

## **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	<b>Specialist Pharmacy Technician</b>
<b><u>BAND:</u></b>	<b>Band 6</b>
<b><u>DEPARTMENT:</u></b>	<b>Pharmacy</b>
<b><u>LOCATION:</u></b>	<b>To be agreed with postholder</b>
<b><u>ACCOUNTABLE TO:</u></b>	<b>Trust chief Pharmacist</b>
<b><u>REPORTS TO:</u></b>	<b>Technical Services Manager</b>

### **MAIN PURPOSE OF THE JOB:**

- The day to day trustwide management of a defined aspect of the pharmacy service
- Developing, implementing, managing and monitoring safe, effective, efficient and evidence based pharmacy services, particularly but not limited to own defined area of responsibility
- Ensuring services in own defined area are guided by and compliant with national, local and professional legislation, standards and guidelines
- To personally work and encourage others to work within these standards and guidelines, but be able to work, and justify working, outside these when there is an urgent clinical or service need in keeping with professional registration requirements
- Ensuring services in own area are patient centred and are delivered in a manner which meets the needs of patients and other stakeholders
- Ensuring staff are competent and confident in delivering pharmacy services within own defined area, and that performance of those staff is managed and maximised
- Managing staff allocation within own area and balancing priorities and demands of other areas within pharmacy
- To act as an identified deputy for line manager where appropriate

### **DIMENSIONS**

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington

**The post holder will commit to the vision and values of the Trust**

### **VISION AND VALUES**

**Our Vision is:** "We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES."

## **Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

**OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOME**

## **ORGANISATIONAL CHART**

Please see appendix 1

## **ONLY FOR CLINICAL STAFF**

### **CORE COMPETENCIES**

- **Clinical Leadership**
- **Patient Care**
- **Professional Practice**
- **Practice Development**
- **Ensure that the care delivered is compassionate, competent, and courageous underpinned by a commitment to high standards and effective communication.**

### **COMMUNICATION & RELATIONSHIPS.**

- Provide and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required
- This may be because agreement or cooperation is required or because there are barriers to understanding
- Communicate and negotiate with trust staff on a broad range of subjects from providing specialist information and opinions to negotiating medicines management issues
- This will include communicating information to patients/clients/carers regarding medications and treatment plans. This may involve managing communication difficulties
- Manage a range of communications with pharmacy staff on both specialist and management issues

**KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

- Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in pharmaceutical science or equivalent
- Qualified Accredited Checker of dispensed items
- Up-to-date knowledge/experience of relevant legislation
- Awareness and understanding of professional accountability, GPhC standards and other local and national initiatives
- Demonstrate effective written and verbal communication skills
- Evidence of a high level of professional, organisational and leadership skills (self & others)
- Ability to adapt within a changing environment
- Ability to work under pressure
- Excellent interpersonal skills
- Ability to use relevant IT equipment
- Ability to work effectively with other professionals using a multi-agency approach
- Ability to work autonomously and within a team
- Good conflict resolution skills
- Excellent communication skills with demonstrable ability to present complex or sensitive information to large groups of clinicians or senior managers
- Good negotiation and motivational skills
- Excellent planning, prioritisation and time management skills
- Good analytical and judgemental skills

**ANALYTICAL AND JUDGEMENTAL SKILLS**

- Analyse and interpret prescription information
- Resolve service provision problems
- Contribute to medicines management related risk registers
- Reflect and critically appraise own performance knowing when to seek advice and support from more experienced staff
- Exercise clinical and professional judgement which may be in conflict with other professions, staff or service users
- Understand and apply policies and procedures which ensure that the local and national legislation, standards and guidance are being met.
- Be able to work outside these when required and as appropriate, and be able to justify doing so in keeping with professional registration responsibilities
- Exercise judgement when deciding how best to deliver an effective and efficient service in designated area of pharmacy
- Interpret and manage challenging situations that arise as a result of being a line manager and a specialist in a particular area

**PHYSICAL SKILLS**

- Be required to display highly developed physical skills when dispensing and checking often complex medication regimes and products both accurately and at speed

**PATIENT CARE AND FAMILY INVOLVMENT**

- Provide specialist clinical technical services/specialist advice
- Dispense drugs for patients, clients in specialist areas, including providing advice to patients, carers or those involved in manufacture of pharmaceutical products: ensure compliance with Medicines legislation
- Ensure accuracy of prescribing by referring ambiguous prescribing details to the supervising pharmacist or prescribing Doctor
- Ensure patients have prescribed medication available for them at all appropriate times
- Provide advice and information on to patients regarding changes in their treatment, on-going and future supplies, and provision of information (verbal and written) to assist in concordance and compliance with prescribed treatment
- Interpret prescriptions, ward kardexes and ward orders to ascertain quantity of medication required to fulfil prescription
- Work flexibly to meet the needs of Service Users and the trust
- Demonstrate flexibility in the role. This may involve working across different areas or locations of the pharmacy department to support the needs of the service, whilst ensuring the delivery of high quality care at all times

**POLICY AND SERVICE DEVELOPMENT**

- Develop and implement standard operating procedures within own area and suggests changes to policies that impact beyond own area
- Adhere to GPhC Standards of Conduct, Ethics and Performance, Trust Policies, protocols, procedures, guidance and legislation
- Support and where appropriate lead the development of local service initiatives taking into account national and local best practice, policies and procedures and standards
- Support senior staff and actively contribute to decision-making processes
- Participate in the effective monitoring, review and evaluation of the service provided, including developing, monitoring and reviewing Key Performance Indicators for own area
- Make recommendations to appropriate senior staff regarding policy and service development where it impacts on own area of service

**FINANCIAL AND PHYSICAL RESOURCES**

- Sign off purchases and supplies of medicines, equipment and resources
- Ensure medicines are stored in appropriate facilities in dispensaries and wards to ensure patients receive these critical supplies when needed, whilst keeping stock holdings to a minimum
- Monitor compliance with Health & Safety and Risk Management legislation and regulations and associated Trust and departmental procedures and take appropriate action as required
- Authorised signatory for new stock lines and non-drug supplies
- Contribute to development of the Service Resilience Plan that outlines how the Pharmacy will continue to function in the event of major incident
- Contribute to departmental and trust cost improvement plans and efficiency measures in order to obtain maximum benefit from resources

**HUMAN RESOURCES**

- Provide day to day management for a group of pharmacy staff including: recruitment and selection, performance issues and organising delivery of specialist training
- Perform appraisal and supervision of staff in line with trust policy
- Undertake CPD in line with professional requirements
- Undertakes NVQ assessing and verifying of staff at levels 2 and 3
- To act as a role model for staff within the department by promoting a high standard of work and an effective leadership style

**INFORMATION RESOURCES**

- Records personally generated clinical details/enters patient details on electronic patient records or pharmacy computerised data record system from prescriptions written by others
- Has responsibility, via paper or electronic systems, for maintaining accurate and contemporaneous records and securely storing and retrieving necessary information/documentation as per Trust Policy
- Maintain clozapine patient monitoring system (CPMS) by inputting patient details and ensuring blood test results are appropriate
- Has responsibility for maintaining own knowledge of current legislation
- Collects and manages data as required for clinical and service specific audit and research

**RESEARCH AND DEVELOPMENT**

- Undertake research activities; including dispensing and checking dispensing of clinical trial drugs in keeping with trial protocols, procedures and legislation
- Contribute to the collection of data for compilation of a variety of Audits and clinical service measurements
- Ensure that all clinical practice is evidence based. Keep up to date with relevant research in the field in order to evaluate current practice and implement service improvement
- Share any knowledge gained via specific training sessions, workshops, presentations etc. with colleagues in order to develop and underpin good practice

**PLANNING AND ORGANISATION SKILLS**

- Plan and organise complex activities or programmes requiring formulation and adjustment
- Co-ordinate the day to day provision of service in designated area of the pharmacy service
- Plan on-going training and assessment in technical pharmacy procedures of all staff, including rotational staff
- Manage own time within the requirements of the service and service Priorities. Prioritise workload effectively, utilising the support of clinical and operational supervision
- Formulate, implement, monitor and adjust longer terms plans for service delivery, including predicting future changes and competing requirements

**FREEDOM TO ACT**

- Work within professional guidelines, referring when appropriate based on professional judgement, and be accountable for own actions
- Work autonomously, prioritising and managing own workload and time efficiently and effectively
- Adhere to professional code of conduct, Trust Policies and Procedures while working within clinical and professional standards identified by the GPhC
- Work and encourage others to work within these standards and guidelines, but be able to work, and justify working, outside these when there is an urgent clinical or service need in keeping with professional registration requirements
- Have work managed and assessed rather than supervised

**Effort and Environment****Physical:**

- Carry out an office based role where there may be an occasional requirement to sit at a desk for long periods (>2 hours)
- Be required to attend meetings and visit staff throughout the organisation, this may involve moving between sites
- Occasional light physical effort for several period in a shift e.g. carrying computer equipment, required to drive between sites
- Be required to stand at a dispensing bench for periods of greater than 2 hours per shift

**Mental:**

- Be expected to deal with frequent interruptions due to the unpredictability of the work
- Frequently be required to concentrate for periods of time when the workload is unpredictable when dispensing prescriptions, calculating doses and quantities for supply

**Emotional:**

- Encounter occasional exposure to distressing or emotional circumstances when providing clinical services or dispensing medicines to distressed or severely ill patients / carers,
- Deal with complaints, performance issues, staff sickness, disciplinary/grievance cases, organisational change
- Provide individual staff member support

**Working Conditions:**

- Be a regular VDU user
- Exposure to unpleasant working conditions, such as verbal or physical aggression may be rarely encountered

**SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

**HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

### **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

### **Information of a Confidential Nature or Access to Confidential Information**

“To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”

### **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’.

### **CALDICOTT RESPONSIBILITIES:**

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**
3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.



**ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

**This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.**

**The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.**

**JOB DESCRIPTION AGREEMENT**

**Post Title:**

.....

**Post Holder's Name:**

.....

**Post Holder's Signature: .....**

**Date:.....**

**Line Manager's Name:**

.....

**Line Manager's Signature: .....**

**Date: .....**

## PERSON SPECIFICATION

## Specialist Pharmacy Technician

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/ COMMENTS
<b>EDUCATION AND TRAINING</b>		
Qualified Pharmacy Technician (NVQ3 / BTEC in Pharmaceutical Sciences)	E	Certificate
Evidence of post-registration training and CPD in skills relevant to the post or specialist area	E	Application Interview
Regional Medicines Management Qualification or equivalent	D	Certificate
Registration with General Pharmaceutical Council	E	Application GPhC website
<b>EXPERIENCE/SKILLS</b>		
Significant post-qualification experience	E	Application Interview
Evidence of commitment to CPD as a minimum to meet mandatory requirements of the General Pharmaceutical Council	E	Application Interview
Qualified Accredited Checker of dispensed items	E	Certificate
Up-to-date knowledge/experience of relevant legislation	E	Application Interview
Awareness and understanding of professional accountability, GPhC standards and other local and national initiatives.	E	Application Interview
Demonstrate effective written and verbal communication skills	E	Application Interview
Evidence of a high level of professional, organisational and leadership skills (self & others)	E	Application Interview
Ability to adapt within a changing environment	E	Application Interview
Ability to work under pressure	E	Application Interview

Excellent interpersonal skills	E	Application Interview
Ability to use relevant IT equipment	E	Application Interview
Ability to work effectively with other professionals using a multi-agency approach	E	Application Interview
Ability to work autonomously and within a team	E	Application Interview
Good conflict resolution skills	E	Application Interview
Excellent communication skills with demonstrable ability to present complex or sensitive information to large groups of clinicians or senior managers	E	Application Interview
Good negotiation and motivational skills	E	Application Interview
Excellent planning, prioritisation and time management skills	E	Application Interview
Good analytical and judgemental skills	E	Application Interview
Experience of managing or supervising a team	D	Application Interview
NVQ Assessor (A1) (A2) and verifier (V1)	D	Certificate
Teaching/presentation skills	D	Application Interview
<b>PERSONAL ATTRIBUTES</b>		
Knowledge and experience of specialist service area	E	Application Interview
Enthusiastic and cheerful	E	Application Interview
High degree of personal integrity	E	Application Interview
Professional in appearance	E	Interview
Innovative thinker	E	Application Interview
Ability to deliver high quality work to deadline	E	Application Interview
Ability to meet the mobility and geographical requirements of the post	E	Application Interview

**Pharmacy Structure 2015**

