



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

### **JOB DETAILS**

<b>Job Title:</b>	Rotational Pharmacy Technician Vaccination, Pharmacy Stores and Community Services
<b>Pay Band:</b>	5
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Medical
<b>Department:</b>	Medicines Management
<b>Base:</b>	To be completed on recruitment

### **ORGANISATIONAL ARRANGEMENTS**

<b>Managerially Accountable to:</b>	Senior Pharmacy Technician Immunisation/ Vaccination, Therapies and Pharmacy Stores.
<b>Professionally Accountable to:</b>	Chief Pharmacist

### **VALUES & BEHAVIOUR**



Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.

**JOB SUMMARY / PURPOSE:**

Support the Pharmaceutical service and the Medicines Management agenda for Powys Teaching Health Board (PTHB) including national vaccination programmes.

Work as part of the Medicine's Management team, under the guidance of the relevant service leads, to manage and prioritise own daily workload to ensure all work is carried out accurately and efficiently.

Perform a variety of tasks to support Immunisation/Vaccination teams to ensure the safe receipt, storage, management, and distribution of vaccine.

Support Good Distribution Practice (GDP) activities of vaccine/medicines management and distribution throughout Powys and adhere to the principles of the Pharmaceutical Quality System (PQS) in the storage, management, and distribution of vaccines to multiple sites across Powys.

Promote, implement, and support development of all principles of a successful Immunisation/Vaccination service throughout Powys.

Promote and implement all principles of a successful Medicines Management service throughout Powys hospitals.

Provide a skilled and technical Pharmacy support service to Community Services sites, working as part of a ward-based team.

Undertake all work in compliance with legislation, professional registration and local SOPs/guidance and be guided by professional and good practice guidelines.

Work as part of a team and work independently and using own initiative to deal with problems, enquiries and urgent requests referring to the senior service leads, where necessary.

Use professional judgement to make appropriate decisions based on evaluating facts and options e.g., supply problems with urgent items.

Ensure all Infection Control procedures are followed.

Flexible working that may include evening and weekend working according to service needs i.e., surge vaccination. Occasional early morning starts will be required on a rotational basis.

## **DUTIES & RESPONSIBILITIES**

### **Pharmacy Stores**

Oversight and management of Pharmacy Stores on a rotational basis, including advance planning to facilitate the safe and efficient running of services provided through the Stores, under the supervision of the Senior Pharmacy Technician Immunisation/ Vaccination, Therapies and Pharmacy Stores.

Liaise with and effectively communicate and plan activities with Pharmacy Stores colleagues to ensure that service needs are met and run efficiently.

Management and delegation of work to junior staff within Pharmacy Stores i.e., ATOs.

Management and processing of all orders received through Pharmacy stores.

Assist in the control of vaccine and consumable stock by their receipt, storage, and distribution in line with Good Distribution Practice (GDP). May require handling heavy loads and hazardous materials.

Receipt vaccine/other pharmaceuticals following all transactional and administration procedures.

Maintain the storage of vaccine and pharmaceutical stock in the appropriate areas according to storage conditions (to maintain and assure the cold chain), and to ensure stock rotation.

Identify stock shortages and inform Senior Pharmacy Technician Immunisation/ Vaccination, Therapies and Pharmacy Stores, regarding urgency and availability.

Act to ensure orders for collection to and from Pharmacy Stores are followed up and supply made within a suitable time frame. Take appropriate action where long-term delays are identified.

Complete worksheets and labels and appropriately support pack downs of vaccines.

Use of quality management systems to support the Pharmacy activity and use of products.

Participate in the co-ordination of recall/quarantine of medicines as per departmental procedure.

Carry out refrigerator cleaning and cold chain monitoring within the Pharmacy Stores.

Assist with the destruction of pharmaceutical waste as per PTHB policy.

Ensure maintenance of stock within Vaccination Centres and other areas.

Assist in the preparation of vaccine products issued to healthcare professionals e.g., District Nurses, Wards, and Commissioned services, including Anaphylaxis kits, which will involve the use of trolleys, lifting and movement of heavy items i.e., vaccine porters, transportation of secure and refrigerated items.

Work independently within Standard Operating Procedures (SOPs) under the supervision of the Senior Pharmacy Technician Immunisation/Vaccination, Therapies and Pharmacy Stores.

Assist in further development and updates of SOPs within area of competence.

Assist in annual audits.

Maintain and demonstrate competencies within own scope of practice.

Ensure security of vaccine stock, consumables, and other medicines in Pharmacy Stores.

Monitor and record refrigerator temperatures. Report any temperature deviations to appropriate staff member.

Investigate any breaches of the cold chain.

Supply required of vaccine products correctly and safely following legal, ethical, and departmental requirements and policies.

Maintain all Pharmacy documentation on sites and ensure that they are current versions i.e., SOPs, PGDs, vaccination folders.

Accurately record vaccine data on the Welsh Immunisation System (WIS).

### **Community Services Sites**

Work both as part of a team and independently to provide an integrated Pharmacy service throughout Powys hospitals. Travel between sites will be essential.

Improve near-patient services by managing medication on the ward, including stock management, inpatient supplies, SOPs and safe systems.

Be, or become, proficient in the use of Digital Pharmacy platforms such as Wales Medicines Transcribing and electronic Discharge (MTeD) system for accurately ordering, transcribing, updating records and discharging patients electronically.

Contribute to accurate housekeeping of stocks, ensuring limits are accurately set and expired stock is properly managed, including checking for supply of emergency drugs and liaising with supplying pharmacy where necessary.

When suitably trained and competent, undertake the duties and responsibilities of an Accredited Checking Technician, providing a final check and release of vaccine batch pack downs/over labelled stock.

When suitably trained and competent perform Medicines Management tasks such as PODs management and Medicines Reconciliation.

Liaise with medical, nursing, and other health care professionals, as appropriate, regarding any identified medication queries or issues.

Liaise between all stakeholders involved in patients' medication prior to admission, and on discharge (using eDischarge) where necessary.

Support medicines adherence through appropriate medication counselling of patients and/or their carers and focussing on medicines reconciliation changes.

Take part in post-discharge patient support initiatives, which may include travel to patients' homes, and/or Care Homes.

Inform and train Hospital staff to understand the purpose and use of the specified Pharmacy/Medicines management systems including but not limited to MTeD, PODs and WOREQ2.

Provide guidance to wards on appropriate medicines waste management.

Use appropriate record systems in supporting care and providing information for reporting incidents and further analysis.

Support for Care Home medicines management systems, as appropriate.

Inform, counsel and support patients on their medications during stay, and before discharge.

This will include undertaking joint patient assessments with Ward Pharmacist / Nursing staff to identify if the patient can safely self-administer medication.

Promote safe, rational, and effective use of medicines within Powys Hospitals, adhering to all relevant National and Powys wide policies and procedures. Assist in planning and developing future clinical services.

Develop appropriate SOPs for Ward use, in assisting safe and secure use of medicines.

Manage and prioritise daily workload.

Undertake locker checks and remove items no longer required. Safely dispose of patients own medication discontinued or unsuitable for use, observing necessary steps to ensure security of medicines until return or destruction.

Be aware of and to implement the Powys Formulary.

Document activity and decision making as necessary.

### **Communications and Relationships skills**

Liaise with Healthcare staff and other members of the Vaccination/Medicines Management Teams.

Liaising with clinical staff to assist with queries within the limits of the role, referring to the appropriate staff member when needed.

Deal with Delivery Drivers from external suppliers and companies.

Dealing with patients and carers in a courteous and calm manner, this may include people who are angry, upset or confused.

Communicate information to patients regarding prescriptions/vaccinations (e.g., advice on supply issues) and counsel patients on the correct and safe use of their medication, overcoming communication difficulties e.g., elderly, confused or deaf patients.

Advise Nurses and other healthcare professionals on medicines/vaccinations ensuring compliance with PTHB policies and procedures.

Identify and assess medicines/vaccinations supply issues for patients and accurately record the details on dispensing sheets.

Liaise with the Assistant staff/Hospitals/Community Hubs/Care Homes to ensure timely dispensing and to assess and resolve unavailable medicines, highlighting potential problems to the Clinical Pharmacist.

Communicate details of patients' medication with other health care professionals, including contacting General Practice Surgeries, Community Pharmacies, Nursing Homes etc.

Deal with PTHB staff, patients, and their carers in a courteous, sensitive and empathetic manner. This may include dealing with complaints and errors from people who are angry, upset or confused.

### **Analytical and Judgmental Skills**

Check the work of Support staff and Student Technicians: including stock requisitions for controlled drugs, ward stock replacement dispensing and emergency drug box assembly.

Fridge monitoring to ensure vaccinations are kept at optimum temperatures and ready for use.

Undertake the final check and release of vaccine batch pack downs from original packs.

Assess patients' own medication, determine suitability for use during admission, initiating supplies from Pharmacy only when appropriate. Process prescriptions, checking for accuracy, making any changes or additions as necessary and selecting the correct patient information leaflet/card(s).

Review range and levels of stock vaccinations/medicines and inform service leads.

Receive, analyse, and respond to enquiries from healthcare professionals regarding patient care within own limitations.

Support the logistics service, reviewing and creating orders to Pharmaceutical suppliers and resolving supply issues.

### **Planning and Organisational Skills**

Deputise for the Senior Technician Lead for Pharmacy Stores/Vaccination Centres in co-ordinating workflow and skill mix, amending rotas as required.

Supervise and train Pharmacy Technicians, pre-registration Pharmacists, Student Pharmacy Technicians, Assistant Technical Officers, and other support staff in areas of Pharmacy both within the department and at Ward level as required.

Coordinate vaccination workflow ensuring staff and vaccinations are where they need to be timely, adjusting as required to ensure stock levels are at optimum to meet service needs.

### **General Responsibilities**

The cleaning and tidying of storage areas as required. This may also include the cleaning up of spillages with guidance from Clinical staff.

Oversight of the database of consumables, PILs and vaccination cards, re-ordering where necessary or delegating these tasks.

Ensure errors/incidents are recorded, reported, documented, and reflected on.

Disposing of time expired and unwanted medicines in accordance with organisational procedures.

Deals with emergency stock i.e., Anaphylaxis kits.

Carrying out stock checks of items throughout Vaccination sites, Pharmacy Stores and Wards (where appropriate).

Ensure compliance with medicines legislation.

Maintain security of medication stored in all areas.

When requested, manage the transfer of vaccine between sites to maximise use and minimise waste.

Undertake administration tasks when required, providing support to the department.

Flexible working that may include evening and weekend working according to service needs. Occasional early morning starts will be required on a rotational basis.

Other tasks and duties may be determined by appropriate line manager as the role develops.



## **Personal and People Development and People Management**

Undertake line manager responsibilities as required.

Complete all in-house documented competencies in relevant areas of work.  
Read, sign, and follow all SOP's.

Complete relevant e-Learning.

Complete Good Distribution Practice (GDP) training.

Participate in mandatory training as required by the organisation and department to maintain role.

Identify and participate in training opportunities to maintain and develop theoretical knowledge and ensure professional development.

Prepare for and take an active part in the PADR process in accordance with organisational policy. In partnership with reviewer, identify opportunities to develop own competence and skills to achieve objectives.

Responsible for maintaining competence and meeting the re-accreditation requirements for all in-house training programs.

Participate in the training of newly recruited ATO's/Pharmacy support who join the Vaccination service/Medicines Management team, under the supervision of the appropriate service lead.

Takes responsibility for own learning and development.

## **Information Processing**

Assist in the running of the computer system (e.g., Welsh Immunisation System (WIS) ensuring that the correct menus are used for various tasks.

The role will require some time at a computer terminal during each working day. There will also be constant interruptions to planned work through telephone calls, urgent tasks etc.

Inputting, retrieving, and maintaining stock details on computer using WIS and other local systems.

Generation of dispensing labels using computer system.

Use of MTeD system for accurately ordering, transcribing, updating records and discharging patients electronically.

## **Health, Safety and Security**

Act within legislation, policies and procedures relating to information governance.

Attend mandatory Health & Safety training and maintain competence in line with organisational policy.

Adhere to departmental Health & Safety and Infection Control procedures.

Report any Health & Safety concerns or issues to line manager.

## **Quality**

Participates in the organisation's adverse incident reporting and review system by identifying and reporting adverse incidents so that lessons can be learned and shared to promote improvements in performance and service delivery.

Support others effectively during times of change and work with others to overcome problems and tensions as they arise.

Ensure that own workload is managed effectively and if this is not achievable report problems or concerns to line manager.

Maintain the quality of services provided by working in a professional and responsible manner.

## **Equality and Diversity**

Ensure that equality and diversity issues are recognised and addressed in accordance with legislation, policies, and procedures.

<b><u>PERSON SPECIFICATION</u></b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Qualified Pharmacy Technician (NVQ3, BTEC Pharmacy Specialist, etc)</p> <p>Current registration with the GPHC</p>	<p>Accredited Checking Technician qualification held, or relevant experience</p> <p>Medicines Management accredited</p> <p>GDP qualification</p>	<p>Pre-employment checks</p> <p>Application Form</p>
<b>Experience</b>	<p>Post qualification Pharmacy experience</p> <p>Experience / ability to use IT packages</p> <p>Experience and/or understanding of the cold chain</p>	<p>Experience in Specialist Pharmacy Technician ward-based or Medicines Management role</p> <p>Experience of vaccination programmes</p> <p>Experience of working with electronic Pharmacy systems</p>	<p>Application Form and Interview</p>
<b>Aptitude and Abilities</b>	<p>Ability to understand and adhere to Powys Teaching Health Board Policies and Procedures</p> <p>Ability to train and convey knowledge to others, where information may be sensitive</p> <p>Ability to communicate complex information and use appropriate questioning techniques and documentation methods to ensure understanding</p>	<p>Ability to speak Welsh</p> <p>Ability to plan rotas, supervise junior support staff</p>	<p>Interview</p> <p>Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities cont'd</b>	<p>Able to make judgements on immediate priorities for work</p> <p>Able to analyse usage patterns, activity data to plan ward stock etc.</p> <p>Able to work on own initiative as well as part of team</p> <p>Knowledge of relevant Pharmacy/Medicines legislation</p> <p>Able to lift and move pharmacy boxes and vaccine porters on a regular basis</p> <p>Demonstrate tact and diplomacy when working with others</p> <p>Good verbal communication skills</p> <p>Able to deal sensitively and confidentially with personal patient information</p> <p>Able to work as part of a team and able to take direction</p> <p>Self-motivated</p> <p>Able to work under pressure</p>		
<b>Values</b>	<p>Demonstrate PTHB Values</p> <p>Dignity, Respect, Equality and Fairness</p> <p>Integrity, Openness, Trust and Honesty</p> <p>Caring, Kindness and Compassion</p> <p>Good interpersonal skills</p> <p>Good written skills</p> <p>Good organisational abilities</p>	<p>Good knowledge of the NHS</p> <p>Good written skills</p>	<p>Interview Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Values cont'd</b>	<p>Excellent communication skills - able to communicate with other staff members and patients</p> <p>Enjoy working in a team environment</p> <p>Highly motivated</p>		
<b>Other</b>	<p>Role will require travel between sites – applicant must have ability to travel</p> <p>Ability to work flexibly to meet the needs of patients being served</p> <p>Able to work some early mornings on a rotational basis</p>	Driver's license	Application Form and Interview

**GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **direct** contact with patients / service users /vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.



## Organisational Chart



