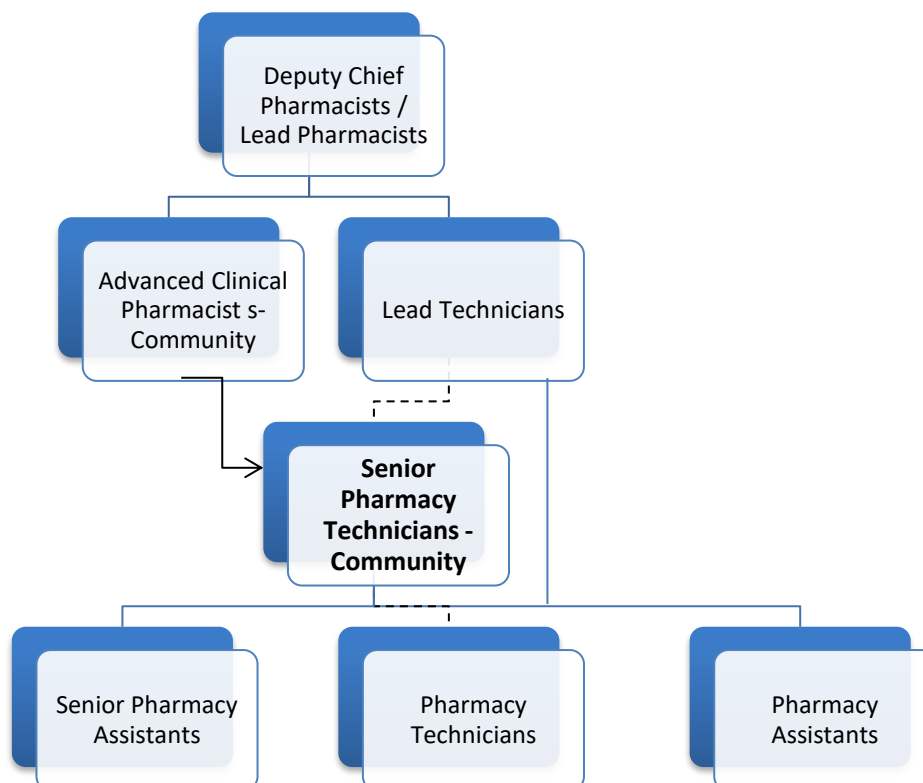


## JOB DESCRIPTION

### Section One

<b>Job Title:</b>	Senior Pharmacy Technician – Community services
<b>AFC Band:</b>	5
<b>Directorate:</b>	Pharmacy
<b>Accountable to:</b>	Advanced clinical pharmacist
<b>Responsible to:</b>	Advanced Clinical Pharmacist - Community Locality Lead Pharmacy Technician (professionally)
<b>Responsible for:</b>	Pharmacy Assistants Senior Pharmacy Assistants Pharmacy Technicians

### **Organisation Chart:**



## **2.0 Job Summary**

- 2.1 To deliver the technical clinical pharmacy service and promote medicines optimisation both in their designated community teams and across a variety of

specialties and localities, under the direction of the Advanced Clinical Pharmacist – Community and Locality Lead Pharmacy Technicians.

- 2.2 To participate in the development and delivery of the Medicines Hub, to ensure continuity of medicines supply and support patients as they move between episodes of care and care settings.
- 2.3 Liaises with pharmacists, technicians and other health care professionals in secondary and primary care to ensure continuity of care on patient transfer between different healthcare settings
- 2.4 To work with pharmacists and other professional staff, patients and carers in the provision of a clinical pharmacy service in their designated area under the supervision of a clinical pharmacist, to ensure high quality patient focused pharmaceutical care.
- 2.5 To support the Locality Lead Technicians and Advanced Clinical Pharmacists - Community and be involved in pharmacy services developments as needs or opportunities arise.
- 2.6 To be able to competently dispense an array of medication from a variety of order forms. To be responsible for a range of technical duties in the dispensaries to aid in the smooth and efficient running of the department. To work together with the other pharmacy colleagues, in the dispensaries and wards, to provide patients with an accurate and timely supply of medication from admission through to discharge
- 2.7 To promote at all times a positive image of people with mental health conditions and learning disabilities
- 2.8 To promote at all times a positive image of both the Pharmacy department and profession and the wider Trust.

### **3.0 Main Duties and Responsibilities**

#### **3.1 Clinical Responsibilities, Patient Contact**

- 3.1.1 Work closely with the community teams, pharmacy colleagues and patients to ensure coordinated and efficient processing of prescription requests e.g. synchronising medication, setting up electronic repeat dispensing, monitoring medicines use to prevent waste or over usage
- 3.1.2 Carry out medicine reconciliations for discharge summaries, clinic letters and other transfer of care communications, in line with Standard Process Description, to reduce the risk of any medicines management related problems at any interfaces of care
- 3.1.3 Work with advanced clinical pharmacist, clinicians and the pharmacy team to develop and implement robust systems for shared care prescribing and high-risk drug monitoring and other drug or physical health monitoring for optimisation of long-term conditions
- 3.1.4 Update and maintain accurate and comprehensive patient medication records
- 3.1.5 Undertakes medication reviews in area of clinical competence
- 3.1.6 Provide Technician led support to Intermediate Care Facilities. This includes ordering of repeat medication and new items, assessing patients' ability to self-medicate and providing information and support to promote this.
- 3.1.7 Undertakes reviews of patients within Community Services including domiciliary visits.

- 3.1.8 Provides patients with counselling and support with their medication in order to optimise medicines usage
- 3.1.9 To receive in-coming calls and respond to requests of a non-clinical nature either providing factual information, within own role and competencies, or transferring to appropriate person in timely manner.
- 3.1.10
- 3.1.11 To review and annotate drug prescription and administration records with clinical pharmacists in line with accredited competency as defined in the Standard Process Description. To undertake an accuracy check of any re-written drug charts or leave/discharge prescriptions, and take appropriate action to remedy any problems identified in line with pharmacy policies.
- 3.1.12 To speak to patients about their medicines; these patients may be verbally or physically aggressive and the post holder may be required to utilise safe breakaway techniques.
- To assist with patient's requirements for compliance aids
- 3.1.13 To monitor side effects of medication as part of the pharmaceutical care plan, under the direction of the responsible clinical pharmacist.
- 3.1.14 To support the advanced clinical pharmacist in the delivery of physical health care monitoring for patients with enduring mental illness and high risk medicines including clozapine and HDAT, through collaborative working
- 3.1.15 To assist the clinical pharmacist in the co-ordination of the pharmacy input to clozapine therapy including operation of near patient testing (PoCHi), supply, monitoring and liaison with health care professionals and patients.
- 3.1.16 To be accountable for advice given to patients, nursing and medical staff, in relation to medication and documentation of such.
- 3.1.17 To support the advanced clinical pharmacist in the introduction of medicines management systems and tools to optimise medicines use within designated clinical areas.
- 3.1.18 Dispensing activities  
 To dispense medication by calculating appropriate dosage and quantities required against prescriptions and requisitions, for in and out patients and for use on the wards/departments following all SOPs under the direction of the locality lead pharmacy technician.  
 • This will involve:  
 -screening the prescriptions and requisitions to ensure it is legal and safe to dispense, querying any prescription anomalies with the responsible pharmacist  
 - Generating a label and update the patient record using the electronic dispensary system  
 - Selecting the correct medication from the dispensary shelves.  
 - Select the appropriate sundries.  
 - Dispense the medication.  
 - Self check of own work must be completed when producing the labels, when dispensing the medication and a final check before handing over to the ACT.  
 To ensure that all medicines are labelled and packaged appropriately, and all relevant patient information and compliance aids/sundries are supplied.  
 To be involved in dispensing complex medication and systems, e.g. clozapine (a medicine which requires a blood test result prior to releasing) and dispensing medicines into compliance aids for patients (a multi-compartment device containing a complex medication regimen consisting of large numbers of tablets which requires dexterity and manipulation skills to assemble accurately).  
 To dispense unlicensed medicines and clinical trials, ensuring that all relevant paperwork is completed.  
 To dispense controlled drugs for ward stock and named patients, following all

relevant pharmacy procedures and legal requirements.

To dispense emergency orders for emergency drug bags and emergency cupboards

To receive prescriptions/requisitions from a wide range of staff and clients and use listening and questioning skills to obtain appropriate information to enable effective service provision.

To assist in the running of clinical trials when needed and undergo any necessary training in order to do so e.g. Good Clinical Practice

To support the Pharmacy Assistant processing unwanted medicines to determine what is suitable for return for re-use or for destruction as per the Medicines

Overarching Framework

To destroy all unwanted medicine that cannot be returned as per pharmacy policies

- 3.1.19 To be an accredited checking Technician for the final checking of all dispensed medicines prior to despatch to Wards/Departments or issuing directly to patients following all relevant legal and departmental procedures at all times

3.1.20 Inpatient medicines management activities

To assess patient's own drugs (PODs) for use within the trust according to protocol after completion of the relevant medicines management module. To accurately check PODs on admission against prescription chart.

To undertake medicines reconciliation at admission in line with level of training and Standard Process Descriptions.

To co-ordinate the preparation of dispensed medicines for inpatients and outpatients including discharge, leave, self-medication programmes and the supply of compliance aids and patient information leaflets.

To assess patient's requirements for compliance aids making recommendations to improve concordance.

To support patients in the self-medication programme.

To ensure all the medicines prescribed for the patient are available on the ward or on order. Where working with Band 4 technician oversee that this is undertaken or covered in their absence.

To support the Lead Technicians with the development of technician and assistant roles.

To provide guidance and support to pharmacy technicians and pharmacy assistants on medicines management issues.

## 3.2 Administrative Responsibilities

- 3.2.1 To update, generate stock lists to allow cost effective stock holding on community teams under the supervision of the Locality Lead technician/advanced clinical pharmacist
- 3.2.2 To support the provision of information on medication in a format that overcomes any language, physical or mental disabilities.
- 3.2.3 To ensure KPI data is complete on a daily basis
- 3.2.4 To be accountable for own documentation of clinical pharmacy advice on PARIS.
- 3.2.5 To be accountable for documentation of medicines reconciliation on Paris
- 3.2.6 To be responsible for safe and secure handling of controlled stationery, to provide support to ensure that there are up to date records of authorised signatories.
- 3.2.7 To print new clozapine prescriptions and monitor when new 6monthly prescriptions are required
- 3.2.8 To prepare medicines reminder charts for patients.

- 3.2.9 To take minutes of meetings when required.
- 3.2.10 To deputise at relevant meetings when needed in the absence of the lead pharmacy technician/advanced clinical pharmacist
- 3.2.11 To be responsible for the accurate stock control in the dispensary.
- 3.2.12 To escalate potential supply problems with the Lead Pharmacy Technician for Procurement
- 3.2.13 To provide day-to-day management or supervision of band 4 technicians and assistants following delegation by the Lead Technician

### **3.3 Responsibility for Information & Information Systems**

- 3.3.1 To ensure that the necessary records are maintained and establish effective audit trails for medicines usage in relation to community teams, ward and locker top ups, clinical trials and waste SOPs.
- 3.2.2 To support the maintenance of lithium register by notifying team when new patients started on lithium treatment and when patients on lithium are discharged back to community teams.
- 3.3.3 Use the trust electronic patient record to record information about medication in line with trust standard processes e.g. medicines reconciliation, discharge reconciliation and communication with external agencies in connection with medications for patients
- 3.3.4 To take responsibility for reporting any medication related incidents identified whilst carrying out technical duties.
- 3.3.5 To take responsibility for reporting any medication related incidents.
- 3.3.6 To report any dispensing errors as soon as they are apparent by following the agreed pharmacy processes.
- 3.3.7 To maintain and monitor expiry dates of the emergency drugs for community teams within own area with the support of the pharmacy assistants supplying the required medication.
- 3.3.8 To use the clozapine monitoring systems to ensure clozapine is prescribed and monitored safely.
- 3.3.9 To access and update information held on lithium register (where appropriately trained). Provide information about patients admitted on lithium to the pharmacy staff managing the lithium register.
- 3.3.10 To support the team with regard to ongoing IT developments and the possible future implementation of an EPMA (Electronic Prescribing and Medicines Administration) system.

### **3.4 Responsibility for Planning/Organising & Strategic/Business Development**

- 3.4.1 To drive between units on a regular basis and be responsible for submitting own travel mileage claims on a monthly basis.
- 3.4.2 To manage own day-to-day delivery of technical clinical pharmacy service, to the agreed framework, seeking advice and support from Advanced clinical pharmacist or Lead Technician when situations arise outside own expertise.

### **3.5 Policy Development**

- 3.5.1 To be actively involved in improving working practices and contributing to changes in medicines related policies.
- 3.5.2 To be responsible for the implementation of pharmacy policies in designated service area.
- 3.5.3 To develop and implement standard operating procedures within designated area.
- 3.5.4 To support the development of Pharmacy policies.
- 3.5.5 To comply with and promote compliance of the Medicines Overarching Framework

### **3.6 Service Development, Project Management**

- 3.6.1 To participate in the development and future requirements of the pharmacy service in order to provide a flexible, high quality service.
- 3.6.2 To participate in the Trust's clinical governance and quality improvement programmes.
- 3.6.3 To participate in the accredited technician checking process where appropriate.
- 3.6.4 To assist in the supply of emergency drugs bags to designated wards and departments.
- 3.6.5 To deliver the medicines optimisation service; for example the monitoring of high risk medicines.
- 3.6.6 To undertake new responsibilities, with the appropriate training to manage the risks with prescribed medicines, e.g. incomplete allergy status information.
- 3.6.7 To be involved with the provision of information for patients about medicines and supporting patients having an informed choice about their medication.

### **3.7 Financial Responsibilities**

- 3.7.1 Personal duty of care to complete time sheets, mileage forms, expense claim sheets etc., accurately and in a timely manner, providing receipts as required.
- 3.7.2 To ensure that stock holdings of drugs do not exceed maximum levels agreed.
- 3.7.3 To manage medication ordering processes to effectively reduce waste, and to promote LEAN ways of working.
- 3.7.4 To carry out stock reviews to ensure the cost effective storage and use of medicines by the monitoring of medication stocks. To liaise with team staff and pharmacists in all matters relating to medication stock holding and related drug expenditure.
- 3.7.5 To actively contribute achieving medicines related costs savings by actively looking to reduce waste and promoting the cost effective prescribing of medicines.
- 3.7.8 To participate in Trust cost saving initiatives related to the use of medicines.

### **3.8 Responsibility for Physical Resources, Estates, Hotel Services**

- 3.8.1 To be responsible for maintaining the security of the pharmacy premises ie key holder, alarm codes and equipment provided to undertake the role e.g. mobile phone, laptop

When in clinical areas (e.g. wards, community clinic rooms) to be responsible for appropriate security of drug keys, to maintain security of medicines at all times whilst they are in possession of the keys.

- 3.8.2 To handle controlled stationery and be a key holder when required.

### **3.9 Research, Audit and Governance**

- 3.9.1 To assist and/or participate in audits related to medicines management including prescribing and administration, optimisations and safe handling and storage, and advise on necessary actions required as a result, within own competency.
- 3.9.2 To participate in any relevant clinical trials or research and development projects on designated community teams/wards.

### **3.10 Analysis, Judgement and Decision Making**

- 3.10.1 To accuracy check rewritten prescription and administration charts as well as accuracy checking medications before it leaves the dispensaries.
- 3.10.2 In the absence of Band 2 and Band 3 assistant support, to monitor the quality control of medicines at community/ward level ensuring medicines are stored safely and appropriately (e.g. secure storage requirements for controlled drugs, low temperature storage requirements) reporting any incidents of incorrect storage to ward staff and Lead technicians
- 3.10.3 To action drug recalls, identifying and removing affected medicines/batches.
- 3.10.4 To resolve supply and dispensing problems on a daily basis on designated areas to ensure patients and staff have access to medicines required.
- 3.10.5 To ensure accuracy, check discharge and leave prescriptions on wards to aid the safe and timely supply of medication, which also reduces waste.

### **3.11 Staff Management, Training and Development, HR**

- 3.11.1 To provide support and direction to the pharmacy assistant in managing stocks of medicines on their designated wards.
- 3.11.2 To be part of the team providing technical advice for ward staff/ pharmacy staff on the safe use of medicines.
- 3.11.3 To assist in the induction and training of new staff, summer/University students, d pre-registration pharmacists and pre-registration technicians
- 3.11.4 To undertake In-house accreditation for ordering medicines and the basic accuracy check of prescription and administration charts.
- 3.11.5 To participate in any other appropriate training or education activities required to fulfil the duties and responsibilities of this role.
- 3.11.6 To contribute to the day-to-day development and training of pharmacy technicians (band 4), pre-registration pharmacists, student pharmacy technicians and pharmacy assistants.
- 3.11.7 To oversee and direct the day-to-day work of the band 4 on their designated areas, in conjunction with the advanced clinical pharmacist or Lead Technician.
- 3.11.8 To participate in the education and training of staff and students from other professions in relation to medicines management.
- 3.11.9 To take a pro-active role in helping the line manager to identify personal development needs, including statutory and mandatory training and CPD for registration, in order to produce a personal development plan.
- 3.11.10 To undertake clinical supervision to reflect on professional practice and any errors made, in line with the Trust guidance.
- 3.11.11 Carries out appraisals as required.
- 3.11.12 To provide line management responsibilities for technical staff ensuring all relevant documentation is maintained as per policies.

### **3.12 Communication**

- 3.12.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 3.12.2 To liaise with community health teams, GP's and community pharmacists to obtain accurate medication history.
- 3.12.3 To build relationships with in-patient and community teams in order to establish robust and efficient systems for medicines supply and use
- 3.12.4 To counsel patients and relatives/carers of patients under the direction of a clinical pharmacist; about medicines in a language that the service user and carers can fully understand. Counselling includes how medicines work, side-effects and options for improving compliance with drug therapy.
- 3.12.5 To communicate with dispensary, medical and nursing staff to ensure timely and correct supply of medicines.
- 3.12.6 To provide patient information on medication in a format that overcomes any language, physical or mental disabilities.
- 3.12.7 To attend ward 24 hour report out meetings to support the LEAN supply of medicines (including compliance, leave/discharges) or deputise for the clinical pharmacist (within own competencies/scope of practice)To attend discharge

- 3.12.8 meetings where critical medications such as clozapine are involved
- 3.12.9 To liaise with other trust departments and outside agencies as and when required, particularly with regard to changes in practice or standards, to promote conformity.
- 3.12.10 To assist in the provision of medicines information system and handle unpredictable work such as drug alerts, CMO or public health circulars.

#### 4.0 **Personal Responsibilities**

The post holder must:

- 4.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 4.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 4.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 4.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 4.5 Fully participate in annual appraisal and appraisal reviews.
- 4.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

#### 5.0 **Other Requirements**

- 5.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 5.2 The post holder may be required to work in different locations as required by service need.
- 5.3 The post holder may be required to work flexible hours as required by service need.
- 5.4 There may be a requirement to change the job description in light of developing service needs.

#### 6.0 **Person Specification**

	Essential	Desirable
<b>Qualifications</b>	<p>NVQ level 3 with BTEC underpinning knowledge in pharmaceutical sciences or equivalent</p> <p>Registered with the General Pharmaceutical Council (GPhC)</p> <p>Accredited National Medicines management course (modules 1-3) or regional equivalent. or willingness to work towards</p> <p>Evidence of Continuous Professional Development</p> <p>Accredited checking qualification</p>	<p>NVQ D32/33 or A1 assessor award</p>
<b>Experience</b>	<p>Substantial experience of pharmacy practice as Pharmacy Technician</p> <p>Hospital experience which includes ward supply services, patient counselling and systems for use of patients own drugs, <b>medicine reconciliation and accuracy checking</b></p>	<p>Experience of mental health pharmacy <b>including community services</b></p> <p>Experience in clinical pharmacy</p> <p>Audit experience</p>



<b>Knowledge</b>	<p>Numeracy and literacy</p> <p>Understanding of the risk issues associated with medicines</p>	<p>Microsoft Office Word</p> <p>Microsoft Office PowerPoint</p> <p>Microsoft Excel</p> <p>Use of email</p> <p>Use of Internet</p> <p>Good Clinical Practice Training</p>
<b>Skills</b>	<p>Organisational and time management skills</p> <p>Good communication skills, written and verbal</p> <p>Customer care</p> <p>Staff supervision</p> <p>Able to follow legal and organisational policies and procedures</p> <p>Confident and articulate communicator both written and verbal</p> <p>Ability to work independently and as a member of a team</p> <p>IT skills</p>	<p>Ability to work independently and as a member of a team</p>
<b>Personal Attributes</b>	<p>Able to use own initiative and work with a minimum supervision</p> <p>Able to work with teams</p> <p>Able to prioritise work</p> <p>Able to work within narrow margins of error</p> <p>Pleasant disposition, enthusiastic</p> <p>Able to maintain confidentiality</p> <p>Attention to detail</p> <p>Ability to manage under pressure</p> <p>Able to motivate others to achieve goals</p> <p>Recognises priorities when problem solving and identifies deviations from the normal pattern</p> <p>Recognises personal limitations and is able to refer to a senior colleague when necessary</p> <p>Professional in approach and manner</p> <p>Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</p> <p>Committed to continual quality and service improvement.</p> <p>Self-aware and committed to continual professional and personal development. Able to accept and respond positively to feedback from supervision.</p> <p>Committed to promoting a positive image of people with mental health conditions and learning disabilities.</p> <p>Committed to promoting a positive image of the</p>	

	pharmacy department and the wider Trust.	
<b>Other Requirements</b>	Suitability to work with vulnerable patients Ability to travel independently in accordance with Trust policies and service need.  This post is subject to a satisfactory Disclosure and Barring Service check.	

**JOB DESCRIPTION AGREEMENT s**

**Post Holder**

Sign..... Date.....

Print Name.....

**Line Manager**

Sign..... Date.....

Print Name.....

Print Job Title.....



## Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

### Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

### Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

### Further information

Further information is available at [www.tewv.nhs.uk/about-us/our-journey-to-change](http://www.tewv.nhs.uk/about-us/our-journey-to-change)

There is also further information for colleagues on our internal staff intranet <https://intranet.tewv.nhs.uk/our-journey-to-change>