opportunity and good working relationships</p> <p>Flexible approach to work</p>		<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>
<b>Knowledge</b>		<p>Awareness of a range of Health Services provisions</p> <p>Working knowledge of Microsoft Office including Word and Excel</p> <p>Knowledge of NHS issues</p> <p>Understanding of Data Protection legislation</p>	<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>
<b>Interpersonal Skills</b>	<p>Clear communicator with good writing, data entry and telephone skills</p> <p>Ability to work effectively as part of a team</p> <p>Problem solving skills</p> <p>Able to work on own initiative, organising and prioritising own workload to set deadlines</p> <p>Highly organised</p>		<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>
<b>Special Aptitudes</b>	<p>Flexible approach to work</p> <p>Good time keeping</p>		<p><b>A/I</b></p> <p><b>A/I</b></p>

	Awareness of equality and valuing diversity principles Understanding of Confidentiality and Data Protection Act		<b>A/I</b>
<b>Mobility</b>	Must be able to attend Arden & GEM offices as indicated		<b>A/I</b>

**The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate**

