

Step Into Pharmacy Recruitment Programme

This Programme aims to equip Learners with a solid baseline understanding and competency of entry level, clinical and non-clinical roles within Community Pharmacy. The programme has been created to target the roles that Community Pharmacy have struggled to recruit and retain. The Course is envisaged to last 4 weeks, the first 3 weeks of which will consist of a learning aspect, conducted face to face in a classroom setting, whilst the final week will see Learners engaging in a working-placement within a Practice. Pharmacies are welcome to offer an extended working placement period if they so wish, with an aim to get to know the candidate better. On completion, dependent on whether or not vacancies are available at the time, learners will be provided with an opportunity to interview for these posts with a view to securing employment.

The overall aim of the programme is to introduce Learners to the Primary Care working environment, specifically in Community Pharmacy and to equip the learners to take their first steps towards employment in this field.

The only requirement is that Pharmacies offer a one-week placement and working interview at the end of the placement. The candidates are made aware there is no guarantee of employment, however the Pharmacies which are involved and are actively recruiting may well find the learner highly suitable for current vacancies and be offered employment. The 'Step into' programmes have been successful in Primary Care within General Practice. Starting last year, several cohorts have been through our General Practice programme and it currently has a 75-80% success rate in terms of successful employment. It has also successfully been used by the Trusts and Ambulance service as well as in Social Care. This programme will be tailored to the needs of Community Pharmacy with the support of our colleagues at Community Pharmacy Lancashire and the NHS and we would hope that it will have the same success. Employers have commented on how the programme has saved them time, money and resources by streamlining their recruitment process and providing job ready candidates.

Here is some feedback from Learners and Employers from the General Practice programme cohorts:

• Candidate feedback:

1	anonymous	The experience was very pleasant and enjoyable. It has gained me more knowledge and created new friendships.
2	anonymous	I feel lucky to have been given this opportunity for the course and placement I met some amazing people - learned a lot and I would highly recommend
3	anonymous	I had a great time, learnt a lot, got great feedback throughout and left feeling energised, confident and motivated in regard to a career in the NHS.

• Employer feedback:

1	anonymous	Very much needed programme for GP surgeries we were very happy with our candidate, We have requested another candidate from your next Cohort. Thank you.
2	anonymous	Our experience has been very positive. Our candidate was great and being a part of this programme has resulted in recruitment. So very worthwhile for us.
3	anonymous	This was an excellent experience for us and for our candidate who has accepted a role within our team

Below is a breakdown of our Programme. It has been designed to incorporate accredited, relevant qualifications in Health and Care, Customer Service and Employability to give learners the best chance of attaining employment.

Week 1

Day one

- Housekeeping (attendance, Programme structure, venue tour/health and safety if in person, key contacts for absence/extenuating circumstances).
- Introduction to the Programme
- What is Community Pharmacy
- What roles are available at entry level within Community Pharmacy
- What roles can learners progress into.
- Personal action planning

Day 2

- Customer Service Skills part 1

Day 3

- Customer Service Skills part 2

Week 2

Day 1

- Dealing with complaints or Conflict Resolution
- Safeguarding Level 1 qualification
- Interview Masterclass

Week 3

- Telephone Skills
- Application methods – focus in on transferable skills.
- First Aid EFAW Level 3 qualification
- Mock Interviews

Week 4

- Working-Placement within Practice
- Interview discussion
- Reflective Journal completion