

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**



**JOB DESCRIPTION**

**1. JOB IDENTIFICATION**

**Job Title:** Lead Pharmacy Technician (Primary Care), Highland HSCP

**Reports to:** Pharmacy Service Manager

**Department, Ward or Section:** Pharmacy

**Operational unit / Corporate Department:** Highland HSCP

**Job Code:** GENNHSHPHARM08

**No of Job Holders:** One

**Last Update:** January 2020

**2. JOB PURPOSE**

- Lead on the evolution of roles and responsibilities of Primary Care Pharmacy Technicians (PCPTs) and Primary Care Pharmacy Assistants (PCPAs) and the technical aspects of the primary care pharmacy service across Highland HSCP, thus significantly contributing to service delivery redesign.
- Provide expert professional leadership to all PCPTs and PCPAs, ensuring compliance with legislation and professional standards and managing performance. Support recruitment and appraisal of all PCPTs and PCPAs.
- Provide strategic leadership to plan, develop, monitor and evaluation all technical aspects of the pharmacy service.
- Plan and coordinate education, training and development of PCPTs and PCPAs, including development of educational and training pathways for the service.
- Provide specialist advice on all matters relating to the technical aspects of the pharmacy service.
- Participate as a key member of the primary care pharmacy leadership team to strategically determine the aims of the service and ensure implementation.
- Undertake tasks to provide pharmaceutical care to patients to ensure safe, appropriate and cost effective use of medicines in line with local and national guidelines.
- Work to develop NHS Highland wide approaches to service delivery and development.
- Represent the primary care pharmacy service at Board, regional and national level.

### 3. DIMENSIONS

NHS Highland has a population of approximately 328,000 and includes:

	Argyll & Bute HSCP	HHSCP
Population	89,000	240, 000
Prescribing allocation	£19 mill	£42.2 mill
GP Practices	33	62
Community Pharmacies	26	39
Rural General Hospitals	1	2
Community Hospitals	6	11

The HHSCP Pharmacy Teams provide pharmaceutical services to the following services:

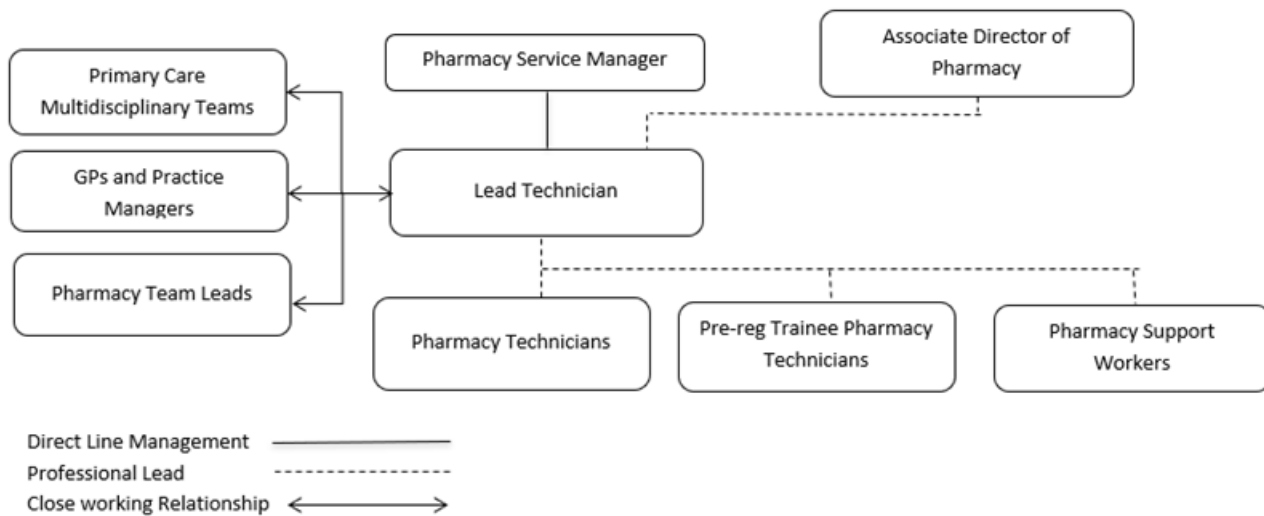
- 62 General Practices
- 11 Community hospitals
- Highland Rheumatology Unit
- HMP Inverness
- 4 Police Custody Suites
- HHSCP Accident & Emergency Units
- HHSCP Out of Hours Treatment Centres
- HHSCP Minor Injury Units
- NHS and independent care homes (approx 1750 beds)

The post holder will provide professional and strategic leadership to the group of PCPTs and PCPAs across the HSCP in providing technical aspects of the primary care pharmacy service to a range of care settings.

The post holder works with the lead pharmacists in all matters relating to the running of a number of pharmacy teams across HHSCP, comprising approximately 50 staff, including pharmacy team leads, pharmacists, pharmacy technicians and pharmacy assistants.

The post holder is an authorised signatory for certain aspects of the budget including travel, training and equipment expenditure.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT OR SECTION

The function of the Pharmacy Service is to develop and provide integrated, patient-focused pharmaceutical care, which meets anticipated needs of the population of NHS Highland in accordance with the Local Health Plan and national strategies. The intention of the service is to link all branches of the profession in order to better co-ordinate pharmaceutical care for patients and members of the public.

The focus is on active participation in and contribution to pharmaceutical services, irrespective of location, and to multi-disciplinary, multi-professional and multi-agency teams in a fully integrated manner. The main responsibilities are:

- The development and operational delivery (managed services) of community, primary care and specialist pharmaceutical care across NHS Highland.
- Leadership and development of primary care pharmacy services to meet the requirements of the General Medical Services Contract.
- The provision of expert specialist advice on all pharmaceutical and medicines management matters (including safe, cost-effective and evidence based use and management of medicines) to the NHS Highland Board and its Committees, Health and Social Care Partnerships, senior managers and health and social care professionals.
- The implementation of robust clinical, corporate and governance systems to minimise risk and assure patient and staff safety and well being.

The aims of the HHSCP Pharmacy Team is to work, as part of the NHS Highland Pharmacy Service, to provide integrated, connected, collaborative (primary, community, secondary, third sector) patient centred pathways and clinical systems that will provide effective and efficient health improving, enabling quality assured care to every person every day through ensuring safe, evidence based, rational, legal and cost-effective provision of medicines and appliances.

To develop and build upon uni-disciplinary and multi-disciplinary integration of services and joint working to assure continuity of pharmaceutical care and medicines management.

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

### **Clinical & Professional Leadership and Education**

The post holder will:

1. Provide strategic, visible, effective and expert professional leadership to the Primary Care Pharmacy Technicians (PCPTs), including Student Pharmacy Technicians, and Primary Care Pharmacy Assistants (PCPAs) across Highland HSCP to provide a specialist technical pharmacy service for a range of patient groups in a range of care settings.
2. Directly influence how resources are used to meet an identified need, relating to technical staff recruitment, capacity planning and skill mix.
3. Take responsibility for determining and developing the roles of all PCPTs and PCPAs to maintain/improve quality, reduce harm, waste and variation in prescribing and medicines management.
4. Contribute to the organisational efficiency and savings plan through leading on specific projects and initiatives related to prescribing and medicines management.
5. Participate in the NHS Highland Personal Development Planning and Review (PDP&R) process and contribute to appraising PCPTs and PCPAs and setting objectives.
6. Ensure that PCPTs comply with requirement of registration, continuing professional development and fitness to practice.
7. Determine continuing professional and personal development standards for PCPTs and PCPAs. Plan and coordinate their education, training and development, including identifying training needs and/or providing training to meet those needs.
8. Act as a tutor and mentor for PCPTs and PCPAs undertaking qualifications and NES training e.g. Foundation Training. Mentors and coaches PCPTs and PCPAs.
9. Lead on the coordination and provision of training programmes and act as a mentor for Student Pharmacy Technicians.
10. Chair peer review meetings of PCPTs and PCPAs to share good practice through utilising professional and educational skills.
11. Support the learning and development of all staff in the HSCP (e.g. nursing staff, GPs, GP practice staff and other healthcare professionals) in topics related to prescribing and medicines management through provision and contribution to teaching and education.
12. Take an active role as a member of the HHSCP Pharmacy Leadership Team to input to strategic planning.
13. Monitor and evaluate all aspects of the technical pharmacy service by setting and auditing service provision standards. Provide regular reports to the Lead Pharmacists.
14. Lead on service redesign, including determining new roles and setting priorities for all PCPTs and PCPAs.

### **Operational Service Delivery and Development**

The post holder will:

1. Utilise excellent communication skills to establish and foster good working relationships with senior pharmacy colleagues and various healthcare professions to facilitate the provision of expert specialist pharmaceutical advice and high quality service delivery.
2. Lead on determining and developing roles for PCPTs and PCPAs to improve the quality, safety and

- cost effectiveness of prescribing, working with colleagues to ensure NHS Highland wide approaches.
3. Responsible for putting steps in place to ensure that technical aspects of pharmacy service provision are safe, effective and efficient.
  4. Lead and undertake quality improvement projects. Act as a role model and support colleagues to ensure a culture of continuous quality improvement.
  5. Responsible for monitoring and evaluating service provision through audit, data analysis and analysis of key performance indicators.
  6. Recommend, gain support and engagement to lead on changes/solutions to improve systems and processes.
  7. Responsible for improving the efficiency and impact of the service, identifying resource requirements, workload capacity and identifying opportunities for change and innovation.
  8. Lead aspects of service development including the development of policies, protocols and workplans related to technical aspects of the service, working with colleagues to ensure NHS Highland wide approaches.
  9. Contribute to the management and improvement of prescribing and medicines management key performance indicators, including prescribing budgets, identifying variance.
  10. Promote safe, effective, rational and cost-effective prescribing and medicines management including implementation, monitoring and evaluation of formulary adherence, ScriptSwitch, Scottish Therapeutics Utility and prescribing projects.
  11. Review GP practice repeat prescribing systems and work with practice teams to improve the effectiveness and efficiency of systems.
  12. Identify, design and undertake audit, including data collection and analysis, in line with current prescribing targets, national and local guidelines and medicines legislation.
  13. Undertakes appropriate medicines information searches and presents information in a clear and concise manner.

### **Clinical Governance and Professional Responsibilities**

The post holder will:

1. Organise and manage own work and time effectively, without need to frequently refer to line manager.
2. Practice as a pharmacy technician in accordance with the Code of Ethics and Standards of the General Pharmaceutical Council (GPhC) and relevant legislation and regulations.
3. Acknowledge professional and legal accountability for all actions taken, advice given etc. whilst working within professional competence.
4. Undertake and maintain own personal continuing professional development, including self directed learning, keeping up-to-date on professional and clinical topics to ensure that knowledge and skills are continually updated.
5. Promote and facilitate the implementation of measures to ensure clinical governance across Highland HSCP in respect of prescribing and medicines management in line with local and national policies, procedures and professional standards.
6. Implement relevant health and safety, statutory/legal policies providing staff with direction, support and guidance to ensure risks are fully understood, safe systems of working are in place and appropriate control measures are applied.
7. Maintains confidentiality of information at all times in accordance with General Data Protection

Regulation (GDPR) and Caldecott guidance.

8. Be responsible for ensuring that PCPTs and PCPAs are informed of changes and developments in working practice.
9. Provide highly specialist advice to various other professionals e.g. to GP practices, prescribers and nursing staff on risk management, clinical governance and legislative issues with regard to prescribing and medicines use.
10. Improve risk management through developing, reviewing and identifying the need for additional of policies, guidelines and standard operating procedures.
11. Participate in risk management activities, including review of clinical incident and Datix reports.
12. Liaise and work collaboratively with Pharmacy Team Leads and Lead Pharmacists to ensure continuity in clinical governance standards, standardised work practices and sharing of best practice around prescribing and medicines management.

### **Direct Patient Care**

The post holder will:

1. Support delivery of a safe and effective Pharmacotherapy Service to patients including:
  - a. Medicines reconciliation following discharge, using appropriate information sources.
  - b. Processing acute and repeat medication requests, including outpatient treatment recommendations.
  - c. Support the development of systems for repeat prescriptions and medication review.
  - d. Maximise implementation of serial prescribing.
  - e. Medicines shortages and safety recalls.
  - f. Improving medicines concordance through patient concordance assessments and medication reviews.
  - g. Support safe systems of monitoring high risk medicines.
  - h. Provide medicines management advice to care homes.
  - i. Provision of medicines related education to patients and carers on topics appropriate to competence, including to patients who have communication difficulties (e.g. deaf, blind), have physical disabilities, terminal illness or confusion.
2. Contribute to the provision of pharmacy services to patients in GP practice(s) and community hospitals (if applicable) to ensure safe, evidence based, rational and cost-effective use of medicines.
3. Collect, collate and record patient related prescribing and clinical data from GP practice clinical systems and patients' notes/records.
4. Within own competence identify, resolve or escalate medication-related problems so that patients receive optimal benefit from their medicines whilst minimising harm, taking into account individual patient factors.
5. Undertake clinical audit and patient medication reviews in a range of care settings.
6. Conduct medication reviews and medicine concordance reviews with individual patients, identifying issues and actioning/making recommendations to support patients to manage their medicines.
7. Amend patients' medication records in GP practice(s) in line with the service specification and within individual competency.
8. Review end of care treatment summaries received from community pharmacies, determining any

monitoring or review necessary.

9. Be familiar with GP practice patient records, computer administration systems and clinical decision support systems. Use records and systems to assist with medication review and auditing treatments for individual patients within practices. Any intervention, consultation with a patient or review of their medicines will be documented accurately and patient data amended on these systems to maintain up-to-date and complete patient records.
10. Effectively communicate any required actions / actions taken to medical and / or nursing staff.
11. Ensure that information and patient counselling is provided according to patient and / or carer need, to ensure that patients' compliance with medication regimes is optimal and that patients gain maximum benefit from their medicines.

### **Prescription Management**

1. Contribute to the delivery of prescribing efficiencies through:
  - a. Prescribing data analysis and prescribing audit.
  - b. Development and implementation of medicines management projects and prescribing efficiency programmes e.g. to minimise medication waste.
  - c. Promoting evidence based and cost effective prescribing and medicines management.
2. Respond to medication and prescription requests and queries from patients, community pharmacies and other professionals, appropriately assessing the appropriateness of acute and repeat prescription requests from the patient's medical history, current medication, relevant monitoring etc.
3. Contribute to pharmacy and prescribing strategies that support early discharge into the community setting while ensuring continuity of pharmaceutical care across the multidisciplinary team.
4. Review and implement improvements to prescribing systems within GP practices, ensuring systems are robust, waste is minimised and standards related to the pharmacy service and NHS Highland's pharmacotherapy service are met.
5. Promptly and efficiently answer medicines information enquiries from a range of health and social care professionals, using a variety of reference sources, or ensure appropriate onward referral to other members of the primary care pharmacy team or Medicines Information.

### **Other Duties**

The post holder will:

1. Act as an authorised signatory for the ordering of stock, equipment, travel expenses etc.
2. Deputise for other NHS Highland Pharmacy Service members in their absence, when necessary for the continued delivery of services.
3. Contribute to the work of the NHS Highland Pharmacy Service where appropriate e.g. the Pink One bulletin on prescribing and pharmaceutical matters.
4. Actively participate in a number of working groups and committees.
5. Perform any duties within their competency to support other pharmacy team members, management team colleagues and the organisation as required at the request of the Lead Pharmacist.
6. Represent the Pharmacy Team on relevant committees of the Board and elsewhere as appropriate.
7. Deputise for the Lead Pharmacist (Service Lead for Pharmacotherapy) as necessary.

## **7. EQUIPMENT AND MACHINERY USED**

The post holder will utilise the following equipment:

- Personal use of laptop and desktop computers (including use of VDU on most days and frequently for long periods).
- Mobile phone, tele-conference and video-conference equipment, scanners, printers, LCD projector and audio-visual equipment are also regularly used.
- Regular use of own/pool/rental car and to travel between work locations across the HHSCP and, occasionally across NHS area and Scotland.

## 8. SYSTEMS

The post holder:

1. Is required to use information technology to produce reports, handle data, manage files and communicate electronically.
2. Will regularly initiate and support the development of new databases, applications etc.
3. Will be required to enable/authorise appropriate staff access to and ensure training is provided on the systems listed below.
4. Will create, develop and maintain electronic filing and archiving systems.

For many of the systems listed below the post holder, as well as being able to use the systems themselves, will have a need to be able to train staff on their use.

Microsoft Office	Use Office for generation/ use of Word documents, bulletins, Excel Spreadsheets, PowerPoint presentations etc. All used extensively in the production, analysis, interpretation and presentation of prescribing information
E-mail and internet/e-library	Communication and internet searches of publications on SHOW, drug information, clinical literature searches, etc. The postholder should be familiar with medical journals, e-library and capable of critical appraisal
GP Practice software systems	Competent in the use of INPS Vision, EMIS and other software systems in use in GP practices, including ScriptSwitch and Scottish Therapeutics Utility.
PRISMS (Prescribing Information System for Scotland)	The postholder must be capable of analysis and interpretation of prescribing information and using PRISMS to generate prescribing reports.
Datix reporting system	The postholder should be familiar with the use of this system to both report incidents.
JAC Pharmacy System	Used for ordering and management of medicines stock and for dispensing patients' medication. The postholder should be familiar with the use of this system.
Turas Platform	Used for undertaking personal development planning and review
Relevant legislation	The postholder should have a good understanding of, work within the requirements of and, where appropriate, ensure implementation of relevant legislation e.g. The Medicines Act, The Misuse of Drugs Act, General data Protection Regulation (GDPR) etc.
Medicines Information	The postholder should be familiar with core pharmaceutical references.
General Medical Services (GMS) Contract	Good understanding required.
General Pharmaceutical	Good understanding of the new community pharmacy contract and the

Services Contract	impact that it is likely to have on the delivery of pharmaceutical services in HSCPs/Op Units.
Policies, procedures and guidelines	The postholder should be able to identify gaps in the requirement for these, contribute to their development and, where appropriate, ensure implementation.
HNSH PIN polices, HR policies and PDP&R processes	The postholder will use these to ensure staff follow appropriate procedures, reviewing staff performance, staff development and for investigation.
PECOS and Standing Financial Instructions	Invoicing, ordering and authorising orders for supplies.
LearnPro	Web based training system

## 9. ASSIGNMENT AND REVIEW OF WORK

### Work Assignment

1. The post holder is expected to work autonomously and to be responsible for their own time management by planning and prioritising activities to fulfil the requirements of the post.
2. The post holder will anticipate and resolve relevant issues working in a self-directed fashion within the parameters of NHS Highland and the HSCP priorities and policies for health and other regulatory frameworks.
3. The post holder will be a member of various NHS Highland and HSCP committees and working groups. Some work may be generated from these.
4. The post holder will work proactively and reactively in response to:
  - New published policies, procedures and guidelines
  - Prescribing information and following review of prescribing data
  - Identification of shortfalls in pharmaceutical care/medicines management standards
  - Requests and queries from staff and patients.
5. The post holder is responsible for their own continuing professional development.

### Review of Work

1. Objective setting and performance appraisal is via PDP&R (personal development planning and review) and eKSF (electronic Knowledge and Skills Framework) process by the Lead Pharmacist (Service Lead for Pharmacotherapy).
2. Regular HSCP Pharmacy Team meetings and contact with the Service Lead for Pharmacotherapy and Pharmacy Team Leads as and when necessary.
3. Provide a quarterly report of current work for the Lead Pharmacist (Service Lead for Pharmacotherapy).
4. The post holder will be required to work, for the majority of time, in a self-directed, proactive manner, managing projects and specific pieces of work. They will be expected to use their own initiative to generate their own workload and to prioritise tasks to ensure deadlines are met.
5. The post holder identifies own training needs necessary to fulfil all aspects of the role.
6. The post holder is expected to anticipate problems/needs and to take steps to resolve them, involving appropriate colleagues.

## **10. DECISIONS AND JUDGEMENTS**

The post holder will:

1. Have objectives set by Lead Pharmacist (Service Lead for Pharmacotherapy) but is expected to act decisively in their professional leadership capacity, being accountable for their own actions and decisions, without regular need to defer to their line manager.
2. Demonstrate professional accountability and responsibility whilst recognising their personal and professional limitations, working within current regulations, policies and procedures.
3. Make autonomous decisions, analysing and acting upon information using comprehensive knowledge, skills and experience of the service taking into account local, NHS Highland and national policies, procedures and protocols.
4. Lead on determining and developing the roles and responsibilities of all PCPTs and PCPAs.
5. Work autonomously, using own initiative, extensive knowledge and experience, to anticipate a wide range of problems/needs and taking measures to resolve them. Typical decisions include determining training needs and resolving staff governance issues.
6. Uses change management skills and expertise to promote and support new roles and responsibilities to improve the pharmaceutical care of patients.
7. Alert the Service Lead for Pharmacotherapy and Pharmacy Team Leads of potential problems ahead of time and advise on options/solutions. Deals with problems/issues which can be complex and sensitive, requiring patience, tact, diplomacy and discretion.
8. Respond to suggestions from staff and colleagues to drive and implement change which will lead to improved patient care, team performance and staff satisfaction.
9. Take decisions, in conjunction with Service Lead for Pharmacotherapy and Pharmacy Team Leads regarding professional standards which affect patient care e.g. procedures for safe working practices.
10. Represent the primary care Pharmacy Team on behalf of the Lead Pharmacist (Service Lead for Pharmacotherapy) and has authority to speak for the Team on technical matters.
11. Use financial, pharmacy and critical appraisal skills to promote the use of appropriate, cost effective and evidence based medicines.
12. Undertake medication reviews of patients, using critical appraisal skills, communication, negotiation and influencing skills to promote the use of safe, appropriate, cost effective and evidence based medicines.
13. Determine how and when to conduct audit or benchmarking and undertake data analysis to inform/monitor service delivery and developments.
14. Determine and implement measures to improve the effectiveness and efficiency of systems and processes, improving risk management.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

The post holder will:

1. Provide strategic, visible and effective professional leadership to the PCPTs and PCPAs across Highland HSCP, determining and developing their roles and responsibilities, to deliver the technical aspects of the pharmacy service.
2. Continually monitor, review and improve technical aspects of the pharmacy service, initiating service

and quality improvement where necessary.

3. Determine continuing professional and personal development standards for PCPTs and PCPAs. Plan and coordinate their education, training and development,
4. Anticipate potential problems and take appropriate steps to resolve them, working on own initiative.
5. Effectively communicate complex information to a range of health and social care professionals, patients and their carers.
6. Work effectively with colleagues both in pharmacy and other healthcare professions in delivering objectives and balancing competing demands.
7. Support an increased effectiveness of the HSCP Pharmacy Team in providing an equitable and high standard of prescribing/pharmacy support and pharmaceutical care to services and patients.
8. Continually support the improvement of safety, compliance, effectiveness and cost-effectiveness of prescribing and medicines management through the provision of specialist knowledge and support. Also evaluating this work.
9. Facilitate the standardisation of pharmacy services across the HSCP and support the personal and professional development of PCPTs and PCPAs.
10. Responsible for implementing change harmoniously, gaining the trust, support and cooperation of colleagues e.g. development of work plans and issuing instruction to staff and ensuring staff meet deadlines.
11. Manage and prioritise input and divide time to meet the needs of service into numerous and varied work and care settings.
12. Manage the complexity and logistics of communicating and working within different work sites and care settings with varying systems and approaches to patient care.
13. Maintain up-to-date knowledge on a wide range of clinical and prescribing topics including national and local treatment guidelines. Have the ability to assess often conflicting sources of information on a wide range of topics. Be able to summarise and disseminate this information in an appropriate format to various healthcare professionals. Be aware that the provision of such information may be challenged and be able to substantiate such information. The provision of such advice may require to be the opinion of the post holder where there is a lack of available guidance / evidence.
14. Support the development and implementation of new initiatives, often engaging a range of individuals and professions, to improve service delivery and the management of prescribing and medicines management. Work in a continually developing and changing service.
15. Be able to work in various environments building and maintain good working relationships with colleagues.
16. Have excellent time management and the ability to develop and sustain different work programmes, frequently reprioritising and reorganising workload, often with frequent interruption for other high priority demands.
17. Communicate unwelcome news to staff e.g. in relation to professional performance issues.

## **12. COMMUNICATIONS AND RELATIONSHIPS**

The post holder:

1. Is required to have highly developed interpersonal and communication skills, written and verbal, formal and informal are essential for the level of communication and networking demanded by this post.

2. Will communicate, consult, negotiate, facilitate and influence effectively to deliver the strategic agenda whilst establishing and maintaining good and collaborative working relationships.
3. Will communicate complex and sensitive information relating to resource, professional standards, medicines management and professional practice issues.
4. Displays diplomacy, tact and empathy and has an ability to communicate and convey highly complex, sensitive, often confidential or contentious information in a sometimes antagonistic atmosphere, necessitating a high level of persuasive and negotiating skills.
5. Will take a lead role to challenge current practice, persuade and influence change to practice and behaviour. The post holder will need to work with others to overcome difficulties in implementing projects, initiatives etc e.g. due to barriers with time, resource and/or funding.
6. Will interpret organisational/national policy, legislation etc to determine necessary local strategy and/or action, and provide advice to the Lead Pharmacists.
7. Demonstrates leadership and create an open, supportive and positive culture to maximise positive attitudes and behaviours and staff potential to achieve change, modernisation and new ways of working.
8. Helps create a working environment that motivates, persuading and influencing behaviour change, addressing staff performance and disciplinary issues, and sometimes communicating bad or unwelcome news.
9. Will work as a member of Committees, Groups, and Project Teams within the HSCP or Board. Occasionally will represent NHS Highland on national groups e.g. the Scottish Pharmacy Technicians Group.
10. Will chair group meetings of PCPTs and PCPAs.
11. Responds to queries and enquiries from a range of sources in a timely manner.

Operational change and redesign of services will involve the post holder in challenging and controversial situations where individuals or groups may have to change practice or agree a way forward when they are opposed to original plans.

### **Internally**

The post holder will work in close collaboration with the Pharmacy Team Leads and Lead Pharmacists.

The post holder will communicate with senior pharmacy staff, community and specialist pharmaceutical services staff and other senior staff from other disciplines including senior managers, finance, eHealth, employment services, human resources, health & safety; a range of professional and managerial committees, working groups and project teams; individual clinicians and staff from a range of disciplines; care home managers and GP practice staff.

### **Externally**

The post holder will occasionally communicate directly with a range of professional and managerial committees, working groups and project teams, pharmacy professional and regulatory bodies including the General Pharmaceutical Council and the Royal Pharmaceutical Society, senior pharmacy technicians in other Health Boards and training providers e.g. National Education for Scotland.

## **13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical Effort/Skills**

- Daily - need for accurate and advanced keyboard skills. The post holder is required to operate a computer, sitting in a restricted position, for extended periods while producing reports, analysing and

interpreting data, accessing the internet and using Microsoft packages.

- Daily – carrying of laptop and papers to work in and move between different settings.
- 3 – 4 days per week - requirement for standard driving skills.

### **Mental Effort/Skills**

- Daily - requirement for prolonged and intense concentration for up to 3 – 4 hour periods, often working to strict deadlines. The work requires robust mental stamina.
- Daily - the post holder's work is subject to frequent unpredictable interruptions and the need to respond to changing and sometimes conflicting priorities, often at short notice. Requests for formal and informal advice and information are frequent and may be complex and conflicting.
- Daily – concentration, decision making and organisational skills to ensure effective running of the team whilst handling personality dynamics.
- Most days – urgent requests for advice (professional and financial).
- Weekly – presentation skills and accuracy in writing reports to a range of senior colleagues. This includes presenting complex data and information.
- The post holder will work in a dynamic, frequently changing environment.

### **Emotional Effort/Skills**

- Daily – working to tight timescales and deadlines, reprioritising work to deal with urgent queries, crises or emergencies.
- Daily – well developed listening and reflecting skills.
- Daily – encouraging others to meet required standards of knowledge and competence.
- Weekly – handing and managing sensitive and confidential information and negotiations with tact, diplomacy and empathy.
- Weekly - negotiate (sometimes in a hostile, antagonistic or highly emotive atmosphere) to persuade and influence change to practice and behaviour, working with others to overcome difficulties in implementing projects, initiatives etc e.g. due to barriers with time, resource and/or funding.
- Occasional (approx monthly) – maintaining intense concentration and objectively making judgements connected with discussing unwelcome/contentious issues with staff. Ability to maintain objectivity whilst investigating professional issues, significant adverse events or staff issues.
- Occasional – handling professional and personal staff issues that may be difficult or challenging, including professional performance issues.

### **Environmental conditions**

- Exposure to unpleasant or hazardous conditions e.g. exposure to medicines and chemicals, exposure to smells and visual exposure to unpleasant clinical conditions e.g. wounds.
- The post holder will be expected to undertake travel across the NHS Highland geographical area and to national meetings which may include occasional overnight absence from home. Attendance and travelling to events involving short and long distance travel to be undertaken as required.

## 14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

**Essential = E, Desirable = D**

### **Qualifications**

- Pharmacy Technician, S(N)VQ3 Level 3 in Pharmacy Services, or BTEC in Pharmaceutical Sciences, or equivalent (E).
- Pharmacy Technician Registration with General Pharmaceutical Council (E).
- Enhanced Disclosure Scotland Certificate (E).

### **Experience**

- Significant experience as a registered pharmacy technician (E).
- Experience of providing direct patient care e.g. assessing/supporting patients with their medicines (E).
- Demonstrable evidence of influencing/leading staff or projects (E).
- Relevant experience in primary care pharmacy (E).
- Experience in community or hospital pharmacy (D).
- Management qualification or relevant equivalent experience (D).
- Experience of supporting/mentoring pharmacy technicians in undertaking education and training (D).
- Demonstrable evidence of involvement in audit (D).

### **Knowledge**

- Demonstrate knowledge and understanding of medicines management (E).
- Knowledge of legislation, ethics, policy and guidelines related to prescribing and medicines use (E).
- Experience of developing and implementing protocols and procedures for safe, effective and cost effective medicines use and service delivery (E).
- Evidence of commitment to continuing professional development in accordance with General Pharmaceutical Council requirements and able to demonstrate a high level of professional practice (E).

### **Skills**

- Able to maintain confidentiality (E).
- Evidence of ability to work proactively with limited supervision (E).
- Effective time and organisational skills, able to prioritise work (E).
- Able to work efficiently, accurately and to deadlines (E).
- Able to work as part of a team (E).
- Commitment to ensuring a consistently high standard in all work undertaken (E).
- Able to influence, motivate and negotiate with others, whilst demonstrating empathy and diplomacy (E).
- Adaptable and flexible approach, demonstrating enthusiasm and self-motivation. Willingness to undertake work that is innovative (E).

- Good analytical and problem solving skills (E).
- Able to plan and deliver training sessions (E).
- Proficient level of IT competency in Microsoft Office packages, email and internet, pharmacy and GP practice IT systems and databases (E).
- Excellent written and verbal communication skills, with the ability to maintain good working relationships (E).
- Excellent numeracy skills (E).
- Understanding of NHS organisational structures and primary care (D).
- Full driving licence and use of own car for business purposes (E).

### 15. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: