

Recruitment Information Pack



About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest NHS community health providers in England, serving a population of about 1.4 million across Kent and 600,000 in East Sussex and London. We employ more than 5,000 staff, including doctors, community nurses, physiotherapists, dietitians and many other healthcare professionals.

We firmly believe our trust belongs to our people – both the people we care for and the people who work here. Our people are our most valued asset and the best resource we have to deliver all that is required of us. They shoulder enormous responsibility for the lives of patients and their working life must reflect this; they should be trusted, have compassionate leadership and be duly recognised for their contribution.



Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:



Compassionate

This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

Pharmacy Technician Team Manager Medicines Quality and Governance Job Description

AFC Banding:	7	Base:	Hybrid – Trinity House
Hours:	37.5 hours per week	Contract Type:	Permanent
Responsible to:	Lead Pharmacist for Quality and Governance	Locality/Directorate:	Pharmacy

Role overview

The post holder is responsible for managing the Medicines Quality and Governance team that supports the delivery of quality and governance of medicines and medicines related activity within Kent Community Health NHS Foundation Trust (KCHFT). This includes the financial and clinical governance of prescribers (medical and non-medical), controlled drugs, medicines incidents, pharmacy contracts, working with pharmaceutical industry and medicines polices.

The post holder will act as the team leader and manage the pharmacy technician specialist and three pharmacy support workers higher level

Service overview

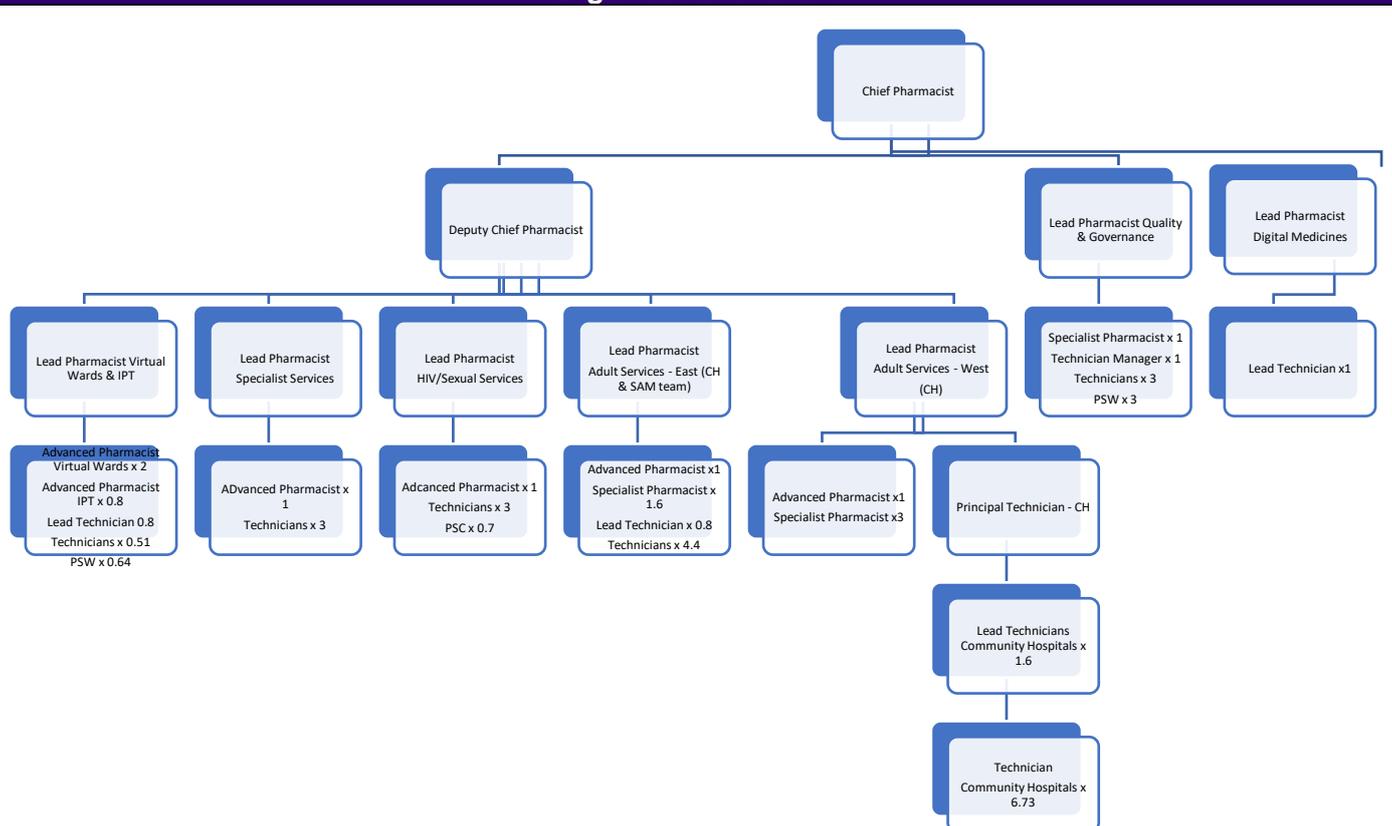
The Quality and Governance (Q&G) team provide specialist clinical and professional pharmaceutical services to promote the safe, effective and efficient use of medicines in the organisation by provision of a medicine's quality and governance.

The team supports the delivery of quality and governance of medicines and medicines related activity within Kent Community Health NHS Foundation Trust (KCHFT). The team is responsible for a wide range of pharmacy services, including management of Controlled Drugs (CDs), governance of prescribers, supply contract monitoring, prescription security and management of the SafeMed medicines incident system

Key working relationships

Internal: Patients, health professionals, management team, procurement team, finance team etc
 External: Visitors, general public, outside agencies, other hospitals or NHS organisations, HCPs, ICB, NHSBSA

Organisational chart



Job Summary

Band 7 Managers are expected to have a key leadership role, acting as a role model for others. They will communicate and maintain excellent working relationships with all those that use, commission and work within the services delivered.

Band 7 Managers are responsible for ensuring that the team provides effective expertise which meets the professional standards of the relevant profession. They facilitate reflection on service delivery and identify quality improvement work.

Band 7 Managers are expected to be kind and responsive but professional, informative and contribute to the quality of the services provided by:

- Assessing, planning, implementing and evaluating holistic advice in relation to the advice and support that is provided
- Ensuring a supportive and coaching framework is in place for staff in their team and support in the development of relevant competencies across staff groups
- Actively working as a member of the integrated team to ensure high quality advice is provided to service users.
- Maintaining own specialist area of competence, and leading on the competency frameworks for others
- Having the ability to synthesise information in order to present proposals effectively to decision makers (including Directors and Senior Executives) in ways which facilitate their understanding and influence
- Making recommendations to decision makers in order to drive forward innovative solutions to achieve business objectives, service improvement strategies and financial efficiencies linked to identified projects and case work

Dimensions

- Ensure effective budget management and identify potential cost improvement plans
- Comply with your professional codes of conduct, relevant organisational policies and procedures.
- Work with key stakeholders and service users to support service development
- Responsible for performance measures against Key Performance Indicators, ensuring that targets are met and quality is measured within their defined area of specialism
- Ensure that resources are used effectively, planning workload to meet the priorities by the most efficient use of time, equipment, manpower and other resources

Key Responsibilities

Specialist

Band 7s provide highly specialist advice in their specialist areas of expertise and:

- Provide highly specialised support to managers or a client group in a specific discipline or area of expertise.
- Delivers training in small groups or on a 1-2-1 basis to support people to understand processes and procedures.
- Determine the scope, systems and processes for the provision of directorate activity and oversee the co-ordination of information or activity. Ensures team resources are developed and used effectively to maximum capacity ensuring potential efficiencies are identified.
- Develops and maintains business process systems including plans, risk registers, statutory returns, performance and quality tools. Looks at data across the directorate and analyses information to assess trends and patterns, making predictions and providing reports to help management or the client group manage performance and plan for the future.

- Develops and monitors Standard Operating Procedures (SOP) for the services across the directorate acting as the specialist in this area and adapting and changing these as services evolve.
- Ensures relevant information relating to emerging national, regional and local policy development and strategies are brought to the attention of senior management team or client group. This will involve horizon mapping, networking, keeping abreast of national, regional and local health and social care agendas/strategies and wider socio-economic agendas in the relevant discipline.
- Where appropriate prepare relevant briefings or communications for cascading of information which ensures that Senior Managers are prepared for any meetings, presentations, talks, seminars, conferences and discussions
- Required to liaise with partner organisations across different health, social services, private and voluntary sector, including Unions.
- Acts as a principle communicator of important information to the directorate, ensuring that messages are cascaded effectively, understood and buy-in is achieved. Responds to and co-ordinates responses to urgent requests for data. Ensuring confidentiality is central to the handling of sensitive data both by self and others.

Leadership

Band 7's play an integral role in leading of effective services by:

- Acting as an expert role model, facilitating and supporting the delivery of effective services using recognised reasoning and decision-making skills, in line with best practice
- Providing a visible professional presence which allows staff and other internal and external services to approach for assistance, advice and support
- Taking responsibility for ensuring own mandatory training is up to date and those of the team are similarly.
- Being responsible for the day to day operational management of direct line reports. Support the senior management, in the development and implementation of change, thus facilitating the appropriate targeting of resources to those in most need.
- Participating in the investigation of formal complaints as required.
- Contributing to the successful implementation of organisational directives and the achievement of annual team aims and objectives.
- Assisting with the management of the team budget, identifying opportunities for improving value for money so that the overall aims and objectives of the service are achieved.
- Improving access to services by ensuring that service provision and delivery is culturally appropriate for the targeted client group.
- Monitoring activity levels and informing management of any changes. Formulating and adjusting plans of a broad range of complex activities according to service needs.

Supporting yourself, others and the service

Engaged staff are more productive. Band 7 staff play an integral role in leading, developing and engaging colleagues and the work we do by:

- Facilitating data gathering and reporting of service performance.
- Contributing to the recruitment process of staff for the team, ensuring the induction and orientation programme is set up.
- Managing and co-ordinating the work of Pharmacy technicians and Administration staff
- Monitoring and appraising their performance, offering support, coaching, mentoring and development as appropriate relevant to their profession.
- Being responsible for the day to day corporate team including annual appraisal, one-to-ones, team meetings and caseload management
- Reviewing and reflecting on own competence and performance through effective use of one-to-ones and appraisal identifying any personal training needs

Responsibilities for Medicines Supply Contract

- Manage the team that supports the governance of contracts and service level agreements that are in place with third party pharmaceutical medicines supplier to KCHT thus ensuring cost effective and save provision of services to KCHT
- Monitor contractor`s performance by ensuring compliance with the agreed standard of service performance set out in the contract. Reporting any issues/problems to Lead Pharmacist Quality and Governance.
- Lead and develop a robust procedure for reconciling pharmaceutical contractor invoices, checking monthly backing data for errors, identifying discrepancies, track credits outstanding, approving invoices for payment and supplying data to the finance team for re-charge to services.
- Maintaining database with monthly breakdown of all invoice cost and number of items.
- Provide professional support and contribute to the tender process for the procurement of medicines supply contracts
- Working with the specialist pharmacy technician procurement in the assessment of medicines usage data to inform specialist pharmacy teams on more cost-effective use of medicines
- Co-ordinate and chair pharmacy contractor operational group meetings including preparing agenda, minutes, reports etc.

Responsibilities for Quality and Governance

- Contribute to identifying opportunities for potential cost reductions and implementation of the pharmacy cost improvement projects (CIPs) that relates to medicines use
- Manage and supervise pharmacy technician specialist and pharmacy support workers higher level by organising job planning to ensure efficiency and completion of their tasks.
- Supervise the controlled drug accountable officer (CDAO) support staff ensuring the legal requirements related to controlled drugs are continually implemented
- Maintaining the data base of medicines policies and standard operating procedures for KCHT that are evidence based and comply with legal and current guidance thus providing tools to maintain the safe and secure handling of medicines.

Responsibilities for Governance of Prescribers

- Governance of all medical and non-medical prescribers at KCHT thus providing assurance to the Pharmacy Non-Medical Prescriber (NMP) Lead that prescribing is legal, safe and cost effective
- Provide governance of prescribing activities of medical and non-medical prescribers within KCHFT. This includes extracting ePACT data, checking data against scope of practice and producing individual prescribing reports
- Responsible for setting up new prescribers, new cost centre codes with the NHS Business Services Authority (NHSBSA) and ordering of prescription stationaries from Xerox
- Governance and maintain the medical and non-medical prescribing database thus ensuring all active prescribers have the appropriate registration and an up to date scope of practice.
- Organise all non-medical prescribing learning activities including annual NMP forum and NMP learning at lunch events and intention to prescribe workshops
- Support the Pharmacy NMP Lead in updating the NMP policies, approving NMP applications and providing reports to the non-medical prescribing strategy and Assurance group meeting

Responsibilities for Financial and Physical Resources

- The post holder will support the pharmacist that manages the staff budget for the quality and governance service and influence the organisations drug budget. The organisation drug budget is £2.2m (excluding HIV drugs)

- Monitor and influence the drugs budgets of KCHT prescribers. The current value of prescribed drugs by medical and non-medical prescribers of KCHT £1.2m
- Monitor performance data of third-party suppliers of pharmaceuticals to KCHT forming part of the governance of contracts and service level agreements.
- Authorise orders for pre-packed and over labelled medicines and stationary items

Responsibilities for Information Resources:

- Records personally generated information
- Maintain data bases that facilitate the governance of medicines e.g. data bases that record medicines distribution to sites
- Input and extracts data from pharmacy, national and organisational data bases e.g. ePACT, Datix and non-medical prescribing data base.
- Process and generate reports from extracted data on a monthly basis using Excel in this process.
- Provide and maintain a resource of relevant pharmaceutical information that is accessible to colleagues

Responsibilities for Research and Development (R&D):

- Take part in research into the use of pharmaceutical systems with in KCHT
- Implement audits of service provision to provide evidence of standards of care and improve upon standards as detailed by the Care Quality Commission.
- Undertake quality improvement projects and audits as directed by the Lead Pharmacist Quality and Governance
- Support with undertaking Controlled Drug (CD) audits in designated locality as part of the pharmacy annual CD audit programme

ON CALL

This post does not require participation in an on-call rota

Working Conditions	
Physical Effort	Use standard keyboard skills. Requires a combination of sitting, standing and walking. Occasional requirement for physical effort usually relating to transporting equipment Frequent requirement to drive between work places.
Mental Effort	Working patterns are frequently unpredictable and there can be regular interruptions. Intense and frequent periods of concentration are required when undertaking investigations, participating as panel member at disciplinary and grievance hearings, or as the presenting manager. Frequent and prolonged concentration is required when holding staff meetings; meetings with multi-agency groups etc. and when preparing and giving presentations.
Emotional Effort	Frequent exposure both directly and indirectly to distressing and emotional circumstances e.g. when dealing with distressed staff, irate and challenging clients, dealing with disciplinary and capability issues. Implementing change. Exposure to highly distressing or emotional circumstance when supporting staff directly managing difficult cases.
Freedom to Act	Work autonomously within their capability and competence to provide pharmaceutical advice, policies and guidance for all health professionals and the pharmacy technician team. They will work under the supervision of the Lead Pharmacist for Quality and Governance.
Working Conditions	The role regularly requires periods of driving throughout Kent. This may still be required during inclement weather. The role regularly requires extensive periods using a VDU.

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

Job description agreement	
Job holder's name:	
Job holder's signature:	
Date:	

Line managers name and title:	
Line managers signature:	
Date:	

Person Specification		
	Essential	Desirable
Qualifications	<p>NVQ in Pharmacy Services Level 3 with BTEC in Pharmaceutical Science as underpinning knowledge or BTEC in Pharmaceutical Science or equivalent</p> <p>Registered Pharmacy Technician supported by evidence of CPD in line with General Pharmaceutical Council</p> <p>Accredited training post qualification in pharmacy or relevant equivalent experience</p> <p>Management or supervisory qualification / programme of study</p>	<p>Leadership Qualification or equivalent</p> <p>Practice supervisors' course or equivalent.</p>
Experience	<p>Significant post qualification experience in both community and hospital pharmacy practice in medicines management</p> <p>Delivering Medicines and Governance agenda both clinical and financial</p> <p>Experience of management and supervision of staff</p> <p>Experience in education and training of healthcare professionals, social care staff and patient groups</p> <p>Business and contracting tendering</p> <p>Experience of having managed budgets</p> <p>Leading and managing teams</p>	<p>Experience in performing audits and quality improvement project</p>
Knowledge	<p>Knowledge of legal and ethical pharmaceutical issues in all areas relating to community health services</p> <p>Knowledge of medicines legislation and understanding the concepts of Clinical Governance</p> <p>Experience and knowledge of the supply, distribution, storage and administration and disposal of pharmaceuticals</p> <p>Knowledge of other professions and their registering bodies e.g. Nursing and Midwifery Council (NMC), Health and Care Professional Council (HSPC), General Medical Council (GMC)</p> <p>Knowledge of the governance for non-medical prescribing</p> <p>Knowledge of Pharmacy contract procedures and processes</p> <p>Computer literate in Microsoft windows, Excel and PowerPoint</p> <p>Able to maintain confidentiality and communicate sensitive information to appropriate persons in accordance with Data Protection Act</p>	<p>An appreciation of the role of the NHSBSA and prescribing data</p>

<p>Skills & abilities</p>	<p>Excellent written and verbal communication skills to communicate complex information where there may be barriers to understanding, and be able to motivate, challenge and negotiate within the team and with others</p> <p>Able to work independently and on own initiative</p> <p>Ability to manage time effectively, priorities and work under pressure to meet deadlines</p> <p>Positive and forward-looking attitude</p> <p>Proven budget monitoring skills</p> <p>Excellent inter-personal skills including the ability to challenge others and be challenged</p> <p>High developed IT skills including word processing skills, spread-sheet skills, Power Point, e-mail and internet systems. There is a regular commitment to use word processing skills to produce substantial policy documents</p> <p>The skill to train other pharmacy staff and healthcare professionals</p> <p>Experience in resource management</p>	<p>Ability to extract and present data from Datix and Epact</p> <p>Experience of writing policies and procedures</p>
<p>Personal attributes</p>	<p>Assertive, reliable, flexible, innovative, Self-motivated and proactive team player with excellent interpersonal skills</p> <p>Able to work independently and to formulate own working schedules and strategies</p> <p>Ability to apply a common sense and logical approach to identify key or underlying issues in difficult situations and use initiative to solve problems</p> <p>Ability to deal with distressing or emotional situations and discussions frequently, objectively and with emotional intelligence</p> <p>Ability to travel to diverse sites</p>	
<p>Additional Information</p>		
<p>Standards of Business conduct</p>	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>	

Risk Management	The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.
Governance Standards	Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.
Data Protection	To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.
Confidentiality	Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.
Child/Adult Safeguarding	All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.
Records Management	To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.
Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.
Security	To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.
Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

<p>Performance review</p>	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>
<p>Equality and Diversity</p>	<p>The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.</p>