

JOB DESCRIPTION

JOB TITLE	:	Senior Pharmacy Technician
DEPARTMENT	:	Pharmacy Heartlands, Solihull & Good Hope Hospitals
GRADE	:	Band 5
HOURS OF DUTY	:	37.5 hours per week. The Trust operates a 7 day working policy. The hours will include weekend, late night and bank holiday working on a rotational basis.
Delegated day to day management of	:	Band 4 Technicians, all grades of ATO and Receptionist(s).
ACCOUNTABLE TO	:	Pharmacy Operational Site Lead
MANAGED BY	:	Chief Technician (Band 6)

JOB SUMMARY

The Senior Pharmacy Technician has day-to-day responsibility for the operational supervision of the technical operation within their specialist area(s), dealing with problems, providing expert technical input and only passing complex issues to the relevant Chief Technician.

Provides a comprehensive assessment, ordering, and dispensing, checking and pharmaceutical advice service from within the pharmacy department and at ward level

The post-holder supports and deputises for the relevant Chief Technician in their absence.

KEY WORKING RELATIONSHIPS

Works closely with Pharmacists, other Technicians and support staff on all sites.

Liaises with nursing, medical and other healthcare staff and deals with patients and their relatives/carers, including those with language problems or other disabilities which may be in the department or at ward level.

Counsels patients/carers and relatives on medication use.

Liaises with external bodies in connection with specialist area(s), including non-trust customers.

Serves external customers including nursing home visits.

KEY RESULT AREAS

- Ensures the safe and efficient processing of prescriptions and requisitions through the dispensary or ward level.
- Promotes effective communication.
- Confirm adequate staffing is available on a day-to-day basis including weekend opening.
- To support the implementation of Dispensing Accuracy Assessments
- to work as an accredited Technician Checker (ACT) completing bi-annual assessments of competence
- To assist the relevant Chief Technician in implementing new initiatives affecting the service and to participate in service development in own area and beyond own area of activity when required.
- Participates in the correct storage and handling of pharmaceuticals.

DUTIES & RESPONSIBILITIES

1. Has day-to-day responsibility for the supervision of and technical operation of the section/department, working independently without supervision.
2. Counsels' patients and carers on the use of their medication as required.
3. Deputises for the Chief Technician where relevant.
4. Supports the Chief Technician to ensure pharmacy assistant, student technician and post-qualification pharmacy technician training are accommodated within the department (including dispensing accuracy and ACT)
5. Assists the Chief Technician with induction, training and development of staff working within the section/department.
6. Supports the Chief Technician in ensuring that Trust Policies and Procedures are implemented and adhered to.
7. Is involved with the Chief Technician, Operations Manager and Deputy Director(s), in the regular review and implementation of departmental operational policies and procedures
8. Participates in the timely, accurate and cost-effective dispensing of medication which may include clinical trials, chemotherapy and unlicensed medicines.
9. Carries out the final check of the dispensing process as an accredited checking technician
10. Manages unlicensed medicines use and documentation.
11. Participates in ward based medicines management when required as part of the role.
12. Undertakes environmental monitoring for technical quality assurance, where appropriate. This will include investigating and responding to alarms from the temperature monitoring system including clinical trials material that has been affected by any temperature alerts
13. Resolves stock discrepancies and action drug alerts
14. Ensures Health & Safety, Good Manufacturing Practice and COSHH Regulations are followed.
15. Handles problems on a day-to-day basis, only passing the most complex to the Chief Technician.
16. Carries out appraisals as required and ensures appropriate records are kept
17. Is involved in recruitment of technical staff and ATO's when necessary.
18. Participates in departmental audits and project work as necessary.
19. Creates, manages and analyses databases as required.
20. Has a responsibility to ensure equipment, furnishings, etc. are maintained.
21. Works with other senior pharmacy technicians and Chief Technicians to maintain good communication and efficient working throughout the service.
22. Is involved in the ordering of medicinal products as required.

23. Participates in maintaining correct stock levels in the pharmacy and works closely with other pharmacy staff to ensure correct stock levels in the relevant area and that quality of the data is of a high standard.
24. Carries out any other duties as may be required within the nature and grade of post.

Specialist Areas, all staff working in these areas have a commitment to the dispensary and core duties outlined above

Aseptic Dispensing unit (ADU)

1. Participates in the day to day maintenance of the unit and service
2. Prepares chemotherapy and monoclonal antibody medication
3. Carries out the pre and in process check of preparations
4. Responsible for stock control management of drugs and receipt
5. Works in accordance to the ADU procedures
6. Assist in the provision of acute data in relation to workload, finance and wastage
7. Train staff and students in ADU practise
8. Contribute to the development of the ADU services
9. Undertake relevant training associated with speciality
10. To work within other areas of cancer services i.e. Satellites / Other Sites

Cancer services

1. Assist the chief technicians cancer services to ensure cancer patients receive timely, accurate and cost effective service
2. Contribute to the development of the cancer services
3. Assist in the provision of acute data in relation to workload, finance and wastage
4. Identify and assess patients own medication for re-use
5. Accurately dispense the appropriate medication for the patient
6. Train staff and students in the practise and procedure of cancer services
7. Undertake relevant training associated with speciality
8. To work within other areas of cancer services i.e. ADU

Medicines Management

1. Complete a medication history and reconcile for all new patients and document electronically
2. Order and monitor the medication supplies for all patients
3. Plan discharge medication and order the required products when the TTO is verified
4. Assess patient's own medication for use on the wards
5. Identify and resolve risks/problems associated with the incorrect storage and stock control of medicines.
6. Integrate into the ward multidisciplinary team and promote the pharmacy service
7. Instigate and participate in data collection to demonstrate the value of the service
8. Instrumental in the development of the ward based pharmacy service
9. Undertake relevant training associated with speciality

Clinical Trials

1. Receive, store, dispense and record medication for clinical trials
2. Maintain the accountability logs for each individual trial and ensure all documentation is filed appropriately
3. Set up study files and attend initiation meetings for new trials
4. Arrange regular invoicing for trials to the research and development department
5. Meet with clinical research associates of company sponsored trials for monitoring studies

6. Liaise with research staff within the Trust including medical, nursing and R & D staff to ensure trials run safely and efficiently
7. Undertake relevant training associated with speciality

Dispensary Co-ordinator

1. Lead on daily work flow
2. Ensure all daily KPI's are achieved with full utilisation of electronic systems i.e. PTS and PDAs
3. On a daily basis responsible for all controlled drugs, storage, accuracy, destruction, record keeping, staff training, quarterly assessment
4. Health and safety for the dispensary
5. Emergency cupboard stock checks, expiry dates and replenishment
6. Supervise stock management and sundries including daily stock checks
7. Maintenance of work environment
8. Responsible for the management of the waste and medication returns ensuring recycling and destruction procedures are adhered to
9. Ensure stock rotation and management to reduce expired medication and stock losses

Procurement and Purchasing Contracts

1. Ensure purchasing in line with national and regional contracts or local agreements
2. Updating JAC with contract changes and information
3. Sourcing alternative suppliers for out of stocks
4. Ensure adherence to purchasing rules and regulations
5. Good communication with relevant staff on all sites.
6. Purchase medication using JAC and other approved electronic systems eg.Tecsol

Governance and Quality Assurance

- 1.Data collection, analysis and report writing-environmental monitoring/Departmental trust audits /adherence to trust policies/medication Incidents.
- 2.Participate in the Quality control of Worksheets /environmental monitoring
- 3.Provide QA training to all staff grades inc. Cytotoxic spillage, monitoring
- 4.To participate in the co-ordination of departmental audits and to complete audits
- 5.To assist in the implementation of changes as a result of national and local guidance in relation to patient safety
- 6.Monitoring departmental responses and assisting with trustwide co-ordinated responses to NPSA safety alerts
- 7.Production of Pharmacy Newsletter to encourage learning from medication Incidents

Confidentiality

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Trust

In accordance with the Public Interest Disclosure Act 1998 protected disclosures are exempt from this express duty of confidentiality.

Health & Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.

Quality Assurance

As an employee of the Heart of England NHS Foundation Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

As an employee you have a responsibility for data quality. All employees are accountable for the quality of data they input into Trust systems and/or document in paper-based records, and must ensure that it is accurate, complete, valid and timely at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

Safeguarding

Heart of England NHS Foundation Trust has a responsibility to safeguarding and promoting the welfare of children, young people and vulnerable adults who use our services. The Trust expects all staff and volunteers to share this responsibility. As part of the selection process for this post you may be required to undergo a Disclosure and Barring Service Check. If you are successful appointed, you will receive confirmation of which checks and/or registration you are required to have.

The Job Description is subject to change and may be reviewed by the manager in conjunction with the post holder.

The Trust operates a no smoking policy and is working towards a smoke free environment.

Updated: June 2013
Generic clauses updated: Sept 2013