

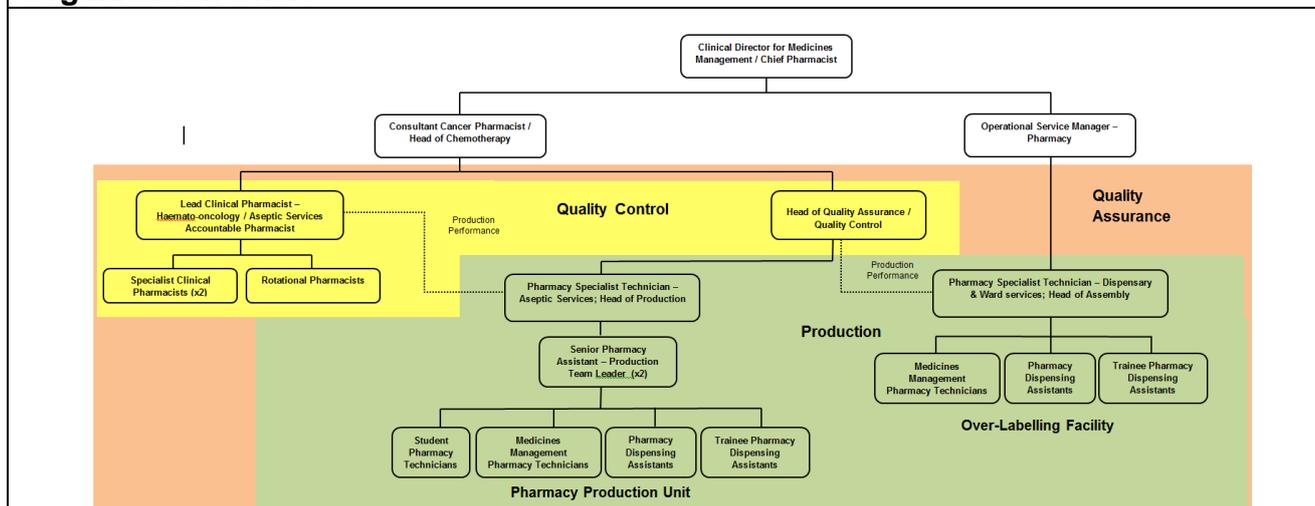
Job Description

Job Details	
Job Title:	Senior Pharmacy Assistant – Production Team Leader
Business Unit:	Clinical Support and Cancer Services
Department/Ward:	Pharmacy
Location:	Wansbeck General Hospital
Pay Band:	Band 4
CAJE No:	PRO2435
Main Purpose of the Job	
<ul style="list-style-type: none"> • To provide technical support on pharmaceutical matters and those pertaining to medicines management within a delegated area of responsibility on a routine basis. • To supervise the daily delivery of operational and technical aspects of the Pharmacy Production Unit. • To ensure that there is a compliance with medicines legislation within area of practice. To support risk management and clinical governance within area of practice. • To reduce the risk of medication error by ensuring any relevant policies/procedures are followed and safe systems are in place for the dispensing/manufacturing, supply and storage of medicines. • To provide Human Resource management to a group of identified staff e.g. Pharmacy Dispensing Assistants. • To support the investigation of complaints and incidents relating to area of responsibility e.g. ensure suitable responses are provided and that remedial action is undertaken. • Supervise on the training of all new and existing pharmacy dispensing assistants, ensuring that all training records meet regulatory standards. • To supervise and teach when appropriate less experienced staff e.g. pharmacy dispensing assistants, rotational pharmacy technicians, student pharmacy technicians, work experience students and occasionally pre-registration pharmacists. • To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries. 	

Dimensions

- Pharmacy services are provided from three departments, one in each of the main acute hospital sites. Services are provided to all community hospitals and some external customers. Approximately 180 staff are employed in Pharmacy. The production unit provide CIVA and Chemotherapy services to the Trusts acute hospitals and Oncology Day Units. The demand for chemotherapy is currently in excess of 20000 cytotoxic / anti-cancer items per annum across the Trust.
- The Pharmacy Production Unit currently holds a Manufacturing License (MS) from the MHRA. This allows the unit to manufacture batches of aseptically prepared products for use both inside and outside the Trust. Current output for this process is 40,000 items per annum.
- The Pharmacy is currently in the process of applying for an extension to the MS license to allow the pharmacy to over-label products for use both inside and outside the Trust.
- Annual Trust wide drug expenditure ~£16m.
- 7500 to 8000 staff are employed within the Trust and the vast majority (>80%) either undertake drug related activities and/or have responsibilities directly or indirectly associated with medicines management.

Organisation Chart



1. Communications and Relationships

- The scope of communication is diverse and can be at all levels within the Trust and with limited external organisations. The post holder will communicate information to patients/carers regarding prescribed medicines, prescription payments, exemptions and further supplies; there may be communication difficulties

Internal:

- Pharmacy Senior Team (e.g. to discuss possible service developments in own area and management issues).
- Procurement and Distribution staff (e.g. to ensure a timely and effective of medication to wards/departments and patients)
- Pharmacy Staff (e.g. staff training, individual staff counseling, individual staff performance management, peer review)
- To be an identified interface between pharmacy and service users (at ward and departmental level) to aid communication and efficiency.
- Medical and nursing staff involved with the delivery of Intra Venous care.
- Other staff (e.g. providing advice/instructions to other members of the healthcare team)

External:

- Regional Quality Control Laboratory (e.g. building links and ensuring delivery of service).
- Pharmacists in other organisations (e.g. Regional Quality Assurance Pharmacist, Regional Quality Control Group).
- Chemocare systems manager

2. Knowledge, Skills, Training and Experience

- Good standards of literacy and numeracy equivalent to GCSE grade C or above in English Language and Mathematics.
- Senior Pharmacy Assistant – Production Team Leader must hold a NVQ Level 2 in Pharmacy Services
- Knowledge of pharmaceutical technical procedures acquired through training, NVQ level 3 or equivalent level of production experience.
- Significant and relevant post qualification pharmacy assistant experience including a high level of knowledge on how to prepare / manufacture aseptic products, procurement and distribution of aseptically prepared/ manufactured products.
- Excellent written and verbal communication and interpersonal skills
- Excellent analytical and judgmental skills to deal with the resolution of job-related problems.
- To be an identified interface between pharmacy and service users (at ward and departmental level) to aid communication and efficiency.
- To present either verbally, written reports or formal presentations to managers.
- Contributes to the planning, developing, and implementing of systems to ensure good manufacturing practice in pharmaceutical services, with awareness of the strategic influences affecting the provision of pharmaceutical services.
- Must have extensive technical knowledge and skills to make or instruct others, in the preparation of injections, intravenous infusions, sub-cutaneous infusions and non-intravenous products.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients

*If any of the following are not already held there will be an expectation to achieve this when a training opportunity becomes available:

- To have successfully completed the Level 3 Leadership / Team Leader apprenticeship (or has equivalent experience / equivalent qualification).
- Have successfully completed the 'Aseptic Services for Managers' course.

Desirable:

- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods

3. Analytical Skills

- Assesses situations concerning availability of prescribed medicines and refers non-standard prescriptions to relevant authority (i.e maintaining stock levels of unlicensed prefill products based on monthly KPI data and ordering of non-stock high cost drugs from chemocare prescriptions)
- To reduce the risk of medication error by ensuring any relevant policies/procedures are followed and safe systems are in place for the dispensing, supply and storage of medicines.
- To ensure that errors involving medicines that are prepared within the aseptic service are investigated and any remedial action is implemented as necessary.
- To have good technical knowledge and up to date skills to prepare or instruct others in the preparation of aseptically dispensed products in accordance with departmental procedures and regional and national standards if required e.g. the preparation of injections and intravenous infusions.
- To have good technical knowledge and skills to carry out or instruct others in the dispensing of prescriptions, including unlicensed drugs, controlled drugs, in-patient & outpatient prescriptions in accordance with the agreed procedures.
- To generate GMP documentation e.g. Batch Manufacturing Records, worksheets, SOPs, etc., according to the requirements of cGMP and the Pharmaceutical Quality System
- Disposal of hazardous waste in accordance to Trust waste procedures

4. Planning & Organisational Skills

- As a Senior Pharmacy Assistant – Production Team Leader, to co-ordinate day to day activities within the production unit, ensuring all operators are fully trained and validated.
- To be accountable to the Head of Production for the delivery and management of technical aspects of the production service, comprising operational components (e.g. dispensing / manufacture of aseptically prepared drugs).
- To deliver technical services within the aseptic unit, accountable to the Accountable Pharmacist, Head of QA / QC and Head of Production, other pharmacists, technical/assistant technical staff, service users and Trust managers to aid the planning, co-ordinating and development of aseptic services.
- Required to carry out specific development actions of Aseptic services projects to a successful conclusion, as delegated by the Head of Production, ensuring project plans are achieved in a timely fashion.
- To ensure the clinical governance agenda affecting all aspects of medicines management throughout Aseptic services as defined by the Accountable Pharmacist are implemented and adhered to.
- To be accountable to the Head of Production for ensuring that the principles of patient, carer and public involvement are adhered to in their area of responsibility, in line with Section 11 of the Health and Social Care Act 2001 and the Trust's strategy for Patient Carer & Public Involvement. To ensure mechanisms are in place to obtain feedback, implement lessons learnt, and share good practice throughout the organisation.
- To be involved in the strategic planning the development of the production unit in order to fully utilise available resources and manufacturing authorisations, in cooperation with Accountable Pharmacist and Head of QA/QC
- Work is directed by relevant line manager. To undertake archiving of confidential documents including patients prescriptions, batch documentation and delivery notes.

5. Physical Skills

- As a Team Leader within the Pharmacy Production Unit the post holder must possess highly developed physical skills, be accurate and proficient in preparing cytotoxic products, intravenous injections and have sound aseptic technique.
- Must be able to make and/or instruct others, in the preparation of injections, intravenous infusions, epidural infusions and non-intravenous products inside laminar airflow cabinets / isolators and extemporaneous products such as mixtures and creams, thus requiring highly developed physical skills, hand-eye co-ordination, accuracy and manipulation of fine tools e.g. needles.
- Must be proficient in the critical transfer of raw materials into the critical work zones using the validated transfer technique.
- Must have well developed keyboard skills to perform computer-based tasks e.g. report production, workload figure recording, e-mail correspondence, production of meeting documents etc.
- Will have cumulative periods of 2 hours with a requirement to sit or stand within the production unit.
- Will be required to interpret medicine requests / orders and dispense safely / accurately.

6. Patient/Client care

- The post holder will aseptically dispense / manufacture, and manage other staff who aseptically dispense / manufacture, pharmaceutical products such as cytotoxic and CIVA products, all of which must comply with medicines legislation. They will also perform duties in the dispensary and will be expected to be able to provide technical services/ advice in addition to routine duties e.g. dispensing drugs.
- As a site based Senior Pharmacy Assistant – Production Team Leader:
- To be accountable for the delivery and management of technical aspects of the Aseptic Dispensing Unit comprising operational components (e.g. dispensing of aseptically prepared drugs).
- To reduce the risk of medication error by ensuring any relevant policies/procedures are followed and safe systems are in place for the dispensing, supply and storage of medicines. To be responsible for ensuring that errors involving medicines that are prepared within the Pharmacy Production Unit are investigated and any remedial action is implemented as necessary.
- To be accountable for ensuring that complaints relating to production services involving medicines are investigated e.g. supply, suitable responses are provided and that remedial action is undertaken.
- To have technical knowledge and up to date skills to prepare or instruct others in the preparation of aseptically dispensed products in accordance with departmental procedures and regional and national standards if required e.g. the preparation of injections and intravenous infusions.
- Accountable for technical, logistical, day to day supervision of the Aseptic services and those staff/activities that provide assurance of safe systems in place.

<p>7. Policy & Service Development</p> <ul style="list-style-type: none"> • To be accountable for the development and implementation of local policies and procedures as required within own area (e.g. maximise the use of externally prepared 'dose-banded' cytotoxic / CIVA products). • To provide feedback on procedures and policies and discuss with an appropriate person any changes that would benefit the medicines management process. • To provide the necessary leadership within the aseptic unit, to assist on driving complex change throughout the areas the post holder is responsible for, in line with Trust wide strategy or locally developed policy. • To be accountable for the development and delivery of audit to ensure that within Production services: <ul style="list-style-type: none"> • (a) all processes and activity involving medicines is legal e.g. how pharmacy staff dispense, how porters/nurses handle, store and secure medicines), • (b) is according to local policy and • (c) to be accountable for ensuring that remedial action is taken to improve compliance.
<p>8. Financial & Physical Resources</p> <ul style="list-style-type: none"> • To be responsible for maintaining a reasonable stock level, in accordance with procedures and ensuring correct storage and stock control to maintain quality and the efficiency of the aseptic unit. • To be an authorised key holder for the department, including the associated security responsibilities.
<p>9. Human Resources</p> <ul style="list-style-type: none"> • To adhere to accepted standards of personal and professional conduct and be a role model for trainee pharmacy assistants, student pharmacy technicians and other technical and support staff. • Day to day supervision, undertake basic workplace assessments (e.g. Pharmacy Dispensing Assistants) through: (a) undertaking regular appraisals (b) performance management of pharmacy staff as appropriate, (c) work allocation/delegation of daily tasks and responsibilities and (d) create an environment which contributes to the retention of staff, (e) undertake full disciplinary action as necessary, (f) monitoring of staff sickness, (g) contribute to skill mixing to enable job/service redesign. • To promote lifelong learning, continuing education/development and vocational training of pharmacy staff. To also directly support on the training and development of pharmacy assistants. • To contribute to the delivery of the quality standards and targets outlined in the Trust's Risk Management Strategy. To support the implementation of effective and appropriate strategies for Health & Safety within Pharmacy and to ensure staff are aware of their responsibilities under Health and Safety legislation, that they are appropriately trained and provided with any necessary protective equipment to carry out their roles. • To be involved in the recruitment, selection and appointment of team members and other staff.

<p>10. Information Resources</p> <ul style="list-style-type: none"> Occasionally uses standard texts as reference sources. To produce and submit reports to relevant groups and committees e.g. Production KPI Regulatory Meeting. Uses spreadsheets, word processing and databases to analyse and present data. To use the pharmacy computer system to input data to facilitate the production of labels for dispensing (also leads to the production of a patient medication record), production of worksheets for dispensing receipt of goods, stock issues to wards; departments; other sites and external organisations e.g. Clinics. Regularly uses the pharmacy computer system as set out in departmental procedures to ensure all relevant information is stored appropriately; this includes issues to wards, departments and patients. To be aware of the standards, policies, and procedures relating to Information Security Management Systems (BS7799) reflected in the IM&T Security Manuals. To be aware of the policies and procedures in line with NHS guidance and legislation relating to confidentiality e.g. Data Protection Act 1998; Caldicott Principles; NHS Code of Confidentiality and Human Rights You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
<p>11. Research & Development</p> <ul style="list-style-type: none"> To regularly participate and train staff in dispensing drugs for patients in clinical trials ensuring that all recordings are precise and accurate.
<p>12. Freedom to Act</p> <ul style="list-style-type: none"> Works to clearly defined operational and technical policies. Objectives are defined by the Head of Production who manages the post holder. Follows SOPs, relevant regulations, works independently, work is checked by pharmacist or Pharmacy Technician, designated staff The post holder is accountable to the Head of Production for the day to day operational management, development and delivery of the logistical and technical input to the production service within the scope of the medicines management agenda, the Trust wide Pharmacy Strategy and under the direction of the Accountable Pharmacist and Head of QA/QC. As a result the post holder is accountable for the actions of those staff managed by them and have the discretion to plan and allocate technical resources as required. The post holder has the authority and autonomy to identify, plan and deliver change as necessary to bring about organisational effectiveness under the guidance of, and working collaboratively with, the Accountable Pharmacist and Head of QA/QC. To take reasonable care for own health and safety, and that of others who may be affected by own activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform line manager of any work situation, or practice which may be considered a danger to health and safety. To observe regulations in respect of the health and safety at work act, COSHH and data protection act.

Appendix 1

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principals of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies. Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 2

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical –

- A frequent requirement for:
- *Sitting or standing to data input*
- *Standing for long periods while dispensing, producing worksheets and labels, and obtaining raw materials.*
Moderate physical effort involved in lifting and handling of boxes of medication, fluids (often in excess of 15kg). Lifting using mechanical aids.
- *The disinfection / transfer process involves repetitive physical movements when using the disinfectant trigger sprays*
- *Cleaning of the production unit using a vacuum, mops or wipes, this includes mopping the ceilings, walls and floors on a regular basis.*

Mental –

A frequent requirement for prolonged concentration during input e.g. dispensing of medication.

- Need to maintain a high level of concentration to ensure that the accuracy of work is kept to the required standards, while working in a busy environment with deadlines to be met.
- Needs to maintain a high level of concentration for extended periods of time while carrying on key activities within the production unit such as:
 - Collation of raw materials
 - Carrying out critical in process checks using the CCTV
 - Preparation of worksheets and labels using the computer systems

Emotional –

- Challenging environment due to tight deadlines.
- Challenging environment due to critical nature of many tasks- eg in process checks if carried out incorrectly can result in fatality
- Occasional exposure to distressing/ emotional circumstances including dispensing medication and giving routine information to patients including the terminally ill.

Working Conditions –

- Spend long periods of time in front of a VDU to produce worksheets and labels for products, charging of raw materials / consumables and receipt of stock.
- Working within clean rooms of the production unit therefore will have to wear protective cleanroom clothing.
- Dispensing cytotoxic medication wearing personal protective equipment stated in SOPs.
- Disposal of clinical waste in accordance to trust policies.
- Rarely exposed to verbal aggression from patients/ carers.

Appendix 3

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		✓
2.	Manual Handling Operations	✓	
3.	Dust, Dirt, Smells	✓	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	✓	
5.	Patient Contact	✓	
6.	Babies/Children Contact	✓	
7.	Food handling / Preparation		✓
8.	Driving	✓	
9.	Fork Lift Truck Driving		✓
10.	User of Display Screen Equipment	✓	
11.	Noise		✓
12.	Infestation		✓
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		✓
14.	Excessive Cold		✓
15.	Excessive Heat		✓
16.	Inclement weather		✓
17.	Radiation		✓
18.	Laser Use		✓
19.	Heights over 2 metres		✓
20.	Confined Spaces		✓
21.	Vibration i.e. Power Tools		✓
22.	Using machinery with moving/exposed parts		✓
23.	Shift work		✓
24.	Use of latex products		✓
25.	Physical violence / aggression	✓	
26.	Employment of young people	✓	
27.	Any other hazards please specify	✓	
28.	Other		

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Senior Pharmacy Assistant – Production Team Leader	
Department:	Pharmacy	
Location:	Wansbeck General Hospital	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> • Good standards of literacy and numeracy equivalent to GCSE grade C or above in English Language and Mathematics. • Must hold a NVQ Level 2 in Pharmacy Services • To have successfully completed the Level 3 Leadership / Team Leader apprenticeship (or has equivalent experience / equivalent qualification). • Have successfully completed the ‘Aseptic Services for Managers’ course 	
Experience and knowledge	<ul style="list-style-type: none"> • Knowledge of the operation of Pharmacy Services. • A very good understanding of GMP, the principles of aseptic preparation, environmental monitoring, documentation, quality control (QC) and quality assurance (QA). • A good understanding of aseptic services. • Previous experience of staff development. • Knowledge of pharmaceutical technical procedures acquired through training, NVQ level 3 or equivalent level of production experience. • Significant and relevant post qualification pharmacy assistant experience including a high level of knowledge on how to prepare / manufacture aseptic products, procurement and distribution of aseptically prepared/ manufactured products. • Must have extensive technical knowledge and skills to make or instruct others, in the preparation of injections, intravenous infusions, sub-cutaneous infusions and non-intravenous products. 	<ul style="list-style-type: none"> • Knowledge of or experience in coaching and mentoring practices and tools • Knowledge of or experience in Quality improvement tools, techniques and methods

<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Proven time management and supervisory skills. • Good leadership and motivational skills. • Excellent communication skills both verbal and written. • Experience of working in an production unit / knowledge of how to aseptically dispense / manufacture aseptic products. • Ability to work on own initiative and as part of a team. • Self-motivating with a drive to develop pharmacy services. • Well-developed negotiating and influencing skills. • Evidence of personal insight and sound judgment • Analytical have the ability to translate and deliver against local plans. • Excellent analytical and judgmental skills to deal with the resolution of job-related problems • Contributes to the planning, developing, and implementing of systems to ensure good manufacturing practice in pharmaceutical services, with awareness of the strategic influences affecting the provision of pharmaceutical services. 	
<p>Personal attributes</p>	<ul style="list-style-type: none"> • Positive and optimistic • Well organised • Ability to achieve demanding tasks and objectives against deadlines. • Committed to the delivery of high-quality service and patient care • Confident and adaptable approach to work. • Learning agility and commitment to self-development 	
<p>Other requirements</p>	<ul style="list-style-type: none"> • Must be willing to participate in weekend and bank holiday rotas. 	