

**JOB DESCRIPTION**

**Section One**

**Job Title:** Pre-Registration Trainee Pharmacy Technician

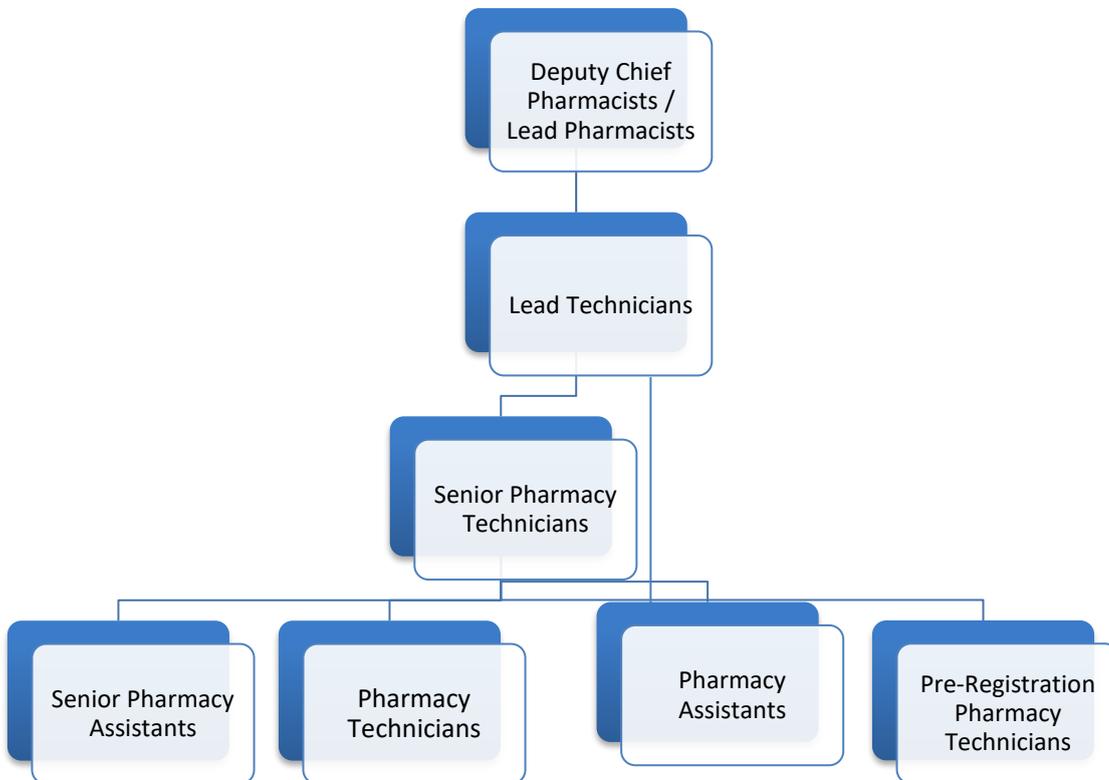
**AFC Band:** 3

**Directorate:** Pharmacy

**Accountable to:** Lead Pharmacy Technician – Education & Training

**Responsible to:** Lead Pharmacy Technician  
Senior Pharmacy Technician  
Pharmacy Technician

**Organisation Chart:**



## **2.0 Job Summary**

- 2.1 To develop the necessary knowledge and skills to enable professional registration following completion of the Pharmacy Technician (Integrated) Apprenticeship (Level 3 Diploma in the Principles and Practice for Pharmacy Technicians)
- 2.2 To be able to competently dispense an array of medication from a variety of order forms.
- 2.3 To work under supervision to perform a range of technical duties in the dispensaries to aid in the smooth and efficient running of the department.
- 2.4 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.
- 2.5 To ensure medicines are handled and stored appropriately; by visiting designated wards and departments, and liaising with medical and nursing staff in relation to the stock control and quality control of medicines.
- 2.6 To assist under the supervision of the clinical pharmacists and senior pharmacy technicians in the provision of a ward based medicines optimisation service.
- 2.7 To work with professional staff, patients and carers in the provision of a clinical pharmacy service in designated areas under the supervision of a clinical pharmacist or pharmacy technician, to ensure high quality patient focused pharmaceutical care.
- 2.8 To promote at all times a positive image of people with mental health conditions and learning disabilities.
- 2.9 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 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.
- 3.1.2 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.
  - All 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.
- 3.1.3 To ensure that all medicines are labelled and packaged appropriately, and all relevant patient information and compliance aids/sundries are supplied.
- 3.1.4 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).
- 3.1.5 To dispense unlicensed medicines and clinical trials, ensuring that all relevant paperwork is completed.
- 3.1.6. To dispense controlled drugs for ward stock and named patients, following all relevant pharmacy procedures and legal requirements.
- 3.1.7 To dispense emergency orders for emergency drug bags and emergency

- cupboards
- 3.1.8 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.
- 3.1.9 To work under supervision to assess what medicines need to be supplied for the patient from their in-patient prescription chart and taking appropriate action to ensure they are available.
- 3.1.10 To order medication by transcribing from drug charts to non-stock order forms, after demonstration of competency.
- 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.
- 3.1.12 To assist with patient's requirements for compliance aids.
- 3.1.13 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.
- 3.1.14 To destroy all unwanted medicine that cannot be returned as per pharmacy policies.
- 3.1.15 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.
- 3.1.16 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.
- 3.1.17 To assist the clinical pharmacists and senior pharmacy technicians in the management of clozapine patients including operation of near patient testing (POChi), supply, monitoring and liaison with health care professionals and patients, as per the Standard Process Description.
- 3.1.18 To assist with the development of technician-led clinical service, by undertaking new ways of working on wards which supports the band 5
- 3.1.19 To undertake medicines reconciliation under supervision at admission in line with level of training and Standard Process Descriptions.
- 3.1.20 To be accountable for advice given to patients, nursing and medical staff, in relation to medication and documentation of such.
- 3.1.21 To provide guidance and support to pharmacy assistants on medicines management issues.
- 3.1.22 To understand the role of the 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.

## **3.2 Administrative Responsibilities**

- 3.2.1 To update, generate stock lists to allow cost effective stock holding on wards under the supervision of the Locality Lead technician
- 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 assist in the accurate stock control in the dispensary.
- 3.2.4 To escalate potential supply problems with the Lead Pharmacy Technician for Procurement
- 3.2.5 To ensure KPI data is complete on a daily basis
- 3.2.6 To ensure that all Medicines Management Assessments are completed in a timely manner and any discrepancies are communicated to the ward managers and ward based pharmacy teams
- 3.2.7 To ensure that medicines expiry dates are checked and documented on designated wards, either by undertaking themselves or directing the Pharmacy Assistant.
- 3.2.8 To be accountable for documentation of medication histories on Paris which are countersigned by the ward clinical pharmacist
- 3.2.9 To support systems for safe and secure handling of controlled stationery, to provide support to ensure that there are up to date records of authorised signatories.

- 3.2.10 To take minutes of meetings when required.
- 3.2.11 To perform any other administrative task as delegated 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 ward and locker top ups, clinical trials and waste SOPs.
- 3.3.2 To take responsibility for reporting any medication related incidents identified whilst carrying out technical duties.
- 3.3.3 To report any near misses or dispensing errors as soon as they are apparent by following the agreed pharmacy processes.
- 3.3.4 To support the pharmacy assistant in the maintenance of the emergency drug bags and emergency drug cupboard.
- 3.3.5 To support the team with regard to ongoing IT developments and the possible future implementation of an EPMA (Electronic Prescribing and Medicines Administration) system.
- 3.3.6 To use the clozapine monitoring systems to ensure clozapine is prescribed and monitored safely.
- 3.3.7 Provide information about patients admitted on lithium to the pharmacy staff managing the lithium register.

### **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 be able to proactively manage course work, study time, evidence collection and assessments whilst still contributing as an effective team worker, contributing to a quality service by developing expertise in all areas.

### **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 assist in the implementation of pharmacy policies in designated ward areas.
- 3.5.3 To assist in the implementation of standard operating procedures in 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 support senior pharmacy technicians to ensure the timely availability of medicines required for discharge, leave, self-medication programmes, and the supply in compliance aids and patient information leaflets.
- 3.6.3 To participate in the Trust's clinical governance and quality improvement programmes.
- 3.6.4 To assist in the supply of emergency drugs bags to designated wards and departments.

### **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 ward stock holdings of drugs do not exceed maximum levels agreed.
- 3.7.3 To support senior pharmacy technician's in the ordering processes on wards to

effectively reduce waste, and to promote LEAN ways of working.

3.7.4 To assist senior pharmacy technicians by ensuring the cost effective storage and use of medicines by the monitoring of ward stocks

3.7.5 To contribute to achieving medicines related costs savings by actively looking to reduce waste and promoting the costs effective prescribing of medicines.

3.7.6 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 the drug cupboard keys and immediate security of medicines whilst in the treatment room undertaking pharmacy roles.

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

3.9.2 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.

3.9.3 To participate in any relevant clinical trials or research and development projects on designated wards.

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

3.10.1 In the absence of Band 2 and Band 3 assistant support, to monitor the quality control of medicines at 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 Locality Lead technicians

3.10.2 To action drug recalls, identifying and removing affected medicines/batches.

3.10.3 To resolve supply and dispensing problems on a daily basis on designated wards to ensure patients and staff have access to medicines required.

3.10.4 To work to Pharmacy Standard Operational Procedures, supervisor will be available/contactable for any queries/additional support.

### **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 undertake In-house accreditation for ordering medicines and the basic accuracy check of prescription and administration charts.

3.11.4 To participate in any other appropriate training or education activities required to fulfil the duties and responsibilities of this role.

3.11.5 To take a pro-active role in helping the line manager to identify personal development needs, including statutory and mandatory training in order to produce a personal development plan.

3.11.6 To undertake clinical supervision to reflect on professional practice and any errors made, in line with the Trust guidance.

### **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 communicate with dispensary, medical and nursing staff to ensure timely and correct supply of medicines.
- 3.12.5 To provide patient information on medication in a format that overcomes any language, physical or mental disabilities.

#### 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 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 4.4 Fully participate in annual appraisal and appraisal reviews
- 4.5 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. Demonstrate time management and organisational skills to fulfil coursework and Level 3 training requirements.

#### 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>	A minimum of 4 GCSEs A-C in Maths, English Language and a minimum of one Science subject. Level 2 Dual award Science and Level 3 Dual award Applied Science are accepted; however Level 2 Dual award Applied Science would need checking - as depending on the units undertaken it may or not be acceptable.	Full NVQ level 2 in Pharmacy services qualification
<b>Experience</b>	Experience of pharmacy practice within hospital or community settings  Customer service	
<b>Knowledge</b>	Numeracy and literacy  Understanding of the risk issues associated with medicines	The role of a pharmacy technician and hospital pharmacy  Microsoft Office Word  Microsoft Office PowerPoint  Microsoft Excel

		Use of email and internet
<b>Skills</b>	<p>Basic IT skills</p> <p>Organisational and time management skills</p> <p>Methodical and good attention to detail</p> <p>Good communication skills, written and verbal</p> <p>Customer care</p> <p>Able to follow legal and organisational policies and procedures</p>	<p>Ability to work independently and as a member of a team</p> <p>Leadership skills</p>
<b>Personal Attributes</b>	<p>Self-organised and self-motivated</p> <p>Ability to manage and direct own learning and a commitment to keep on track with course work</p> <p>Able to work with teams</p> <p>Able to prioritise work</p> <p>Pleasant disposition, enthusiastic</p> <p>Able to maintain confidentiality</p> <p>Patient focused</p> <p>Attention to detail</p> <p>Able to operate within narrow margins of error</p> <p>Recognises personal limitations and is able to refer to a senior colleague when necessary</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 pharmacy department and the wider Trust.</p>	
<b>Other Requirements</b>	<p>Ability to travel independently in accordance with Trust policies and service need.</p> <p>This post is subject to a satisfactory Disclosure and Barring Service check.</p>	

**JOB DESCRIPTION AGREEMENT**

**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>