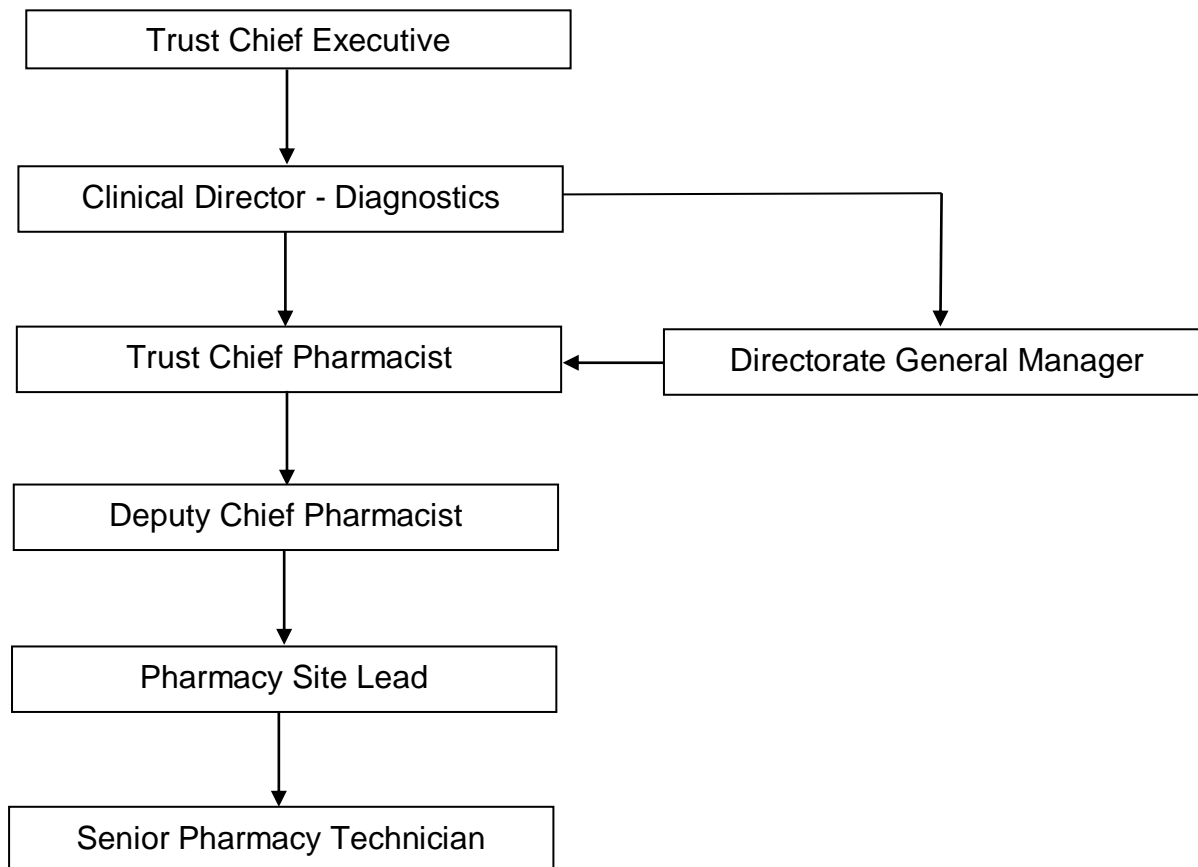


## Job Description

1. Job Details	
<b>Job title:</b>	Senior Pharmacy Technician
<b>Current Job grade:</b>	NHS AfC: Band 6
<b>Reports to (Title):</b>	Grantham Pharmacy Site Lead
<b>CMT:</b>	Diagnostics
<b>Department/Ward:</b>	Pharmacy
<b>Location/Site:</b>	Grantham and District Hospital

2. Job Purpose
<p>To effectively allocate staff to ensure optimum provision of services from the dispensary, aseptic services and at ward level.</p> <p>To manage and supervise designated checking technicians, pharmacy technicians, pharmacy support workers and reception staff to ensure prescriptions and orders are supplied in an efficient, safe, high quality and timely manner.</p> <p>To plan, organise and delegate duties to ensure all prescriptions /orders are supplied within the required timescales and in adherence to policies and procedures.</p> <p>Accredited to check dispensed prescriptions.</p> <p>To oversee drug distribution services including ordering, topping up and supplies to external organisations e.g. LCHS, Hospice in the Hospital etc.</p> <p>To assist the Training technician in administering and delivering NVQ and mandatory training</p> <p>To carry out assessments of competence of pharmacy support workers, pharmacy technicians as required, and to participate in appraisals for staff in bands 2 to 5</p>

### 3. Organisation Chart



### 4. Duties

1. To lead the technician and support worker based dispensary and distribution services and to provide technical and professional support to the dispensary pharmacist and to the stores staff.
2. To prepare complex duty rotas on a weekly basis, revising and amending as necessary.
3. To review service provision priorities and options within staffing constraints on a daily basis, to best meet the needs of the service. To communicate decisions to the affected parties, both within pharmacy and to other healthcare professionals.
4. To ensure prescriptions/orders enter the dispensing process promptly and are clinically screened, dispensed and checked in the order they are received.
5. To ensure all work is completed and despatched at the scheduled time.
6. To problem solve and to provide constant advice to all dispensary staff.
7. To handle and resolve queries and complaints from patients/carers and healthcare professionals.
8. To manage the medicines distribution services to ward and departments including the topping up service.

9. To manage the workload to minimise the possibility of extended working hours.
10. To manage staff in the event of an extended working day.
11. To authorise and record annual leave of technicians and support workers.
12. To monitor staff absences time keeping and breaks. Record sickness absences and conduct return to work interviews.
13. To participate in the dispensing of clinical trials. To work closely with the clinical trials Senior technician and pharmacist to ensure the smooth operation of trials and to ensure clear documentation is maintained.
14. To participate in the training of new members of staff in all areas of the dispensary.
15.
  - To train assess and audit the competency of staff in:
    - Topping up
    - Ward technician/pharmacist orders
    - Dispensing
    - Controlled Drug dispensing
    - Designated Checking Technician (DCT) role
16. To train and assist staff to use the stock control/dispensing modules of the pharmacy computer system.
17. To investigate controlled drug stock discrepancies, in the dispensary stock and to resolve and rectify where necessary. To counsel staff involved to minimise future occurrence.
18. To undertake monthly CD stock checks of dispensary stock. To destroy CDs in the presence of an authorised person.
19. To ensure the availability of emergency supplies for out of hours use. To oversee the restocking and stock rotation of the emergency drugs cupboard. To oversee the provision, preparation and checking of emergency and supplementary drug boxes and bags.
20. To liaise with ordering staff at Lincoln and stores staff and the Dispensary lead pharmacists at Pilgrim to ensure adequate availability of stock lines and notification of stock shortages.
21. To be responsible for organising expiry date checking and the monitoring of expired and soon to expire stock within the dispensary. To liaise with the lead pharmacist in adjusting stock levels and overseeing the computer adjustments of those levels.
22. To schedule staff training and continuing professional development sessions.
23. To schedule ward technicians to undertake ward stock reviews in conjunction with the relevant pharmacists.
24. To continuously review practises to improve efficiency.

25. To contribute to the writing and development of policies and procedures to meet any changes in NHS legislation and changes in working practise.
26. To be responsible for the cascading of relevant information/communications to staff.
27. To deputise in the absence of the Dispensary Manager and to provide cross cover for the Medicines Management Technician.
28. To assist the training technician in delivering training and staff development.
29. To provide managerial support to technicians organising aseptic services workload in the absence of the Chief Technician.
30. To participate in the recruitment and selection of dispensary staff and rotational technicians and support workers.
31. To participate in the staff development review process both as an appraiser and an appraisee.
32. To participate in the CPD process, both personally and to facilitate staff of lower grades.
33. To undertake the duties of a technician including checking skills to best manage workload.
34. To participate in locally agreed Saturday, Sunday, and Bank Holiday rotas.
35. To act as a pharmacy representative as necessary.
36. Any other duties as required to ensure continuity of an effective and efficient service.

## **5. Physical and Mental Skills**

- Able to communicate instructions effectively
- Good communication and diplomacy required for dealing with staffing issues and client queries and complaints
- Interpersonal skills such as motivational ,empathy and reassurance for training and correcting actions of trainees and imparting assessment results
- Constant focussed mental concentration required for accurate checking.
- Computer skills for patient data entry, labelling of medicines, issuing, compiling and revision of ward stock lists.
- Frequent focussed mental concentration to calculate doses and quantities to be dispensed.
- To act as a mentor and coach to technicians, student technicians, support workers, pre-registration pharmacists and work experience students.

- Organisational and time management skills.
- Trained to carry out risk assessments.
- Mental agility for computer data discrepancy/problem solving

## 6. Responsibilities of the Post Holder

- Management and supervision of :
  - Designated Checking technicians /pharmacy technicians
  - Pharmacy support workers.
  - Supervision of storekeeper
- Responsibility for the daily management and supervision of dispensary and distribution services.
- To communicate effectively with pharmacy staff, patients/carers and other healthcare professionals. To provide advice on use and availability of pharmaceutical products.
- To ensure medicines management advice to doctors, nurses, patients/carers and other health care professionals is always within the scope of own competency.
- To manage leave of operational staff to ensure adequate cover is maintained.
- To ensure adherence to Trust and departmental policies and procedures.
- To monitor and manage sickness absence of technicians and support workers.
- To act in a fair and consistent manner with all staff.
- To ensure accuracy of dispensing of others when acting as a checking technician
- To maintain legal and safe working conditions in accordance with the Medicines Act, good manufacturing practice and safety legislation.
- To support Trust and departmental objectives in clinical and financial effectiveness.
- To maintain patient confidentiality.
- To ensure ward stock levels are regularly reviewed.
- Indirect impact on stock holding budget.

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and

compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

<b>Patient centred</b>	I am fully committed to providing the very highest standards of care to our patients
<b>Safety</b>	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
<b>Compassion</b>	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
<b>Respect</b>	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
<b>Excellence</b>	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

## 7. Freedom to Act

Trained to competency, uses own initiative and works independently within standard operating procedures. Guided by the General Pharmaceutical Council (GPhC) legislation recorded in their documents relating to ethics and the practice of pharmacy.

Manages and supervises day to day issues within the technician led dispensary.

## **8. Physical, Mental and Emotional Effort Required**

- Frequent exposure to aggression from patients/carers and other hospital staff.
- Imparting contentious information to dispensary staff regarding assessments and leave applications, and to ward/pharmacy staff regarding changes in service level provision.
- Frequent exposure to pressure to work quickly but accurately.
- Regular exposure to distressing emotional situations/patient circumstances.
- Ability to ask others to amend their dispensing when errors have occurred.
- Requirement to hold staff sickness/absence corrective interviews.
- Unpredictable workload, patient and medical staff led.
- Regular requirement to stand at dispensing benches for long periods.
- Frequent interruptions from pharmacy staff and other healthcare professionals to solve problems and provide advice.

## **9. Outline of Working Conditions**

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- Possibility of accidental exposure to harmful pharmaceuticals e.g. cytotoxic products, and to contamination and infection from patients on the ward.
- Regularly exposed to overcrowding in the Dispensary.
- Requirement to use VDU equipment for much of the working day.
- Possibility of unpredictable length of working day.

## Person Specification

### Post of Senior Pharmacy Technician

Job Related Criteria	Essential	How Identified	Desirable	How Identified
<b>Qualifications</b> (Academic, Professional & Vocational)	BTEC or NVQ Level 3 in Pharmaceutical Sciences (or equivalent)  Eligible for registration with the GPhC as a Pharmacy Technician.	<b>Application Form</b>  <b>Interview</b>	NVQ A1 assessor qualification or equivalent.  Supervisory/Management qualification  CPD portfolio	<b>Application Form</b>  <b>Interview</b>
<b>Previous Experience</b> (Nature & Level)	Experience of working as a Pharmacy Technician  Experience working in a Supervisory role.  Experience of training staff in new tasks.  Accredited as a checking technician.	<b>Application Form</b>  <b>Interview</b>	Experience of working as a Pharmacy Technician within a hospital pharmacy.	<b>Application Form</b>  <b>Interview</b>
<b>Evidence of Particular:</b> - <b>Knowledge</b> - <b>Skills</b> - <b>Aptitudes</b>	Ability to lead and motivate staff.  Accurate in own dispensing and checking work of others.	Interview  Application Form and Interview	Knowledge of Trust/Departmental Policies and Procedures.  Knowledge of best practice in recruitment and selection.	<b>Application Form</b>  <b>Interview</b>



	<p>Flexible approach to working day.</p> <p>Ability to prioritise dispensing workload.</p> <p>Ability to prioritise own work.</p> <p>Good time management skills.</p> <p>Good organisational skills.</p> <p>Good communication/interpersonal skills.</p> <p>Ability to train staff.</p> <p>I.T. literate, including working knowledge of Microsoft Word, Excel and Outlook</p> <p>Awareness and Knowledge of the dignity in care agenda.</p> <p>Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:</p> <ul style="list-style-type: none"> <li>➤ Patient Centred</li> <li>➤ Safety</li> <li>➤ Compassion</li> <li>➤ Respect</li> <li>➤ Excellence</li> </ul>		<p>Knowledge of Trusts risk assessment process</p> <p>Experience of using a pharmacy specific computer system.</p>	
<b>Specific Requirements</b>	<p>Ability to work on own initiative.</p> <p>Ability to work effectively under pressure.</p> <p>Ability to solve problems.</p> <p>Empathic and approachable.</p>	<p><b>Application Form</b></p> <p><b>Interview</b></p>		

**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

**Signature**

**Date**

**Job Holder:**

**Line Manager:**