Job Description

Drug & Alcohol Team (DAT) – Reayrt Noa

Job Title:	Prescribing Coordinator
Grade:	Admin Officer
Hours:	Part Time, 30 hours per week
Reports to:	Personal Secretary, Drug & Alcohol Team (DAT)
Department / Division:	Mental Health Service, Manx Care

Overview

DAT is a Step 3 / Tier 3 treatment and support service. It is multi-disciplinary in nature and provides a substance misuse service to the population of the Isle of Man. Its aim is to provide assessment, treatment, harm reduction and education to individuals who are drug and / or alcohol dependent. This role will support the Multi-Disciplinary Team (MDT) in delivering a substance misuse service. Commitment to providing an efficient and effective prescription administrative service is essential.

Job Purpose

The post holder will be the first point of contact regarding prescription support and will provide an effective and efficient clinical administrative service to the substance misuse services within DAT. The post holder will show a willingness to assist others and be a key member of the team, there may also be a requirement to work in other administrative areas as appropriate, as directed by their line manager.

This service may at times be busy and stressful. The post holder will be expected to manage the printing and administration of prescriptions and travel documentation, ensuring an efficient and effective audit trail. They will deal with, telephone calls, visitors, meetings and liaise with pharmacies and other professionals. The post holder requires the ability to work under pressure, with conflicting demands on their time.

Duties

1. To manage the production of prescriptions in instalments, as required within DAT.

2. To manage prescription production and changes to scripts in line with Doctors' medical reviews.

3. To be responsible for the process of prescription generation across DAT.

4. To maintain and assist with the setting up of an efficient and effective prescription management system.

5. To act as the first point of contact within the service, for actions and discussions around prescriptions and controlled stationery.

6. To ensure that telephone calls and visits from service users, outside agencies and DAT staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.

7. To ensure the effective processing of correspondence / data entry as required.

8. To minute take at partnership and clinical meetings as required.

9. To collate, monitor and report data / information and statistics as required.

10. To carry our photocopying / scanning as required.

11. To ensure that admin, record keeping and communication standards are maintained.

12. To coordinate operational requirements surrounding prescription management; e.g. room bookings, meeting invites.

13. Be responsible for the inputting of prescriptions within the patient administration database system "RiO" for safety, continuity and review purposes.

14. To undertake all mandatory training associated with the role. Work to identify own personal development needs in conjunction with line manager according to PDP scheme.

15. Maintain Standard Operating Procedures (SOPS) documentation for the role in conjunction with DAT Personal Secretary.

16. To provide support to other members of the DAT admin team as required at times of sickness / annual leave. To be worked via coordination with the DAT PS.

General Terms of Reference

In carrying out the above duties the post holder will:

- Work flexibly within an agreed number of hours per week to maintain the most appropriate level of service provision.

- Seek to improve personal performance, contribution, knowledge and skills.

- Participate in the appraisal, training and supervision processes.

- Keep abreast of developments in services, legislation, and practice, appropriate to the relevant patient group.

- Ensure the implementation of all DAT policies.

- Contribute to maintaining safe systems at work, in a safe environment.

Location

Drug & Alcohol Team – Reayrt Noa, Noble's Hospital Site

Reports to

This post reports directly to the DAT Personal Secretary, with the Team Manager having overarching responsibility for the post-holder.

Knowledge and Skills

- IT skills with emphasis on database and Microsoft Office use
- Strong communication/interpersonal skills
- Ability to accurately transfer / input large quantities of data from once source to another
- Organisational skills
- Customer service skills
- Tact and confidence in dealing with people from all walks of life

Job Competencies

Leading and Working Together	Level B
Communicating and Influencing	Level A
Achieving Results	Level A
Delivering a Quality Service	Level B
Changing and Learning	Level B
Showing Commitment and Resilience	Level B

Review

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

Confidentiality

All staff are expected to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection, FOI and SAR legislation.

Health & Safety

It is the duty of every employee to take reasonable care for the Health & Safety of themselves and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

Management of Risk

All employees are required to utilise Manx Care's Accident/Incident Reporting System 'DATIX' and to comply with the Mental Health Service's procedures and techniques for managing risks.

Working Relationships

Good working relationships are at the heart of Manx Care and members of the Mental Health Service are asked to uphold this ideal at all times.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure. This Job Description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the sphere of responsibility.

Isle of Man Civil Service

Person Specification

Job Title: Prescribing Coordinator

Department: Manx Care

Division: Integrated Mental Health Service

Job Summary: To support, maintain and undertake a range of administrative functions relating to prescribing systems within the Drug & Alcohol Team

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
GCSE English Language at grade C or above or equivalent qualification.	D	CV
Experience		
Proven track record of working in an role that requires accuracy and attention to detail	E	CV
Experience of working in a busy, customer-focused environment	E	CV
Previous experience of working with numbers and/or data	E	CV
Previous experience of working as part of a small team	E	CV
Experience of working in a medical or clinical environment	D	CV
Knowledge & Skills		
Experience of database use / proficiency in Microsoft Office	E	CV / Interview
Good customer service and communication skills	E	CV / Interview
The ability to work alone, organise and prioritise own workload	E	CV / Interview
Interpersonal skills consistent with communicating with people from a wide range of backgrounds with tact confidence and diplomacy.	E	CV / Interview
Flexible approach to multi-tasking within an office environment	E	Interview
The ability to transcribe data with precision and speed	E	Interview
Disposition		
The ability to remain calm under pressure	E	Interview

Attention to detail and accuracy	E	CV / Interview
Maintains confidentiality, discretion and integrity	E	Interview
Friendly, professional and confident approach	E	Interview
Reliable, flexible and self-motivated	E	Interview
Demonstrates enthusiasm for delivering excellent service	E	Interview
Circumstances/Interests		
Isle of Man worker	D	Application / Pre-employment checks
Satisfactory Police Check	E	Pre-employment checks

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