NHS SCOTLAND JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

Job Title:	Pharmacy Support Worker – Clinical Trials
Responsible to (insert job title):	Pharmacy Technician Team Lead/Chief Pharmacy Technician
Department(s):	Pharmacy - GRI
Directorate:	Pharmacy Services
Operating Division:	Corporate
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	03/JUN/2025

2. JOB PURPOSE

To provide a comprehensive support to Pharmacists and Technicians in the provision of Dispensing, receipt, storage and accountability of medicines used within clinical trials and Hospital Pharmacy. Provide an accurate dispensing service to Clinical Trial patients.

To contribute to the quality of the pharmacy clinical trials service and environmental monitoring of investigational medicinal products (IMPs) i.e. Daily Temperature checks and recording of this to meet regulatory requirements of clinical trials. This may include controlled drugs which require additional paperwork completed.

To input data relating to the issue, return and monitoring of IMPs and filing of associated documents.

Customer Service is a large part of this role, ensuring all customers have supplies in the right quantity, quality, place and time, to support clinical trial services and resolve complaints timeously and to liaise with both internal and external stakeholders accordingly.

Provide ad hoc cover for the Hospital Pharmacy on site when required including the dispensing of prescriptions for inpatients/outpatients and the distribution of medicines to wards and departments.

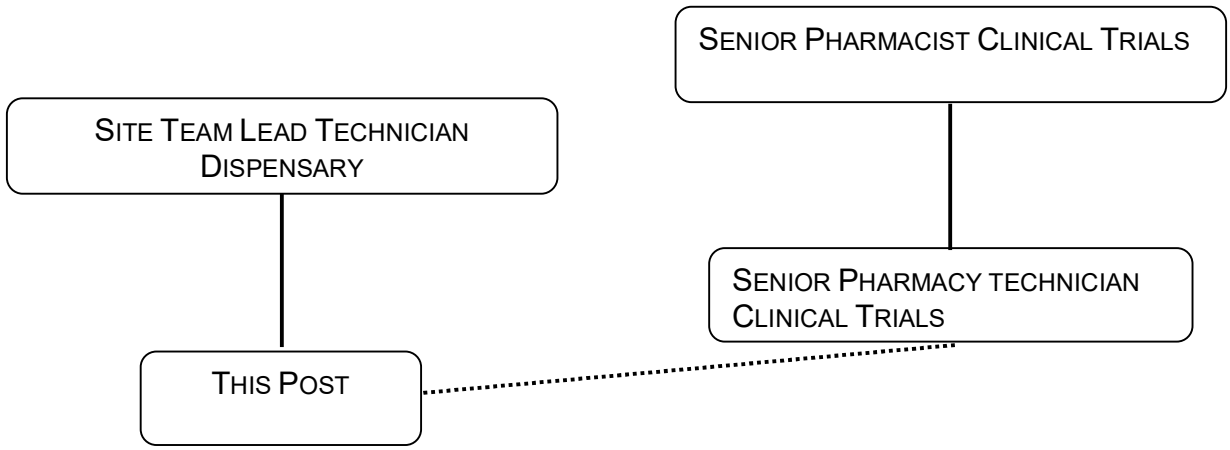
The duties of this post are crucial in supporting the supply and delivery of medicines to clinical trials patients and front line services.

3. Dimensions

This post is within the dispensary management structure, with a focus on the delivery of clinical trials. The Pharmacy Clinical Trials team work as part of the wider multidisciplinary team delivering clinical research to the NHS GGC population. There are around 400 open and recruiting clinical trials across 8 hospitals within the health board at any one time.

The team consists of pharmacists, pharmacy technicians and pharmacy support workers who have a hospital base to work from but provide support across other sites as required. They liaise with the wider pharmacy services teams as appropriate to ensure that the clinical trials service is delivered to meet participants needs, e.g. dispensaries, aseptic and clinical pharmacy teams.

4. Organisational Position



5. ROLE OF DEPARTMENT

The role of NHS Greater Glasgow and Clyde Pharmacy Services (clinical trials) is to;

- Ensure patients participating in clinical trials derive maximum benefit and minimum harm from their medicines
- Be part of providing a single system approach to Pharmacy Clinical Trials Service throughout NHS Greater Glasgow and Clyde
- Support clinicians/researchers in their provision of high quality, effective and efficient care to participants of clinical trials
- Provide researchers and clinical staff with high quality, timeous information and medicines to assist them to deliver effective research
- To participate in ensuring medicines used within research are received, purchased, stored, dispensed according to comprehensive SOP's

6. Key Results Areas

- Dispensing, labelling and completion of documentation of medicines used in clinical research in accordance with Standard Operating Procedures (SOP's)
- Daily temperature monitoring for all medicines used in clinical research. This includes room temperature, refrigerators and freezers and reporting any faults or temperature deviations to the senior pharmacy technician or pharmacist onsite and taking action to place affected medicines in quarantine.
- Undertake the ordering of medicines from suppliers/Sponsors
- Setting up appointments and preparatory work for visits by Clinical Research Associates (CRA's) and Trial Monitors, and assisting them at their visits.
- Recording specific detail as required on trial specific documentation (e.g. dates, kit numbers, batch numbers, expiry dates).
- To use the IT and stock management systems to produce labels for dispensing medications following a comprehensive dispensary training package and competency sign off
- To have a good knowledge of and pack/prepare/dispense; Unlicensed/Licensed medicines, IMPs, Controlled Drugs, and Non-Formulary medicines ensuring that the necessary paperwork is completed
- To train other members of the Pharmacy team on the use of the Kelsius Temperature Monitoring System
- To undertake the receipt of goods at delivery point, ensuring stock is fit for purpose, and all documentation is present, clinical trial accountability logs completed and stored appropriately/securely, ensuring the cold chain is not broken. To assist in receipting the goods on to the stock control systems. Follow up with Sponsor CRA and/or QP if

documentation missing.

- To liaise with suppliers regarding returnable items, damaged goods, missing items, and queries as required, as well as following up the progress on this over time if needed
- To quarantine clinical trials materials as per Sponsor and departmental procedures and ensure appropriate release from quarantine once approved by the Sponsor/Senior Pharmacist, as appropriate.
- To deal with telephone enquiries as appropriate, gathering information, offering resolution, or knowing when to escalate to most appropriate member of staff if required
- To ensure required equipment is prepared, clean, ready and in good working order for use as per standard operating procedures
- To support out of pharmacy storage of medicines used in clinical research when a trial requires this and it has been risk assessed by the Senior Technician and/or Senior Pharmacist. This may require the picking and packing of a varied range of medical products and/or medical devices according to the trial-specific SOP and be delivered to the dedicated ward/department. This may also require the postholder to support temperature mapping and monitoring of the storage areas that are external to pharmacy including being involved in the processes of temperature mapping fridges and freezers as required.
- To rectify inputting errors or problems from the computerised stock control system identified by the designated checker
- To liaise with Research Staff
- To participate in regular audit, collation of documentation and workload statistics
- Responsible for inputting data into external sponsor databases
- To train other staff in clinical trials operations on request of senior staff
- To process returned IMPs, completing paperwork and contacting Sponsors to seek approval for destruction and ensuring subsequent financial reimbursement requirements are entered on EDGE.
- Photocopy, scanning and filing of clinical trial documentation including electronic data
- Routine monitoring of expiry dates of medicines used in clinical research
- To participate in weekend/public holiday working in accordance with local arrangements – usually by arrangement only in response to a specific requirement of a clinical research project.

7a. Equipment and Machinery

- IT equipment, PC/Laptops, Printers
- Automated storage/delivery systems
- Scan, Photocopier, and telephone
- Balances, mixing and measuring equipment
- Moving and handling equipment (trolleys)

7b. Systems

- Computerised pharmacy stock control and manual stock control packages to produce and complete relevant paperwork for pharmacy issues to wards/departments e.g. PSM, HEPMA/Orion, PECOS, Clinical Portal, Chemocare, wardview, Sponsor-provided clinical

trial electronic systems, EDGE, controlled drug registers.
- Patient information and labelling programmes
- Email to communicate quickly and effectively daily.
- IRT (Interactive Response Technology systems), and Sponsor database platforms for clinical trial stock management and retrieval of training and documents
- Temperature monitoring systems e.g. Kelsius
- Microsoft Office including Word and Excel to maintain departmental records
- Internet/Intranet
- Manual records
- Working to SOP's (Standard operating Procedures)

8. ASSIGNMENT AND REVIEW OF WORK

The Postholder will:

- work as part of a team, under supervision and will adhere to departmental standard operating procedures and work in-line with NHSGGC policies.
- prioritise own day to day assigned tasks to meet service requirements
- will meet regularly with line manager to review pdp linked to ksf outlines
- will respond to enquiries from staff/patients and take steps to resolve enquiry or refer to appropriate senior staff.

9. DECISIONS AND JUDGEMENTS

The postholder may be the sole dedicated member of the pharmacy clinical trials team onsite on occasion due to planned and unplanned leave of the Senior Pharmacy Technician and Senior Pharmacist. In this event the postholder will be supported remotely by a Senior Trials technician / Trials Pharmacist or by the wider pharmacy staff within GRI to ensure that all processes for supplying medicines to be used in clinical research are completed. The postholder will coordinate the required activities and refer them to the appropriate staff e.g. screening, dispensing, checking of clinical trials prescriptions.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Responding appropriately to interruptions, un-planned, urgent / emergency activities and requests from a range of pharmacy and healthcare professionals.
- Understanding the need for constant vigilance, for accuracy and compliance with SOPs and tasks and checking own work thoroughly before involving others in final or in-process checks
- Prioritising assigned tasks to ensure efficient, effective and safe work practices
- Dealing with queries from pharmacy and other healthcare staff, and trial Sponsor/CRA's
- Awareness of the requirements for patient and data confidentiality
- Working safely in all aspects of pharmacy work adhering to all health and safety procedures, COSHH and other health regulations.

11. Communication and Relationships
• The post holder will communicate with all members of the healthcare team as well as Sponsor CRA's (Clinical Research Associates), i.e. internal & stakeholders who are external to the organisation • The post holder may on occasion be expected to communicate with patients and relatives by providing information and may need to overcome barriers e.g. where English is not the first language • The post holder will support the Department in the induction of new staff and trainees aligned to roles and responsibilities • The post holder will be expected to communicate effectively in a professional and person-centred manner while maintaining confidentiality. • The postholder will be expected to communicate effectively to support the resolution of supply issues.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB	
Physical skills Working with computers and keyboards Manual handling skills Standard keyboard skills Dispensing skills Use of dispensing tools e.g. tweezers, triangle counting equipment.	**Physical demands** Standing for extended periods of time Input of information into Pharmacy Computerised Stock Control system/significant periods working at VDU Manipulating heavy boxes for clinical trial deliveries Handling patient returns
Mental demands High degree of accuracy for picking and supplying and dispensing of medicines Frequent interruptions from staff and telephone requiring clarification of detail around medication or drugs for patients which may require to change task. Frequent performance of calculations Frequent long periods at computer – working in a restricted position High level of Concentration required for input of data into IT systems and assembly of medicines	**Working conditions** Working in confined and restricted spaces wearing PPE if needed. Regular Exposure to hazardous materials –, medicines that can be absorbed through the skin Excessive Heat/Cold departmental temperatures

13. Knowledge, Training and Experience required to do the job

The Jobholder requires to have knowledge of, be proficient in, or undertake training in the following: -

- Requires a proficient level of general education at National 5/Standard Grade level or above, must include English and Maths
- Requires Pharmacy Services SVQ SCQF level 6 or working towards achieving underpinning knowledge
- Previous Experience in a Healthcare/Pharmacy setting or Customer facing role.
- A good knowledge and appreciation for policies and procedures as well as legislation in relation to clinical trials and dispensing/supplying medication. This is learned on the job.
- Good Clinical Practice Training (GCP) must be undertaken and updated every 2 years.
- Proficient IT skills including typing and knowledge of Microsoft office packages (word, excel), email systems (outlook). Experience in using stock control systems.

Ability to use initiative to plan, organise and prioritise workload to meet the demanding needs of the service.

- Able to communicate effectively using clear written and spoken English.
- Experience in moving and handling procedures as well as other health and safety measures.
- To deal with disposal of waste following Standard Operating Procedures.
- Willing to complete a comprehensive on the job training programme covering a wide range of pharmacy tasks, policies and procedures.
- Ability to work to set procedures
- Ability to work as part of a team

14. JOB DESCRIPTION AGREEMENT	
A separate job description will need to be signed off by each jobholder to whom the job description applies.	
Job Holder's Signature:	Date:
Head of Department Signature:	Date: