

Job Description

Job Information	
Job Title:	Senior Pharmacy Technician Education and Training – Dispensary and Stores)
Directorate/Service:	Pharmacy
AFC Band:	Band 6
Responsible to:	Chief Pharmacy Technician -Patient Services
Accountable to:	Head of Pharmacy
Accountable for:	N/A
Base Location:	Whiston
Job Code:	409-6147367

Job Summary
<ul style="list-style-type: none"> • To support the Chief Pharmacy Technician Patient Services to develop and manage the training and education for Technician led dispensary and stores services. • To co-ordinate, facilitate and deliver training to dispensers, students, technicians and accuracy checking pharmacy technicians within the patient services team. • To complete training documents and procedures for technician led dispensary and stores teams. • To lead in the delivery of identified training needs within the dispensaries and stores. • To support the Chief Pharmacy Technician patient services to manage the assistants, dispensers, students, technicians and accuracy checking pharmacy technicians. • To support the Chief Pharmacy Technician and CD Technician in the training of the CD Omnicell system for dispensary-based staff • To support the dispensary and stores team in the use of the Pharmacy computer system, for dispensing and stock issue purposes. • To participate in the department rota to ensure a pharmacy service is provided efficiently over 7 days

Dimension & Context of the role
As described in key duties

Key Responsibilities

Managerial/Leadership

1. To work under the supervision of the Chief Pharmacy Technician Patient Services to manage the operational provision of pharmacy services from the dispensaries and stores and to provide cover in their absence.
2. To identify training requirements for individuals and groups of staff according to departmental and personal development requirements
3. Plan and manage own workload and to work independently.
4. To work with the Chief Pharmacy Technician Patient Services to performance manage Pharmacy technicians and Pharmacy Assistants and other staff working in the dispensaries and stores.
5. To be involved in the recruitment and selection process for Pre-Registration Trainee Pharmacy Technicians and other staff within the dispensaries and stores teams e.g. leading interviews
6. Ensure all direct line reports have an annual appraisal and appropriate personal development plan which is in line with the strategic objectives of the department, ensure this is reviewed and updated in regular 1:1's
7. To conduct and record 'return to work' interviews and manage sickness absence for Pharmacy Assistants and Pharmacy Technicians according to the Trust sickness absence policy
8. To liaise with the Human Resource Department concerning disciplinary and grievance matters for staff within patient services
9. To organise and conduct disciplinary meetings with patient services staff in accordance with Trust procedures.
10. Provide pastoral and emotional support to the team when necessary
11. To supervise and support Pre-registration pharmacists Technician's and pharmacy students allocated to the dispensaries and stores.

12. To over-see the training programme for Pre-Registration Trainee Pharmacy Technicians.
13. To collate performance data for the Chief Pharmacy Technician Patient Services to present to the Pharmacy Leadership Team.
14. To write procedures for use within the Dispensary and stores areas.
15. Assist the Chief Pharmacy Technician in the investigation of complaints including providing suitable responses and ensuring remedial action is taken where appropriate.
16. To manage annual leave, time owing and related issues for dispensary and stores based technical staff.
17. Prepare weekly rotas for the dispensary and stores services to ensure adequate service provision, and to re-assess and adjust staffing according to irregular or unpredictable workloads, whilst aiming to keep the service within acceptable limits
18. To be responsible for the organisation of staffing for dispensary and stores staff when emergency or voluntary rota staffing is required and in the case of additional activity during the weekend and/or evenings.
19. To liaise with medical, nursing, portering and other staff regarding the pharmacy service and any related problems.
20. Approval of bank and agency staff hours worked on e roster
21. To liaise with Colleges / education providers where necessary to ensure quality training is provided.

Clinical Duties

22. To perform final accuracy checking on prescriptions and inpatient requisitions which have been clinically verified by a pharmacist in accordance with Trust procedures and ensure dispensing errors are corrected by the appropriate member of staff
23. Labelling and dispensing of medication as required including the accurate input of data into the pharmacy computer system, including extemporaneous dispensing and blister packs.

24. To provide leadership within the dispensary and stores area, in accordance with professional, departmental and Trust policies. This will include:
 - managing workflow and ensuring departmental procedures are adhered to.
25. To liaise with external organisations e.g. nursing homes/community pharmacies, other hospitals and GP practices where necessary.
26. Assessment of patients own drugs for reuse on discharge prescriptions
27. Processing of all TTOs, Outpatient prescriptions and requisitions in a timely manner to maintain patient flows in the Trust
28. Processing medication in a timely manner to avoid missed doses, particularly of critical medicines
29. Monitoring for adverse drug reactions and submit 'yellow cards' to the CSM where appropriate
30. Counselling and educating patients on how to correctly take their medicines including advice on side effects and appropriate storage
31. To participate in patient counselling and communicate complex information effectively to other grades of staff and patients and if appropriate use demonstrational techniques in the use of medicines to patients, carers and other health care professionals, ensuring they understand fully any advice or instructions provided.
32. To provide appropriate advice to Doctors, nurses and other professionals as required.
33. Participate in the Dispensary error audits, and encourage others to report and reflect on dispensing errors, as reported on Datix system, and complete reflective learning where appropriate.
34. Return unwanted or patients own Controlled drugs from the wards in accordance with the departmental policy and the Misuse of Drugs Act
35. To participate in Continuing Professional Development as per department policy and national guidelines from the General Pharmaceutical council

ADMINISTRATIVE RESPONSIBILITIES

As listed in key responsibilities

TEACHING & TRAINING RESPONSIBILITIES

36. To lead the Education and Training of technicians/pre-registration pharmacists and dispensers working in Dispensaries and Pharmacy stores, including development and delivery of training materials, for the following tasks
 - Assessment of patients own drugs for suitability to reuse
 - Induction training for new staff
 - Labelling and Dispensing of all prescriptions and requisitions
 - Patient counselling
 - Using the Pharmacy Robot
 - Use and maintenance of the CD Omnicell system in conjunction with the Controlled Drugs Pharmacy Technician.
37. To act as a tutor/ mentor for staff undertaking in-house competency based training programmes and be responsible for assessing and signing off their competency.
38. Communicates with individuals about progress in training, often having to vary levels, methods and complexity of communication according to an assessment of a trainee's abilities, responsiveness and emotional response.
39. Communicates in writing with NVQ Assessors.
40. Plans, prepares and delivers tutorials and presentations to pharmacy dispensers and technicians to meet training requirements for in house training and support their progress through the underpinning knowledge programme for their NVQ.
41. Plans rotas for student technicians, ensuring adequate training is provided in all areas necessary to achieve their qualification, The post holder is also responsible for monitoring the rotas and making any adjustments to meet training needs of individuals or due to operational issues.
42. Organises training related meetings and plans agenda for meetings held within pharmacy.
43. Plans, prepares and organises training sessions in new working practices in clinical services for existing staff to support development both of the service and individuals in line with their PDP.
44. Plans and oversees the implementation of induction rotas for new staff working in the dispensaries and stores.
45. Communicates with departmental managers to facilitate training with minimal disturbance to normal working.
46. To keep records of training up to date in both electronic and paper formats.

- 47. To assist the Chief Pharmacy Technician Patient Services in the development and management of the dispensaries ensuring all staff are appropriately trained and competent to undertake their duties to ensure safe and effective working practices to improve patient flows within the Trust
- 48. To deliver training alongside the ePMA pharmacist and Trust IT training team to dispensary staff, for safe use of ePMA and dispensing systems.
- 49. Communicates with the trust's training department, external course providers and colleges to clarify training course information, availability of courses and funding issues.
- 50. Monitors training course costs and the accurate completion of training forms to secure funding.
- 51. To comply with the GPhc requirements for continuing professional development

LINE MANAGEMENT/SUPERVISORY RESPONSIBILITIES

As listed in key responsibilities (managerial & leadership)

RESEARCH AND AUDIT

- 52. To participate in patient services audits, including planning, collating results, writing reports and presenting findings to stakeholders.
- 53. To work with the Chief Pharmacy Technician analysing the patient services key performance Indicators.
- 54. To participate in locally any regional / national audits relating to training or dispensary and stores
- 55. To ensure risk assessments are carried out within the dispensaries and stores and to act on any Risk Management issues highlighted.

GENERAL DUTIES

- 56. To observe the provisions of and adhere to all Trust policies and procedures.
- 57. To actively participate in the annual performance review to identify personal development needs
- 58. To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.

59. To keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively. You must maintain the confidentiality of information about service user staff and organisational business in accordance with the Data Protection Act 1998 and Caldicott principles.
60. To ensure that when creating, managing and sharing information records it is done in an appropriate way, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines. All employees are responsible for implementing and maintaining data quality, ensuring that records are legible and attributable and that the record keeping is contemporaneous.
61. To be aware of the confidential aspects of the post. Breaches of confidentiality will result in disciplinary action that may involve dismissal. The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
62. All employees must fully comply with the relevant sections of the Health and Safety at Work. They must also understand and implement St Helens and Knowsley Teaching Hospitals NHS Hospitals Trust "Statement of Policy on Health and Safety at Work" and the Trust corporate "Health and Safety Policies and Procedures". You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions
63. To comply with COSHH Regulations, Data Protection Act and other appropriate legislation
64. All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, gender or employment status.
65. St. Helens & Knowsley Teaching Hospitals NHS Trust has a 'No Smoking' Policy and smoking is not permitted in Trust buildings or vehicles.
66. All employees are individually responsible for the prevention and control of infection within their own area. The employee must attend Infection Control Induction training and mandatory Infection control training. The employee must follow all, Trust policies,

procedures and guidelines relating to Infection Control.

67. You will be expected to undertake the Trusts' commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

68. To adhere to relevant Code of Practice of Professional body

69. To participate in a rota which enables the department to provide a full 7-day service.

70. To participate in the Saturday, Sunday and Bank Holiday rotas.

71. To participate in the department late night rota.

72. The duties contained in this job description are not intended to be exhaustive. The tasks and responsibilities of this post are likely to evolve in line with the Trust's continued organisational development.

73. The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site. Any such variation will be agreed in advance between the post holder and their Manager as part of the continuing process of management review and development.

74. The employee shares with the employer the responsibility for suggestions to alter the scope of duties to improve the working situation. This document is intended to be a guide to the general scope of duties and not an inflexible specification.

75. To undertake any other related duties which may be required.

Job description and person specification created by Gill Eddleston, Chief Pharmacy Technician Patient Services. June 2023