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| **1.Expert Professional Practice** Improves standards for pharmaceutical care for patients |
| **Competency** | **Job specification reference(s)** | **Self-assessed APF level:** Mastery/AS II/AS I |
| **1.1** Expert skills and knowledge | Demonstrate an intuitive grasp of situations based on deep tacit understanding. Utilise specialist skills to search, identify, retrieve and appraise clinical information to support the effective management of individual patients, groups of patients and populations. Use highly developed communication and team-working skills to lead registered pharmacy professionals to deliver an exceptional medicines information service.Accept referrals and provide advice on complex issues relating to provision of medicines information and advice. This will occasionally include exposure to distressing situations in which people need advice about medicines (e.g. inadvertent administration of medicine in pregnancy, breastfeeding, syringe driver drug combinations in end of life care). | Mastery |
| * Masters level post-graduate qualification in pharmacy, public health or health policy (E)
* Extensive medicines information experience (E)
* Experience acting as a referral point for highly complex medicines information enquiries particularly where there is rapidly changing, conflicting, ambiguous or no information (E)
* Experienced at service-level research with demonstrable evidence of research output. (E)
* Recognition as an expert nationally through publications, presentations or as officer of a national group. (D)
 | * ASII
* ASII
* ASII
* M
* M
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| **1.2** Delivery of professional expertise | Line manage, train and appraise the Medicines Information team to deliver safe and effective advice about medicines to patients and healthcare professionals using the service, including ensuring they comply with medicines legislation and local policies.Demonstrate professional accountability to service users, stakeholders and the profession | ASII |
| * Experience managing and providing accountability to senior pharmacy management for a medicines information team and its budget. (E)
* Actively participated in development of national strategy related to medicines information and advice (D)
 | * M
* M
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| **1.3**Reasoning and judgement Including: * Analytical skills
* Judgemental skills
* Interpretational skills
* Option appraisal
 | Appropriately manage complex, conflicting, difficult and ambiguous issues using high level communication and collaboration skillsMake decisions where there is a limited or conflicting evidence base | Mastery |
| * Experience acting as a referral point for highly complex medicines information enquiries, particularly where there is rapidly changing, conflicting, ambiguous or no information (E)
 | * M
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| **1.4** Professional autonomy | Utilise highly developed clinical pharmacist and medicines information skills to influence service development within the boundaries of complex legal and ethical requirements.Lead on establishing and working collaboratively with a network of senior pharmacy colleagues and relevant stakeholders from across the local health economy to create and embed a shared vision and a long term strategy for the delivery of effective medicines information and advice to support patient care.Work with senior pharmacists to identify opportunities for medicines information improvement and develop their role as leads for provision of effective and safe medicines advice within their clinical area. Work with senior leadership across the local health economy to achieve any structural changes that are required to achieve the joint vision for medicines information and advice. | Mastery |
| * Proven experience of implementing strategies evidence-based service development initiatives aimed at meeting strategic priorities (E)
* Able to interpret national/regional policy and strategy to identify, implement and deliver against a vision for the delivery of medicines information and advice initiatives (D)
 | * ASII
* M
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| **2. Collaborative Working Relationships** Is able to communicate, establish and maintain professionally-driven working relationships and gain the co-operation of others |
| **Competency** | **Job specification reference(s)** | **Self-assessed APF level:** Mastery/AS II/AS I |
| **2.1** Communication, including ability to: * Persuade
* Motivate
* Negotiate
* Empathise
* Provide reassurance
* Listen
* Influence and networking skills
* Presentation skills
 | Work with Pharmacy section heads on strategies to facilitate delivery of safe and effective medicines advice across the STP/ICS. This will include ensuring medicines advice is covered in organisational strategies relating to Medicines Optimisation and delivery of the Long Term Plan for subsequent years. | Mastery |
| * Excellent negotiation and influencing skills (E)
* Excellent problem identification, prioritisation and solving skills (E)
* Able to motivate and inspire others to recognise the importance of excellent medicines information and advice throughout an organisation. (E)
* Can co-ordinate and motivate staff to achieve desired outcomes in the face of diverse unavoidable pressures
 | * ASII
* M
* M
* M
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| **2.2**Teamwork and consultation | Work with Pharmacy section heads on strategies to facilitate delivery of safe and effective medicines advice across the STP/ICS. This will include ensuring medicines advice is covered in organisational strategies relating to Medicines Optimisation and delivery of the Long Term Plan for subsequent years. | M |
| * Proven facilitative leadership skills (E)
 | * M
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| **3. Leadership** Inspires individuals and teams to achieve high standards of performance and personal development |
| **Competency** | **Job specification reference(s)** | **Self-assessed APF level:** Mastery/AS II/AS I |
| **3.1** Strategic context | Utilise highly developed clinical pharmacist and medicines information skills to influence service development within the boundaries of complex legal and ethical requirements.Provide leadership to other pharmacy colleagues in the wider UK community working in medicines information and advice, e.g. through UKMi working groups.  | ASIIMastery |
| * Actively contributed to a national strategy or working group focussed on medicines. (E)
* Actively participated in development of national strategy related to medicines information and advice. (D)
 | * M
* M
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| **3.2** Governance | Lead on the safe and effective provision of medicines information across the local health economy through the local pharmacy clinical governance groups.Develop and maintain a communication strategy to inform practitioners of resources available to support them to deliver safe and effective medicines advice to clinicians and patients. | ASIIMastery |
| * Participation in formal clinical governance arrangements. (E)
 | * ASII
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| **3.3** Vision | Lead on establishing and working collaboratively with a network of senior pharmacy colleagues and relevant stakeholders from across the local health economy to create and embed a shared vision and a long term strategy for the delivery of effective medicines information and advice to support patient care. | Mastery |
| * Able to motivate and inspire others to recognise the importance of excellent medicines information and advice throughout an organisation. (E)
 | * M
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| **3.4**Innovation | Undertake evaluations of medicines advice services across the local health economy and lead on introduction of innovative developments. Build in structures to evaluate impact of innovations. | Mastery |
| * Demonstrates innovation and ability to manage change. (E)
 | * M
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| **3.5** Service development | Work with colleagues across the local health economy to ensure delivery of effective medicines information and advice across care settings, particularly around transitions of care. Liaise with relevant senior staff across the local health economy and in the local AHSN. Where necessary, establish and take the Chair for short life working groups to achieve shared ambitions.Act as the local expert within this area of practice and provide a dynamic link between clinical practice and service development.Utilise highly developed clinical pharmacist and medicines information skills to influence service development within the boundaries of complex legal and ethical requirements.Lead, undertake and support research related to medicines information that could inform improvements or innovation in the field, and ensure that the findings of research are acted upon, and shared with the wider healthcare community (e.g. via publication in peer reviewed journals, presentations at appropriate fora, or other appropriate means). | Mastery |
| * Proven experience of implementing evidence-based service development initiatives aimed at meeting strategic priorities. (E)
* Experience chairing a cross-sector committee or a short-life working group to achieve shared service development needs (E)
 | * M
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| **3.6** Motivational | Establish high standards for provision of medicines advice. Lead and motivate MI teams across the local health economy to deliver to these standards.Motivate and manage the performance of individuals and the team. Act as the lead across the local health economy for the overall performance of the Medicines Information and Advice teams . | ASII |
| * Able to motivate and inspire others to recognize the importance of excellent medicines information and advice throughout an organisation (E)
* Can co-ordinate and motivate staff to achieve desired outcomes in the face of diverse unavoidable pressures. (D)
 | * M
* ASII
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| **4. Management** Organises and delivers service objectives in a timely fashion |
| **Competency** | **Job specification reference(s)** | **Self-assessed APF level:** Mastery/AS II/AS I |
| **4.1** Implementing national priorities | Reconcile national priorities with local realities. Provide assurance to the ICS Chief Pharmacist (or senior pharmacy leadership) that the service is meeting national priorities. | Mastery |
| * Able to interpret national/regional policy and strategy to identify, implement and deliver against a vision for medicines information and advice initiatives (D)
 | * M
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| **4.2** Resource utilisation | Contribute to pharmacy department budget setting across all organisations in the remit of the role to ensure adequate access to the information resources (e.g. books and online databases) required to run the Medicines Information/Advice service. Manage element of budget allocated to purchasing these resources.Identify resources required to improve provision of medicines information and advice, within the Pharmacy, across the Trust, and within local health economy organisations. | Mastery |
| * Experience managing and providing accountability to senior pharmacy management for a medicines information team and its budget. (E)
* Providing advice to services that you do not directly manage, but which have an impact on your own service delivery, to ensure effective resource utilisation. (D)
 | * ASII
* M
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| **4.3** Standards of practice | Establish high standards for provision of medicines advice. Lead and motivate MI teams across the local health economy to deliver to these standards. | Mastery |
| * Able to motivate and inspire others to recognise the importance of excellent medicines information and advice throughout an organisation. (E)
 | * M
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| **4.4** Managing risk | Establish processes to ensure evidence-based standards for safe medication enquiry answering (reactive and proactive provision of medicines information). Investigate any complaints or risk management issues that arise from the service. Provide assurance to the ICS Chief Pharmacist that risks are managed appropriately. | Mastery |
| * Experience managing and providing accountability to senior pharmacy management for a medicines information team and its budget. (E)
* Proven experience of implementing evidence-based service development initiatives aimed at meeting strategic priorities. (E)
* Participation in formal clinical governance arrangements . (E)
 | * M
* ASII
* ASII
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| **4.5** Managing performance | Motivate and manage the performance of individuals and the team. Act as the lead across the local health economy for the overall performance of the Medicines Information and Advice teams. | Mastery |
| * Experience managing and providing accountability to senior pharmacy management for a medicines information team and its budget. (E)
* Providing advice to services that you do not directly manage, but which have an impact on your own service delivery, to ensure effective resource utilisation. (D)
 | * ASII
* M
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| **4.6** Project management | Delegate authority for particular projects to relevant colleagues, and evaluate their performance against identified criteria. Provide assurance to the ICS Chief Pharmacist that projects are being delivered to plan. | Mastery |
| * Experience managing multi-stakeholder projects and providing appropriate updates to relevant stakeholders (E)
 | * M
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| **4.7** Managing change | Work with senior leadership across the local health economy to achieve any structural changes that are required to achieve the joint vision for medicines information and advice.Lead on establishing and working collaboratively with a network of senior pharmacy colleagues and relevant stakeholders from across the local health economy to create and embed a shared vision and a long term strategy for the delivery of effective medicines information and advice to support patient care. | Mastery |
| * Experience chairing a cross-sector committee or short-life working group to achieve shared service development needs (E)
* Demonstrates innovation and ability to manage change. (D)
 | * M
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| **4.8** Strategic planning | Lead on establishing and working collaboratively with a network of senior pharmacy colleagues and relevant stakeholders from across the local health economy to create and embed a shared vision and a long term strategy for the delivery of effective medicines information and advice to support patient care. | Mastery |
|  | * Experience chairing a cross-sector committee or short-life working group to achieve shared service development needs (E)
 | * M
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| **4.9**Working across boundaries | Raise the profile of medicines information and advice, and ensure a consistently robust approach to delivery of safe and effective medicines advice across the health economy. Monitor medicines information and evaluate measures to support safe practice in relation to delivery of medicines information within pharmacy and across the local health economy.Accept case referrals from across the local health economy, to support patient care of individual patients and patient populations requiring complex pharmaceutical care by providing medicines information and advice at an expert level.Lead on planning, management, monitoring and review of the delivery of medicines information services across the local health economy, to a wide range of health care professionals, and in a way that is responsive to changing needs. | Mastery |
| * Experience chairing a cross-sector committee or short-life working group to achieve shared service development needs (E)
* Providing advice to services that you do not directly manage, but which have an impact on your own service delivery, to ensure effective. (D)
 | * M

* M
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| **5. Education, Training & Development** Supports the education, training & development of others. Promotes a learning culture within the organisation |
| **Competency** | **Job specification reference(s)** | **Self-assessed APF level:** Mastery/AS II/AS I |
| **5.1** Role model | To act as a leader and role model for the provision of high quality medicines information advice and resources and be recognised regionally, nationally and/or internationally for work that influences practice, policy and strategy in the field of MI.Establish high standards for provision of medicines advice. Lead and motivate MI teams across the local health economy to deliver to these standards.Encourage all health care professionals engaged in delivery of medicines advice across the local health economy to act as role models for the delivery of a high quality service. | Mastery |
| * Able to motivate and inspire others to recognise the importance of excellent medicines information and advice throughout an organisation. (E)
* Can co-ordinate and motivate staff to achieve desired outcomes in the face of diverse unavoidable pressures. (D)
 | * M
 |
| **5.2** Mentorship | Act as a mentor to colleagues within the service. Provide mentorship to individuals from outside your immediate service. | Mastery |
| * Demonstrable mentoring skills (E)
* Signed up to professional mentor register (e.g. RPS) (D)
 | * ASII
* M
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| **5.3** Conducting education & training | Lead on the development and delivery of education and training in the field of medicines information and advice to support pharmacy staff across the local health economy.Identify the training needs of pharmacy staff in order to embed safe medicines information and advice within everyday practice, whatever the practice area.Develop strategies to meet these identified training needs.Develop and deliver education solutions that address medicines information issues seen consistently across different organisations, for use within organisations across the local health economy.Evaluate training provided, and act to ensure it develops in order to continue to meet the needs of the profession and patients. | MasteryASIIASIIMasteryMastery |
| * Experience training others as a clinical tutor. (E)
* Experience designing and evaluating training solutions for a HEI that contribute to medicines information and advice strategy. (D)
 | * ASII
* M
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| **5.4** Professional development | Work with colleagues and their respective divisions and/or directorates to identify the training needs of staff across the Trust in order to embed safe medicines information and advice within everyday practice.Lead or support initiatives to develop and introduce appropriate central or local strategies to meet these needs.Support pharmacists undertaking postgraduate qualifications to develop skills and knowledge related to provision of safe and effective information and advice about medicines. Participate in junior doctor and other multi-professional induction and annual update training to meet the effective medicines information needs of the Trust. | ASIIMasteryASIIASII |
| * Experience training others as a clinical tutor. (E)
* Experience as a clinical tutor for a HEI. (D)
* Experience designing and evaluating training solutions for a HEI that contribute to medicines information and advice strategy (D)
 | * ASII
* M
* M
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| **5.5** Links practice and education | Establish and maintain formal links with the local Higher Education Institution School of Pharmacy, and, where appropriate, other Higher Education Institutions.Work with a local HEI to provide clinical pharmacist practitioner input into relevant courses and research, including at MPharm, Diploma, MSc, and PhD level. | ASIIMastery |
| * Experience as a clinical tutor for a HEI. (D)
* Experience designing and evaluating training solutions for a HEI that contribute to medicines information and advice strategy (D)
 | * M
* M
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| **5.6** Educational policy | Contribute to the UKMi Workforce Development Group to ensure that workforce planning and educational delivery meets the needs of the system. | Mastery |
| * Actively contributed to a national strategy or working group focussed on medicines information (E)
 | * M
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| **6. Research & Evaluation** Uses research to deliver effective practice. Identifies and undertakes research to inform practice |
| **Competency** | **Job specification reference(s)** | **Self-assessed APF level:** Mastery/AS II/AS I |
| **6.1** Critical evaluation | Applies an advanced level of clinical and MI knowledge, skills and experience in identification, critical evaluation and synthesis of clinical evidence to support patients to get the outcomes they desire from their medicines.Demonstrate an advanced level of critical thinking, clinical and professional reasoning and decision-making skills.Demonstrate a critical approach towards safe and effective medicines information and advice practice. | MasteryMasteryASII |
| * Able to motivate and inspire others to recognise the importance of excellent medicines information and advice throughout an organisation. (E)
* Proven experience of implementing evidence-based service development initiatives aimed at meeting strategic priorities (E)
* Uses quality improvement principles, e.g. audit, to evaluate and improve service provision (E)
* Able to interpret national/regional policy and strategy to identify, implement and deliver against a vision for medicines information and advice initiatives (D)
* Providing advice to services that you do not directly manage, but which have an impact on your own service delivery, to ensure effective resource utilisation. (D)
 | * M
* ASII
* M
* M
* M
 |
| **6.2** Identifies gaps in the evidence base | Identify gaps in the current evidence base. Lead, undertake and support research related to medicines information that could inform improvements or innovation in the field, and ensure that the findings of research are acted upon, and shared with the wider healthcare community (e.g. via publication in peer reviewed journals, presentations at appropriate fora, or other appropriate means).Work with research partners to develop and deliver against a research strategy for medicines information and advice. | ASIIMasteryMastery |
| * Experienced at service-level research with demonstrable evidence of research output. (E)
* Delivers against a research strategy through individual and group objectives (D)
 | * ASII
* M
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| **6.3** Develops and evaluates research protocols | Review and evaluate research protocols for medicines information issues, as required | Mastery |
| * Supports others’ research through evaluation of protocols and providing supervision. (E)
 | * M
 |
| **6.4** Creates evidence | Submit research findings for dissemination including at conferences (poster or oral presentations) and publication in appropriate peer reviewed journals. | Mastery |
| * Experienced at service-level research with demonstrable evidence of research output. (E)
* Published in peer reviewed journals. (D)
 | * ASII
* M
 |
| **6.5** Research evidence into working practice | Use existing and newly generated research evidence to inform and develop practice and services at organisational level and beyond. Work with UKMi Exec and other relevant national partners to enable research findings to be incorporated into practice across the country. | ASIIMastery |
| * Proven experience of implementing evidence-based service development initiatives aimed at meeting strategic priorities (E)
 | * M
 |
| **6.6** Supervises others undertaking research | Lead, undertake, supervise and publish research related to Medicines Information. Develop a personal practice research programme in accordance with the organisation and pharmacy strategy. Create and maintain links with higher education institutions to support undergraduate, masters and doctoral students as appropriate. | Mastery |
| * Supports others’ research through evaluation of protocols and providing supervision (E)
* Supervisor for post-graduate researcher(s) (D)
 | * ASII
* M
 |
| **6.7** Establishes research partnerships | Establish research partnerships with Higher Education Institutes (HEIs), other NHS Trusts, and external agencies, where there is a shared interest in provision of information and advice about medicines. | Mastery |
| * Supervisor for post-graduate researcher(s) (D)
* Works with research partners, and informs the strategic direction of relevant research groups. (D)
 | * M
* M
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EXAMPLE JOB PLAN

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| **DAY** | **Time****From / To** | **HOSPITAL/ LOCATION** | **TYPE OF WORK** |
| **Monday** | 09:00-10:00 | Base site | Team management/admin |
| 10:00-13:00 | Base site | Expert practice: Provide medicines advice (proactive) |
| 13:00-14:00 | Base site | LUNCH |
| 14:00-16:00 | Base site | Expert practice: Provide medicines advice (reactive 2y care) |
| 16:00-17:00 | Base site | Research: Support local research, audit and QI projects |
| 17:00-19:00 | Base site | Expert practice: Provide medicines advice (late night) |
| **Tuesday** | 09:00-10:00 | Satellite site | Team management/admin |
| 10:00-11:00 | Satellite site | Expert practice: Provide medicines advice (reactive 1y care) |
| 11:00-12:00 | Satellite site | Education: Develop relationship with HEI |
| 12:00-13:00 | Satellite site | Personal CPD |
| 13:00-14:00 | Satellite site | LUNCH |
| 14:00-15:00 | Satellite site | Expert practice: Review of incidents and complaints |
| 15:00-16:00 | Satellite site | Leadership: Chair ICS Medicines Advice Service meeting |
| 16:00-17:00 | Satellite site | Research: Developing relationships with local HEI |
| **Wednesday** | 09:00-10:00 | Satellite site | Team management/admin |
| 10:00-11:00 | Satellite site | Expert practice: ICS Pharmacy governance group |
| 11:00-12:00 | Satellite site | Education: Bookable mentoring session |
| 12:00-13:00 | Satellite site | LUNCH |
| 13:00-15:00 | Satellite site | Expert practice: Provide medicines advice (reactive 1y/2y care) |
| 15:00-17:00 | Satellite site | Research: Current personal research project |
| **Thursday** | 09:00-10:00 | Base site | Team management/admin |
| 10:00-12:00 | Base site | Leadership: UKMi Working Group |
| 12:00-13:00 | Base site | LUNCH |
| 13:00-14:00 | Base site | Expert practice: Provide medicines advice (reactive 1y/2y care) |
| 14:00-15:00 | Base site | Research: Support local research, audit and QI projects |
| 15:00-1700 | N/A | Non-working hours |
| **Friday** | 09:00-10:00 | Base site | Team management/admin |
| 10:00-13:00 | Base site | Education: Rotational or senior staff teaching |
| 13:00-14:00 | Base site | LUNCH |
| 14:00-16:00 | Base site | Expert practice: Medicines advice referrals received |
| 16:00-17:00 | Base site | Research: Grant applications |
| **Saturday** | 09:00-17:00(one in four) | Base site | Expert practice: Manage medicines advice weekend service |
| **Sunday** | 09:00-17:00 | N/A |  |

b) Annualised activities which are not undertaken at specific locations or times

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| * Attend quarterly 3 hour ICS Senior Pharmacy Management meeting
* Prepare and deliver six-monthly junior doctor training
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 c) Activities during Premium Rate Hours of Work e.g. hours outwith 8am-8pm Monday to Friday

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| N/A |

d) Extra programmed activities – see separate contract and schedule

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