

## JOB DESCRIPTION

### 1. JOB DETAILS

**Job Title:** Training and Development Manager- Specialist Pharmacy Technician

**Reports to:** Chief Pharmacy Technician

**Accountable to:** Chief Pharmacy Technician/ Director of Pharmacy

**Grade:** Band 6

**Unit/Department:** Pharmacy Department-BRI

**Location:** Pharmacy Department

### 2. JOB PURPOSE

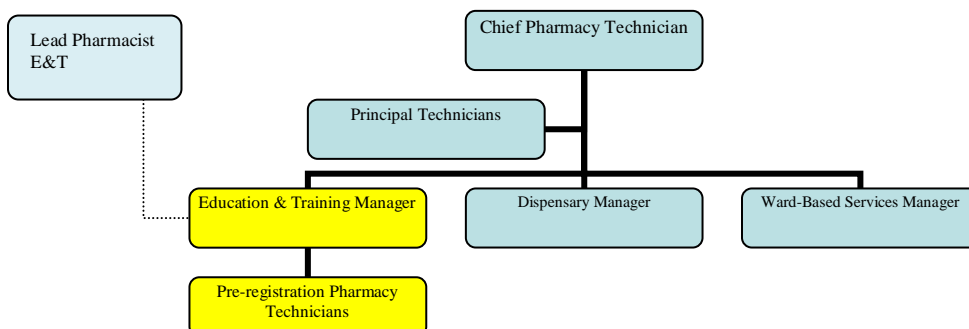
The post holder will be responsible for the day to day management of training and development of pharmacy technicians and support staff working in all sections of Pharmacy; they will also participate in the operational and strategic management and development of Technical Services with specific reference to training. This will involve close liaison with external accredited educational institutions and the Regional Training Network.

The post holder will also be operating as a Specialist Technician within the Directorate and this will involve communication with patients and other health care professionals, internal and external to the Trust and the dispensing and checking of prescriptions demonstrating personal accuracy and knowledge.

### 3. JOB DIMENSIONS

The Trust currently has approximately 1300 beds with 75,000 in-patients and 28,000 day cases, most of which require some form of Pharmacy service input. This requires the Pharmacy Department to provide a range of comprehensive pharmaceutical and technical services across the hospital sites.

### 4. ORGANISATIONAL CHART



## **5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

See the Person Specification which is attached.

## **6. PRIMARY DUTIES & AREAS OF RESPONSIBILITY**

### **MANAGERIAL**

- To line manage direct reports including absence and performance management, recruitment and selection, appraisals and regular one to ones, providing support around their health and wellbeing as appropriate.
- To manage, support, motivate and develop pre-registration pharmacy technicians and support staff throughout the training period to achieve their qualifications.
- Facilitate regular one to ones with pre-registration pharmacy technicians, setting action plans and objectives and provide support e.g. sourcing funding, sourcing training for their development.
- To manage and co-ordinate the work of the departmental educational supervisors/assessors to ensure delivery of all objectives against agreed timetables.
- To liaise with the Senior Technicians to ensure suitable placements for pre-registration technicians and to draw up rotas accordingly.
- To report on the progress of students to the Chief Pharmacy Technician and Clinical Pharmacist Team Leader – Education and Training.
- To lead the recruitment and selection of Pre-registration Pharmacy Technicians.
- Develop procedures, protocols and documentation for pharmacy technicians and support staff, ensuring effective communication of procedural changes and management initiatives to the team.
- Deputise for the Chief Pharmacy Technician as appropriate.

### **GENERAL**

- To exercise discretion and judgement on a day to day basis in order to ensure that the training and development agenda is delivered but escalating issues to the Senior Technicians or Chief Pharmacy Technician as appropriate.
- To continually review the training and development needs of pharmacy technicians and support staff.
- To maintain competence in all areas of the pharmacy services to support business continuity.

- To maintain the registration and training records for Pharmacy Technicians and support staff within the Pharmacy department.
- To be actively involved in developing the NVQ course with providers.
- To liaise with the external providers over all aspects of the NVQs and BTEC courses and student progress.

## **EDUCATION & TRAINING**

- To plan, devise, implement and co-ordinate the in-house training programme for pre-registration pharmacy technicians and support staff.
- Co-ordinate and facilitate post qualification training and development for pharmacy technicians and support staff.
- Plan, devise and implement training programmes for all relevant staff members in the Trust on Medicines Management and Optimisation.
- To plan and co-ordinate on behalf of the Senior Technicians all aspects of induction and training for all staff and to help to deliver this training as appropriate.
- To develop and maintain under the guidance of the Chief Pharmacy Technician a complete programme of induction, training, CPD and continuing assessment for all pharmacy technicians and support staff within Pharmacy in order to ensure safe working practises and compliance with procedures.
- To deal with staff queries relating to training and development issues and to make judgements on what to escalate to the Chief Pharmacy Technician or Clinical Pharmacist Team Leader – Education and Training.
- To facilitate and lead meetings with the External Verifier on routine visits to assess progress.
- To take the lead on all education and training issues associated with pharmacy technicians and support staff and to liaise and advise the Chief Pharmacy Technician on changes to legislation and policy, planning changes to current practices accordingly.
- To take part in recruitment drives and careers events run by the Trust on behalf of Pharmacy.
- Keep up to date with the national training agenda for technicians and support staff and disseminate this information with the pharmacy department to all relevant staff members.

## **RESEARCH AND DEVELOPMENT**

- To collaborate with the Bradford Institute for Health Research.
- To drive forward the national research agenda and participate in audit and Pharmacy Practice research.

- To drive innovation and research amongst all pharmacy staff and disseminate opportunities for relevant staff members to take part in research.
- To be actively involved in quality improvement programmes supporting staff with the delivery of projects

### **PROFESSIONAL**

- To be a role model for pharmacy technicians and support staff.
- To ensure that all training and development opportunities provided and delivered comply with regulatory requirements.
- To attend any meetings relevant to the role as required by the Principal Technicians or Chief Pharmacy Technician.
- To attend Education and Training meetings held by local and national stakeholders.
- To be involved in error and risk management within the Directorate.
- Any other duties at a comparable level of responsibility as required by the Principal Technicians or Chief Pharmacy Technician.

### **FINANCIAL RESPONSIBILITY**

- Responsible for bidding for training places for Pre-registration Pharmacy Technicians provided by external stake holders (e.g. HEE).
- Manage the education and training budget provided by external stakeholders for Pre-registration Pharmacy Technicians.

## **7. STANDARD INFORMATION**

### **Professional Registration**

Where the post holder holds a professional qualification they will be required to:

- Maintain their own professional status and registration where appropriate with the General Pharmaceutical Council.
- Work within the professional regulations set by the relevant Regulatory Body ie the General Pharmaceutical Council.

### **Health and Safety/Risk Management**

The jobholder must comply at all times with Bradford Teaching Hospitals NHS Trust Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust's Risk Incident Reporting System.

## **Equality and Diversity**

The jobholder is required to abide by the Trust's policies and procedures and to actively support the Trust's commitment to equality and diversity in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc".

## **Training and Personal Development – Continuous Professional Development**

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

## **Patient and Public Involvement**

All staff will be expected to comply with S.242 of the NHS Act 2006.

## **Respect for Patient Confidentiality**

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

## **Environment and Sustainability**

All employees have a responsibility to promote sustainability and carbon reduction within the Foundation Trust adhering to our Sustainable Development Strategy and therefore ensuring that all our business is conducted in a sustainable manner

## **Infection Prevention and Control**

All employees have a personal responsibility to comply with Trust and departmental Infection Prevention and Control policies to protect their own health, the health of patients, visitors and other employees and to prevent health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory Infection Prevention and Control Training as provided by the Foundation Trust. All clinical staff must ensure rigorous and consistent compliance with standard infection control precautions including Hand hygiene, dress code and use of personal protective equipment and other clinical care policies and protocols applicable to infection prevention and control. Employees are required to challenge poor performance or poor practice in relation to infection prevention and report any breaches using relevant Trust procedures such as the Incident reporting system.

## **Safeguarding Children and Adults**

All employees have a responsibility to safeguard and promote the welfare of children and adults including but not limited to patients, members of the public and colleagues. The postholder will be responsible for ensuring they undertake the appropriate level of training in accordance with our safeguarding policy training strategy and that they are aware of and

work within the safeguarding policies of the Trust which are available on the Trust intranet pages.

## **8. COMMUNICATION & WORKING RELATIONSHIPS**

- Communicates across organisational boundaries as required.
- Engages in effective communication with patients, carers, relatives and visitors.
- Effective verbal, non-verbal and written communication with all members of the multidisciplinary team within own department and relevant departments which service the clinical areas.
- The same communication abilities should be evident with external agencies/social services, including the dissemination of information, for example specific instructions pertaining to patient management.
- Provides support, empathy and reassurance in the delivery of patient care.
- Addresses inappropriate behaviour in others in a professional manner.

## **9. SPECIAL WORKING CONDITIONS**

The post holder may be required to work unsocial hours as part of a shift pattern.

The post holder will be required to work bank holidays and weekends on a rota system.

### **Hours of duty**

37.5 hours per week

Bradford Teaching Hospitals NHS Foundation Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care. By working for Bradford Teaching Hospitals NHS Foundation Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership's ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

## **10. JOB DESCRIPTION AGREEMENT**

Jobholder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Head of Department's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Head of Department's Job Title: \_\_\_\_\_



## PERSON SPECIFICATION

**Post Title: TRAINING AND DEVELOPMENT MANAGER**

**Band:**

**Department, Location: BRI**

### *An Equal Opportunity Employer*

***Bradford Teaching Hospitals NHS Foundation Trust positively welcomes applications from Disabled People and will make reasonable adjustments to posts in compliance with the Equality Act 2010.***

**E or D indicates whether a selection criterion is ‘Essential’ to the job role or ‘Desirable’.**

As a minimum a candidate must meet the essential criteria for the post to be recruited.

Experience	How Identified	E/D
Extensive experience of Technical pharmacy service delivery with at least two years post qualification	Application Form Interview	E
Experience in supervising and mentoring staff	Application Form Interview	E
Experience of managing staff including absence management and performance management	Application Form Interview	E
Working as a registered Pharmacy Technician	Application Form Interview	E
Member of the Association of Pharmacy Technicians UK	Application Form Interview	E
Experience in service development and implementation of new policies/services	Application Form Interview	E

Skills	How Identified	E/D
For KSF Includes; Analytical & judgemental Skills, Communication & Relationship Skills, Physical Skills,		
Able to analyse and interpret a wide range of technical information	Application Form Interview	E
Numeracy skills	Application Form Interview	E
Accurate and concise written and oral communication skills	Application Form Interview	E
Ability to work effectively under pressure	Application Form Interview	E
Excellent team working skills	Application Form Interview	E
Demonstrable attention to detail	Application Form Interview	E
Able to demonstrate excellent leadership skills	Application Form Interview	E
Able to assess staff performance against agreed standards and criteria, and to provide feedback and development	Application Form Interview	E

Able to work independently and under guidance, within departmental, Trust and statutory and professional codes of practice / ethics	Application Form Interview	E
Excellent time management skills	Application form, references and interview	E

<b>Knowledge</b> For KSF Includes; Knowledge & Training	<b>How Identified</b>	<b>E/D</b>
Understanding of Information Governance and Confidentiality	Application / Interview	E
Understanding of equality and diversity issues and how this affects patients, visitors and staff.	Interview	E
Understanding of what the NHS Constitution means to you and your responsibilities to the public, patients and colleagues	Interview	E
Evidence of continued professional development or equivalent knowledge through extensive experience	Application Form Interview	E
Comprehensive knowledge and understanding of Pharmaceutical technical procedures specific to the area of work	Application Form Interview	E

<b>Qualifications</b> - In most cases (where indicated *) demonstration of equivalent qualification, skills or experience is an acceptable alternative.	<b>How Identified</b>	<b>E/D</b>
Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, BTEC National Certificate in Science (Pharmaceutical) or equivalent qualification	Application Form	E
Nationally recognised accredited accuracy checking certificate	Application Form	E
Undertaken Educational Supervisor Training with accredited provider (e.g. HEE)	Application Form	E
A1 Assessor or D32/33 Assessor award	Application Form Interview	E
V1 Internal Verifier award (or working toward)	Application Form Interview	D

<b>Values and Behaviours</b> (some of these standard core values may be demonstrated in meeting other criteria cited on this person specification)	<b>How Identified</b>	<b>E/D</b>
We are one team <ul style="list-style-type: none"> <li>We trust each other and work together</li> <li>We talk clearly and honestly.</li> <li>We make every penny count.</li> <li>We get better all the time</li> </ul>	Application form/ Interview/ Test	E
We care <ul style="list-style-type: none"> <li>We are kind and compassionate.</li> <li>We take ownership and keep our word.</li> <li>We are passionate, proud and committed.</li> <li>We say thank you.</li> </ul>	Application form/ Interview/ Test	E
We value people <ul style="list-style-type: none"> <li>We respect each other and our patients</li> <li>We embrace difference</li> <li>We support each other</li> <li>We say when we have done well and learn from mistakes</li> </ul>	Application form/ Interview/ Test	E



<b>Other Requirements:</b> <i>Includes; Working Conditions</i>	<b>How Identified</b>	<b>E/D</b>
Able to fulfil Occupational Health requirements for the post (with reasonable adjustments, if necessary). Including clearance on blood borne viruses, in compliance with Trust Policy.	Occupational Health Paper Screening, followed by an Immunisation Assessment in the first week of work	E
Confident and assertive	Interview	E
Enthusiastic self-starter who can take responsibility for appropriate decision making and working without supervision	Application Form/Interview	E
Able to develop and work effectively with a wide range of Health professionals	Application Form/Interview	E
Receptive to change, motivated, enthusiastic, innovative and flexible	Interview	E
Flexibility in working hours to suit the needs of the department	Application Form/Interview	E
Current driving licence/ able to travel between sites (reasonable adjustments will be considered)	Application Form	E