

Job Description

Job Title	Pharmacy Technician Project Support Manager
Band	5 – Subject to Job Evaluation Review
Team	Medicines Optimisation
Responsible for	Not applicable
Accountable to	Chief Medical Officer & Deputy Chief Executive

Job Summary

The post holder is a key member of the Integrated Care Board (ICB) Medicines Optimisation Team, whose overarching goal is to support improvements in quality, safety, and cost-effectiveness of prescribing across the Staffordshire and Stoke-on-Trent Integrated Care System. (ICS)

The post holder will support delivery of a broad range of medicines optimisation projects covering strategic programmes such as high cost medicines, formulary management, prescribing analysis, and Medicine Optimisation governance.

Working as part of the ICB Medicines Optimisation Team, the post holder will provide technical support to agreed projects to facilitate the development, effective delivery and monitoring of the project plans within the overarching Medicines Optimisation Strategy

In the spirit of matrix working, the post holder will be expected to collaborate with other team members by supporting ongoing medicines optimisation activities.

As an employee of the ICB, the post holder may gain privileged knowledge of highly confidential nature relating to private affairs, diagnosis and treatment of patients, information affecting members of the public, personal matters concerning staff, commercial confidences of third parties and details of items under consideration by the ICB. Such information should not be divulged or passed to any unauthorised person or persons.

Key Responsibilities

To support and provide high quality, regular, timely prescribing data and other relevant data to the Medicines Optimisation team and the Integrated Care System to inform progress against Medicines Optimisation projects, clinical audits, and performance improvement.

To monitor progress of projects and work streams which will include production of high-quality reports on achievement of milestones, data analysis (including prescribing data analysis) and assessment of performance outcomes.

To support the maintenance of embedded digital prescribing tools used across Staffordshire and Stoke on Trent Integrated Care System to ensure cost effective prescribing for example, Blueteq and Net Formulary

This includes supporting the daily operational management of Blueteq and Net Formulary

The post holder will support the Integrated Care Board Health Economy NICE Health Technology Appraisal Implementation Group (HENIG) or equivalent and Formulary Harmonisation Group (FHG)

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

Key Working Relationships

Internal

Staffordshire and Stoke-on-Trent ICB Portfolio Teams

ICB clinical and other executive directors, senior managers, and wider staff

External

Integrated Care System (ICS) which may include:

Primary Care networks

GP Practices

ICS partner organisations

NHS England and Improvement Directors and Senior managers

Midlands and Lancashire Commissioning Support Service

University Hospital of North Midlands NHS Trust, other Acute providers

University Hospitals of Derby and Burton NHS Foundation Trust

North Staffordshire Combined Healthcare NHS Trust

Midlands Partnership NHS Foundation Trust

Hospital consultants and other clinical staff

Local Representative Committees

Community Pharmacies

Job Responsibilities:

Communication & Relationships Skills

Provide high quality complex, relevant and timely prescribing data and other relevant data analysis and reports in a variety of accessible formats depending upon the audience, to support medicines optimisation strategy.

Support with influencing health care professionals within the health economy of the importance of medicines optimisation projects. This may involve supporting negotiation and motivation on complex project delivery, including linking in with other Integrated Care Systems or stakeholder initiatives.

Work with members of the ICB Medicines Optimisation Team and key relevant internal and external stakeholders to investigate the causes of any variance from planned delivery and contribute to the implementation of resolutions.

To support members of the ICB Medicines Optimisation Team by contributing to internal/external prescribing queries around high-cost medicines/technologies, corporate governance requests and formulary queries.

Analytical & Judgement Skills

The post holder will support the collation of data pertaining to prescribing to aid the preparation of project related reports (including presentations) to the required standard.

The post holder will need to use an extensive range of prescribing data systems such as ePACT2, Open Prescribing, PrescQIPP, OptimiseRx, Blueteq, Net.Formulary, MedOptimise, Primary care GP clinical systems and EMIS Enterprise, to provide. Detailed prescribing data and analysis for the general monitoring of the prescribing budget and clinical, quality prescribing performance management. The post holder will need to establish the most appropriate source of data to be used or bring multiple components together.

The post holder will support the monitoring, identifying prescribing trends and benchmarking in key therapeutic areas.

Planning & Organisational Skills

Planning and organising several complex medicine optimisation activities or projects which require formulation and adjustment of plans daily.

Plans own workload within agreed targets and deadlines. Plans must be regularly reviewed and updated in the light of changes to current guidance or area priorities. This will necessitate the ability to manage the competing demands of day-to-day work and working to tight deadlines within the longer-term strategic plan.

Physical Skills Knowledge, Training & Experience

Diploma in Principles and Practice for Pharmacy Technicians or a qualification listed by the General Pharmaceutical Council (GPhC) pre 2017 standard.

Registration with GPhC as Pharmacy Technician and maintains fitness to practice via GPhC revalidation.

The role requires knowledge and experience of pharmacy across the health economy.

The postholder must be proficient in the use of a keyboard to an advanced level, and Microsoft Office tools through experience to produce clinical audits, documents, and reports.

Knowledge of analysis, interpretation and manipulation of prescribing data using Microsoft software such as Word, Excel, and Access.

The ability and willingness to undertake further training subject to support from the Integrated Care System.

Patient/Client Care

Contact with patients is incidental.

Policy/Service Development

The post holder will support the development of new Blueteq drug protocols to be used across the Staffordshire and Stoke-on-Trent Integrated Care System. (ICS)

Undertakes Medicines Optimisation data gathering to inform local intelligence which is based on best practice, legal requirements, local policies, or national directives.

Be expected to implement policies within their own work area, and propose changes to existing policies and procedures.

Financial & Physical Resources

Contribute to system financial initiatives and cost improvement programmes by ensuring projects are delivered on time and milestones met.

Support and inform the requirement and targeting of resources, monitoring budgets, implementing, and evaluating projects and programmes or work, supporting the delivery of financial recovery/savings strategy by providing high quality project management and analysis.

Responsibility for the financial verification of documents/information submitted to the organisation to support medicines optimisation performance improvement.

Human Resources/Staff Management

To work with the ICB Medicines Optimisation Team to regularly deliver specialist training, advice, and support within the scope of the role to both existing and new staff. This may include delivering training and support on Medoptimise, Optimise RX, ePACT2, Net.Formulary and Blueteq.

Information Resources

To be responsible for the integrity of the data used for monitoring and reporting on the medicine's optimisation strategy and supportive projects.

Develop and maintain prescribing related activity databases.

Set up and establish robust systems that enable effective audit of project delivery.

The post holder will need to use a range of IT applications to create reports and maintain project information. This requires regular requirement to use one or more applications such as Medoptimise, Optimise RX, ePACT2, Open Prescribing, PrescQIPP, Net.Formulary, Blueteq and EMIS Enterprise.

The post holder will support the delivery and operational aspects of Integrated Care Board Health Economy NICE Health Technology Appraisal Implementation Group (HENIG) or equivalent and Formulary Harmonisation Group (FHG)

Research & Development

The post holder will undertake complex data audits, surveys, and other research tools to support successful delivery of medicines optimisation innovation, as required.

Carry out regular research in the form of a collation of system prescribing related data, for a specified set of patients.

Freedom to Act

Expected results may be defined but the post holder will decide how they are best achieved. The job holder acts independently within appropriate guidelines and is aware when to refer to their line manager.

The job holder works autonomously on projects, but guidance may be provided by relevant members of the ICB Medicines Optimisation Team.

Information Governance, Data Protection and Confidentiality

All staff are expected to:

- ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott;
- be aware that the ICB operates a "Code of Conduct for handling personal identifiable information". They should become familiar with the "Code" and keep up to date with any changes that are made. Breaches of the guidelines in the "Code" could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal. Staff are also reminded that even where they may lawfully be able to process Person-Identifiable / Person-Confidential Data, they are doing so by assuming the role of 'Data Controller', and so if they breach the "Code" or any other UK GDPR provisions, they not the ICB shall be held liable for any consequential actions undertaken by external third parties (e.g. ICO / criminal investigation or formal proceedings);
- comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990;
- ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and Caldicott Principles; and
- ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation

Equality and Diversity

The ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a ICB we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the ICB's Equality and Diversity Policy and the commitments and responsibilities the ICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adult

All ICB employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of the ICB is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Personal Development

The ICB is committed to supporting the development of all staff. All employees have a responsibility to participate in the personal development process with their manager, which will provide an opportunity to:

- establish and take action towards achieving goals
- have a conversation about job role, career aspirations and personal development
- align personal aspirations with corporate objectives
- agree actions that are underpinned by the ICB's value base

As part of development, employees have joint responsibility with their line manager for the development of skills and competencies through identification and participation in training and development activities relevant to their role.

External Interests

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the ICB and others in meeting statutory regulations.

- To comply with safety instructions and ICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Smoke Free Policy

In line with the Department of Health guidelines, the ICB operates a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

On-Call

All posts at 8c and above will be required to participate in the on-call rota

Notes & Review

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

Person Specification

Job Title	Pharmacy Technician Project Support Manager
Band	5 – Subject to Job Evaluation Review
Team	Medicines Optimisation
Responsible for	Not applicable
Accountable to	Chief Medical Officer & Deputy Chief Executive

	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> The role requires knowledge and experience of pharmacy across the health economy. Knowledge of analysis, interpretation and manipulation of prescribing data using Microsoft software such as Word, Excel, and Access 		A/I
Qualifications	<ul style="list-style-type: none"> Diploma in Principles and Practice for Pharmacy Technicians or a qualification listed by the General Pharmaceutical Council (GPhC) pre 2017 standard. Registration with GPhC as Pharmacy Technician Maintain fitness to practice via GPhC revalidation. Educated to degree level or equivalent experience in relevant subject 		A/I
Skills, Knowledge & Competencies	<ul style="list-style-type: none"> Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately. Problem solving skills and ability to respond to sudden unexpected demands. 	<ul style="list-style-type: none"> Demonstrated capability to plan over short, medium, and long-term timeframes and adjust plans and resource requirements accordingly. Ability to present complex data into databases and spread sheets concisely and accurately. Skills for nurturing key relationships and maintaining network. 	A/I
Personal Qualities	<ul style="list-style-type: none"> Use a computer for variable periods of time, using VDU and keyboard. High degree of self-motivation and ability to work on own initiative. Adaptability, flexibility, and ability to cope with uncertainty and change. 	Confident in working with a range of primary and secondary care healthcare professionals.	A/I

Physical Skills	<ul style="list-style-type: none"> • Ability to travel to meetings. • Flexibility/agile in working arrangement. • Commitment to continuing professional development. 		A/I
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Assessment Key

_A = Application Form, I = Interview, C = Certificate, T = Test/Assessment Centre