

Volunteer Role Description

Post Title:	Pharmacy Volunteer
Accountable To:	Chief Pharmacist
Reporting to:	Pharmacy Technical Services Manager
Department:	Pharmacy
Base:	Liverpool Women's Hospital, Crown Street
Times:	Mondays, 4 - 6 hours, between 9am and 5pm

The Pharmacy Department in Liverpool Women's Hospital provides a thorough, efficient service across the trust and to its patients and their families. It is run by a small team providing a specialist pharmacy service to one of the largest stand-alone Women's Hospitals in Europe.

Role Purpose:

- Greeting patients/staff and any other visitors.
- Taking prescriptions from patients and asking them a set list of questions
- Taking payment for prescriptions or establishing exemptions.
- Advising patients of waiting times, as they fluctuate if the department is busy or there are complicated prescriptions, the staff in the dispensary will advise accordingly.
- Taking queries from staff at the hatch and passing them to the staff in the dispensary.
- Letting delivery drivers into the department and showing them where to leave deliveries.
- Finding prescriptions for patients who have come to collect them and advising dispensary staff they are now waiting.

Person Spec:

An interest or career aspirations in medicines or pharmacy would be advantageous but not essential. Able to commit to a minimum of 4 hours on a Monday, for a minimum period of six months is desirable. Must have good communication and people skills.

Training/Support:

No previous experience necessary as full training and support is provided. Completion of the Trusts Volunteer Mandatory Training program and Local Induction is required.

Values Based Behaviours:

<p>Care: we show we care about people</p>	<p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p>
<p>Ambition: we want the best for people</p>	<p>Motivates and coaches others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p>
<p>Respect: we value the differences and talents of people</p>	<p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p> <p>Show appropriate professional standards at all time.</p> <p>Concentrates on what is right rather than who is right.</p>
<p>Engage: we involve people in how we do things</p>	<p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible, and leads others by example.</p>
<p>Learn : we learn from people, past, present and future</p>	<p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p>