

### JOB DESCRIPTION

<b>Job Title</b>	<b>Pharmacy Technician Technical Services</b> <i>(12 month Fixed Term)</i>
<b>Band/Grade</b>	<b>Band 4</b>
<b>Directorate</b>	<b>Pharmacy</b>
<b>Professionally Accountable to</b>	<b>Lead Pharmacy Technician or Lead Pharmacist for Technical Services</b>

#### **VISION, MISSION and VALUES Our Vision**

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

#### **Our Mission**

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

#### **Our Values**

Our trust values are compassion, accountability, respect and excellence:

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

#### **JOB SUMMARY**

The purpose of this job role is to work within technical services unit for a fixed 12 month period, following the written procedures in place for each area of the pharmacy department.

## MAIN FUNCTIONS OF THE JOB

### Service Delivery Responsibilities

- To work within technical services and deputise for Senior Pharmacy Technicians or Lead Pharmacy Technicians when asked to do so.
- To become proficient in working in technical services so that they are able to train other colleagues when working in these areas.

### Dispensary Area

To work under the direction of the Dispensary Management Team, to be aware of and follow all written Standard Operating Procedures to help cover early morning, evening and weekends and to fulfil the following duties:

- Dispensing for inpatients, outpatients and for discharges.
- Replenishment of dispensary stocks.
- Counselling outpatients on their medication and being aware of when to refer to a Pharmacist for further advice.
- Dispensing of Controlled Drugs.
- Dispensing of stocks for wards, departments, other hospitals and local authority clinics.
- To work towards providing dispensing accuracy checks by training as an Accredited Checking Technician.
- To ensure the collection of prescription charges & money from sale of products follows Trust Standing Financial instructions.
- To support the Dispensary Management Team in carrying out and sustaining efficiency changes.
- To use own judgement in relation to dispensing medications and availability of prescribed medicines
- Answering the phone in absence of the dispensary receptionist and liaising with other health professionals to solve day to day dispensary related queries.

### Aseptic (Technical Services) Unit

To work under the direction of the Lead Pharmacist (Technical Services) and Lead Pharmacy Technician (Technical Services) following the Technical Services Standard Operating Procedure Manual and including the following duties:

- Preparation of non-sterile and sterile preparations following approved protocols, including the preparation of Cytotoxic Chemotherapy, Parenteral Nutrition and Monoclonal Antibodies.
- Production of batch sheets for individual patients to enable production of treatments.
- Maintenance of personal aseptic validation.
- Undergoing personal training and re-assessment as directed in the Technical Services training procedure.
- Completion and filing of all relevant documentation.
- Use of computer systems to provide audit and financial information.
- Assistance with the training of new staff and students.
- Act as a role model to less experienced and junior staff.
- Maintain adequate stock to allow preparation of products.
- Liaise with service users to enable smooth running of patient treatment.
- Complete all competencies including in process checking.
- Maintain updated Safety Sheets on an annual basis.
- Plan and coordinate support staff to ensure cleans are completed

- Supports Lead ATO in supervising the support staff within the unit

**Administrative/Clerical responsibilities:**

- To ensure records are maintained following local Standard Operating Procedures.
- To maintain staff and patient confidentiality at all times.
- To ensure all documentation filing is kept up to date and archived as necessary, following the legal requirements for the retention of pharmaceutical records.

**Health and Safety:**

- To understand and follow the Department of Pharmacy Procedures for the Safe Storage and Disposal of Drugs, and other hazardous substances stored and issued in the pharmacy.
- To minimise hazards in the working area and report any identifiable hazards to your Line Manager. To adhere to all safe systems of work applicable to the work area.

**Risk Management:**

- To comply with the Standards for Pharmacy Professionals as laid out by the General Pharmaceutical Council.
- To be aware of the Pharmacy Department's Spillage Procedure and be able to act quickly and appropriately in the event of a spillage.

**Personal Development:**

- To work towards an agreed personal development plan based around their annual performance development review.
- To maintain a portfolio of evidence in preparation for the annual performance review.
- To apply the principals of CPD to their own practice including reflective learning, Personal Development plans and annual performance reviews

**Training & Development:**

- Where appropriate to support the delivery of training for staff undertaking Level 2 and Level 3 training.
- To engage with the Education and Training team and undertake any post registration training deemed appropriate to role.

## **General Information**

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

## **Safeguarding Vulnerable Adults & Children**

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

## **Health and Safety**

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

## **Confidentiality**

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

## **Policies and Procedures**

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

## **Infection Control**

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

## **No Smoking Policy**

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

## Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

## Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

## Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

## Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

## Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

## Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

**PERSON SPECIFICATION**

**Directorate**                      **Clinical Support**

**Job Title**                        **Rotational Pharmacy Technician**

**Band/ Grade**                  **4**

<b>PERSON SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION AND QUALIFICATIONS</b>		
NVQ3 Pharmacy Technician/Registered with the GPhC as a Pharmacy Technician	✓	
Accuracy Checking Technician Qualification or willing to towards	✓	
<b>SKILLS, KNOWLEDGE AND ABILITIES</b>		
Organise own work	✓	
IT literate	✓	
Ability to manage own workload when working alone and when working as part of a team	✓	
Able to work flexibly as part of the rotational role	✓	
<b>PERSONAL ATTRIBUTES</b>		
Able to work well to written procedures	✓	
Good attention to detail and accuracy	✓	
Good levels of concentration and ability to focus in a busy environment	✓	
Excellent communication and ability to interact with all levels of staff and patients with varying needs	✓	
Enthusiastic about learning new skills	✓	
<b>OTHER FACTORS</b>		
Able to work flexibly between 8.30am and 6pm depending on service need, weekends and participate in Bank Holiday rotas	✓	