

JOB DESCRIPTION

POST TITLE	Senior Clinical Pharmacy Technician
BASE:	As specified in contract
BAND:	6
LINE MANAGER:	Clinical Pharmacy Technician Team Manager
PROFESSIONAL ACCOUNTABILITY:	Chief Pharmacist

OUR VISION AND VALUES

Berkshire Healthcare's vision is:

To be recognised as the leading community and mental health service provider by our staff, patients and partners.

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- **Working together** with you to provide innovative solutions

JOB SUMMARY

Each Senior Clinical Pharmacy Technician (SCPT) will be responsible for a designated area e.g. Mental Health in-patients (at Prospect Park Hospital), Community Health in-patients (designated sites), or other specified services. They will direct and oversee all pharmacy technical staff, including trainees, who physically deliver services in their area. As a key member of the pharmacy clinical services team, the post holder will contribute to the development and implementation of clinical pharmacy services, key objectives and the efficient use of resources.

To contribute to developing and extending the role of the Clinical Pharmacy Technician (CPT) within the Trust, but specifically within their service area.

To be managerially responsible for the provision of a high quality patient focused clinical pharmacy service to patients of their designated Trust area by the safe, efficient and legal operation of their CPT team.

In liaison with the Clinical Pharmacy Technician Team Manager, review the skill mix and methods of working at ward level to ensure the quality and business needs of the service are met and improved.

To contribute actively and constructively towards a working environment that encourages teamwork, mutual support and excellence in service delivery

To complete an accuracy checking session per week and to have a good up to date working knowledge of the pharmacy computer systems and robot.

To participate in the dispensary late night and Bank Holidays rotas.

To understand the requirements of the clozapine clinics and the prescribing of clozapine in order to label, dispense and accuracy check effectively.

To maintain accuracy despite interruptions in all areas of work.

To work in a healthcare environment that may at times be distressing

Quality

To work with the CPTTM to ensure that there are appropriate, contemporary, concise and clear standard operating procedures (SOPs) in place to ensure that the CPT team provides a high quality, customer-focused service to all patients receiving care within their area.

To communicate complex or sensitive pharmaceutical advice and information to doctors, nursing staff, patients, carers and other pharmacy staff with regard to medication issues and supplies as and when appropriate.

To develop skills and knowledge as part of a commitment to continuous professional development and participate in reflective practice to improve patient care.

To work with the Clinical Pharmacy Technician Team Manager and Medicines Safety Officer to investigate DATIX reports related to CPT services.

To ensure any change management and/or learning from DATIX reports is incorporated into clinical pharmacy services and training of CPTs.

To improve the quality of clinical pharmacy services throughout their designated Trust area. To measure performance against standards and respond when standards are not being met.

To understand the need for, and offer to provide, clinical supervision to pharmacy technicians in the department.

To carry out audit and project work and to ensure that each CPT carries out audits and reports within their area as necessary.

To delegate and/or carry out a review of ward stock lists as and when necessary.

To provide high level, clinically focussed* cover to allocated wards including:

- Medicines reconciliation
- Patient counselling
- Discharge planning
- Self-administration of medication assessments
- Patients Own Drug assessments
- Formulary adherence
- Stock and non-stock top-ups
- ePMA nurse supply requests
- Safety and security of medicines on the wards
- Ambient and fridge temperature monitoring
- Pharmacy audits
- Accuracy checking / dispensing on the ward when appropriate
- Communicating supply issues
- [* May include 'clinical prioritisation' – an area identified to develop]

Management

To analyse, interpret and evaluate concerns around service delivery/developments, to respond to own and managed staff workload(s) and staffing issues as they occur, putting in place changes to ensure that they are effectively risk managed in future.

To carry out regular reviews of the clinical pharmacy technician service in order to improve the service, and act on audit reviews and Datix outcomes.

To report on key performance indicators to the clinical pharmacy team and to manage their designated area's CPT team to contribute to, and achieve, set targets.

To be accountable for the leadership of their designated area's CPT's, ensuring all are competent, undertake continuous professional development, are supervised and appraised.

To ensure all allocated CPT-related SOPs are reviewed in a timely manner and within the clinical services team, review and approve other operational SOPs.

To deal with complaints received about the clinical pharmacy technician services either directly or in conjunction with the Clinical Pharmacy Technician Team Manager, pharmacy clinical services manager or chief pharmacist as appropriate

To ensure statutory and mandatory training is up to date for line managed staff and completion of own.

To work with the Clinical Pharmacy Technician Team Manager (CPTTM) and the Lead Dispensary Pharmacy Technician with regards to CPT accuracy checking sessions as and when required/rota'd.

To work with the lead Procurement Pharmacy Technician and medicines information team in regards to medicine supply issues and medicine shortages to ensure pharmaceutical patient care is not interrupted.

To work with the lead pharmacists for community services and the clinical pharmacy manager on projects relating to medicines optimisation for community and mental health wards as appropriate

To take part in the recruitment and selection of registered pharmacy technicians and/or support staff to the clinical pharmacy team.

To be an educational supervisor, training, developing, and supporting pharmacy technicians undertaking clinical pharmacy/medicines optimisation training.

To be competent in the use of on-line e-portfolios for clinical pharmacy/medicines optimisation training qualifications.

To assist in the identification of suitable and relevant training opportunities for the clinical pharmacy team.

To act as impartial 'expert witnesses' for pre-registration pharmacy technicians and pharmacy assistants who are completing their pharmacy training.

To support pre-registration pharmacy technicians undergoing ward-based training and pharmacy support workers undergoing stock top-up training to achieve their required competencies.

To chair CPT team meetings and to take minutes when requested by the CPTTM and disseminate information to relevant staff when required.

To have a thorough understanding of labelling and dispensing processes.

To have a good understanding of stores and medicines delivery processes.

Professional Leadership within Pharmacy and the Trust

To represent clinical pharmacy services on internal and external working groups and committees when requested to do so by the CPTTM.

To maintain current knowledge of developments and changes in national and local standards and strategic direction and ensure CPT services are developed accordingly.

To participate in developing and implementing appropriate training and processes that delivers the work force and professional requirements of a CPT within the Trust.

To undertake the management, appraisal, supervision and training of clinical pharmacy staff as required .

To be a role model for other registered pharmacy technicians, pre-registration pharmacy technicians and pharmacy assistants, displaying professionalism at all times.

To supervise operational staff while completing pharmacy stock top-ups and rotations through their clinical pharmacy/medicines optimisation training and assessment.

To provide feedback to line managers regarding any staff undergoing training programmes.

To identify own training needs and document in 1:1's and appraisals.

To attend relevant training/study dates in regard to clinical pharmacy training.

GENERAL

1. This job description is not exhaustive and can be altered in consultation with post holder.
2. Any other duties which may be requested by the line manager to facilitate the smooth running of the service.
3. The Trust is an equal opportunities employer. The post holder is at all times expected to carry out their duties in accordance with the Trusts Equal Opportunities Policy.
4. The post holder is required to take reasonable care of the health and safety of their acts or omissions at work, and to co-operate with Berkshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, all staff should refer to the associated behavioural framework relating to their role. These are based on the Trust's values, define the behaviours all staff are expected to display and underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

You may be required to work at or from any additional location as may be determined by the Trust from time to time. The Trust also reserves the right from time to time to change your base on a permanent basis to a location determined by it at the time that the change is made.

You may also be required to travel between Trust premises as may be required for the performance of your duties.

FLEXIBILITY

The Trust reserves the right to amend your job description and/or your duties from time to time. You also agree that you will work with the Trust to deliver the Trust's services, including without limitation, by complying with lawful and reasonable instructions from the Trust by adapting to new ways of working and attending training courses determined by the Trust from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

To attend and contribute to staff meetings and Forums, supervision sessions, training courses, seminars and workshops, to ensure the development and enhancement of current working practices.

To participate in all personal review meetings and take responsibility for personal and professional development. Responsibility for developing the role and the services provided.

DATA PROTECTION ACT

You should be aware of the Data Protection Act and follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

You are required to take responsibility for Health and Safety Risk Assessment and Workplace Inspections, and to take reasonable care for your own health and safety and that of other persons who may be affected by his/her acts of omissions.

You are also required to co-operate with all staff to ensure that all statutory regulations, policies, Codes of Practice and departmental safety procedures are adhered to, and to attend relevant training programmes.

INFECTION CONTROL

Managers at all levels have a responsibility to act as role models to ensure that Infection Control is on the corporate and service agenda and remains a priority in terms of attention and resources.

All staff providing direct patient care must ensure that they follow procedures aimed at reducing the risk of passing on the organisms that can cause infections.

All staff, collectively and individually, have a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of Infection Control.

CONFIDENTIALITY

Your attention is drawn to the confidential aspects of this post. You must not disclose any information of a confidential nature relating to the Trust or the service that it provides, or in respect of which the Trust owes an obligation of confidence to any service user, client or third party during or after your employment except in the proper course of your employment or as required by law.

You must not remove or copy any documents or tangible items including software which belongs to the Trust or which contain any confidential information from the Trust's premises at any time without proper advanced authorisation. You must return to the Trust upon request and in any event upon the termination of your employment, all documents and tangible items which belong to the Trust or which contain or refer to any confidential information and which are in your possession or under your control.

A breach of confidence could result in dismissal.

You should be aware that regardless of any disciplinary action taken, a breach of confidence could also result in civil action for damages.

CLINICAL GOVERNANCE

The Trust aims to provide the highest standards of care. To further this aim, you are expected to adhere to acceptable working practice as defined in Trust policies and guidelines. You also have a personal responsibility to your team and service to keep up to date and, if you encounter unacceptable practice, to raise through accepted channels.

ASYLUM & IMMIGRATION ACT 1996

In order to comply with the Asylum and Immigration Act 1996, it is Trust policy to check documentation of all applicants in respect of proper immigration status to work in the UK. Employment will not be offered to any applicant or employee who does not have valid leave to remain in the UK or is subject to conditions, which prevent the individual from taking up employment.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

Safeguarding of individuals who come into contact with our services, whether a child or young person, person with Learning Disabilities or an older or vulnerable adult, is the responsibility of all employees of Berkshire Healthcare NHS Foundation Trust in whatever capacity they are employed.

SAFEGUARDING CHILDREN

The Trust adheres to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, and all employees have a duty of care and a responsibility to safeguard and promote the welfare of children.

PERSON SPECIFICATION

CATEGORY	ESSENTIAL	DESIRABLE
Education/Qualifications		
Registered pharmacy technician with GPhC	x	
APTUK member		X
Nationally accredited medicines optimisation qualification intermediate level	x	
Nationally accredited medicines optimisation qualification advanced level		x
Nationally accredited checking technician qualification.	x	
BTEC level four: Professional Diploma in Pharmacy Clinical Services or equivalent experience	x	
NVQ A1 Assessor for pharmacy services		x
Training		
Evidence of recent and ongoing CPD development	x	
Coaching and mentoring training		x
Previous Experience		
Substantial post registration hospital pharmacy experience	x	
Detailed knowledge of CPT professional standards and practice and acting as a role model for these	x	
Knowledge and experience of leadership, management, supervision and development of staff	x	
Knowledge and experience of implementing improvements in the quality of service	x	
Stakeholder relationship management	x	
Development of systems and processes to support patient experience, feedback and public involvement	x	
Implementation of quality improvement methodology		x
Mental health services experience		x
Community hospital experience		x
Knowledge and experience in delivering national CPT training programmes		x
Experience of recruitment and appointment procedures	x	
Experience of working with multidisciplinary teams and ward environments	x	
Knowledge, Skills & Abilities		
Excellent communication skills (written and verbal); good interpersonal skills with the ability to communicate information & deal with difficult conversations	x	
Able to build, lead (and work with/as part of) multiple teams within pharmacy	x	
Able to build relationships and work with/as part of multi-disciplinary teams within the wider Trust network	x	
Influencing, negotiating and conflict resolution skills	x	
Resilient; self-confident and have a positive attitude	x	
Able to constructively challenge	x	
Planning/project management skills	x	

Ability to write, review and follow Standard Operating Procedures accurately and in a timely manner	x	
Ability to organise and prioritise own workload and work under pressure at times	x	
Be capable of making decisions and act on own initiative	x	
Be able to recognise and communicate the need for change and able to participate in change management.	x	
Be able to delegate to, and coordinate with, other staff	x	
Support and train pharmacy staff undertaking relevant clinical pharmacy processes and procedures	x	
Good IT skills including the use of standard MS Office programmes, the internet and all pharmacy computer systems	x	
Understand and works within their own clinical limitations and know when and who to refer to	x	
Additional Requirements		
Ability and willingness to travel to multiple Trust sites	x	
Full UK driver's license and access to a motor vehicle that can be used for work purposes	x	

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