

NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

|  |  |  |
| --- | --- | --- |
| 1. JOB IDENTIFICATION
 | Job Title | **Specialist Pharmacy Technician** |
| Department(s)/Location | **PSS/Tayside Pharmaceuticals** |
| Number of job holders |  |

|  |
| --- |
| JOB PURPOSE * Co-ordinate and prioritise daily workload within the Production section including staff supervision.
* Supervises and performs technical manipulations in the production of medicines that are not commercially available.
* Co-ordinate and train Pharmacy Support Workers, Senior Pharmacy Support Workers, pre-registration pharmacy technicians, pre-registration pharmacists, pharmacy technicians and pharmacists in accordance with standard operating procedures and compliance with Good Manufacturing Practice (GMP).
* To provide advice and information to other teams and staff within PSS/TP and external customers.
* To carry out a production sign off on manufactured products before submission to Quality Assurance.
* Provide cover and support for the Chief Technician (Production) to deliver an effective service, staff management and development.
* To assist in the implementation of agreed developments within the production section.

  |

|  |
| --- |
| ORGANISATIONAL POSITIONSee Appendix 1- Organisation Chart  |
|  |







|  |
| --- |
| SCOPE AND RANGEThe post holder manages the work of the Senior Pharmacy Support Workers and Pharmacy Support Workers. The Production Department produces as follows:-**Sterile Production:-**Produces a range of 100 sterile medicines; selling 250,000 units annually with a value of £2 millionThe majority of products are produced by heat sterilization and for those products that cannot be heat sterilized, aseptic production takes place in a specially maintained filling room. Products manufactured include:-* Injections
* Infusions
* Eye Drops
* Epidural packs
* Irrigation solutions
* Prefilled syringes
* Clinical Trials Materials

 **Non-Sterile Production**:-Produces a range of 750 medicines, selling 900,000 units annually with a value of £4.5 millionProducts manufactured include:-* Creams
* Ointments
* Oral Solutions
* Topical Solutions
* Suppositories
* Capsules
* Overlabelled Tablets/Capsules/Liquids
* Repackaged Tablets/Capsules/Liquids
* Assembled Emergency Boxes/Pouches
* Clinical Trials Materials

**Extemporaneous Preparation Section:-**Manufactures a wide range of one-off, non sterile medicines mainly in response to requests from Community Pharmacies for specific patients. |

|  |
| --- |
| MAIN DUTIES/RESPONSIBILITIES**Main duties 90% of time.*** Responsible for the training and supervision of Senior Pharmacy Support Workers and Pharmacy Support Workers in the Production Unit, ensuring the safe and effective operation of standard operating procedures and compliance with Good Manufacturing Practice (GMP),
* Final checking of products before submission to Quality Assurance. This involves judgement skills, used to analyse the accuracy of worksheet entries and sterilisation records and assess the quality of the Product
* To ensure the safe and secure handling of medicines and raw materials on a personal level as well as monitoring and guiding others involved in the process
* Manufacture, of products requiring technical skills such as capsules for clinical trials, complex ointments and extemporaneous products
* Responsible for production planning and allocation of work,
* Organise routine ordering, stock control, record keeping, raw materials, sundries and non stock equipment,
* To contribute to the development, review and implementation of standard operating procedures and worksheets and ensure the safe and effective production through the use of these,
* Accurate entry of data into worksheets charts and logs,
* Check operational conditions of the production facility and decide if production should start,
* Cover the work of the Senior Pharmacy Support Workers when staff shortages require. Includes loading of autoclaves, checking sterilisation charts and pushing heavy trolleys,
* Resolve discrepancies and problems with the availability of raw materials for the manufacture of products e.g incorrect item, incorrect quantity, incorrect batch number
* Maintain a safe, secure, clean and tidy department whilst complying with the health and safety regulations and national guidelines.

**Other duties 10% of time.*** Managing staff annual leave,
* Participate in managing sickness including carrying out back to work interviews,
* Carries out Health and Safety Risk Assessments,
* Supervises the production of Clinical Trial Batches,
* To ensure agreed environmental monitoring is carried out,
* Participates and executes validation programs,
* Reviews environmental monitoring in conjunction with QA ,
* To participate in and contribute towards Performance Development Reviews and Continuing Professional Development with Senior Pharmacy Support Workers and Pharmacy Support Workers
* Assists in the process development of new products and clinical trials materials
* Participates in Audit and contributes to actions.
 |

|  |
| --- |
| COMMUNICATIONS AND RELATIONSHIPSThe postholder will communicate with a wide range of people, both within and without the organisation including:* Staff within the Sterile Production, Non Sterile, Quality Assurance, Stores and Office Staff teams within PSS/TP
* Staff from other NHST departments on product related issues
* Estates staff – equipment breakdowns, planned preventative maintenance
* Domestic Services staff – cleaning arrangements within Production Unit
* Supplies Staff – purchase of sundries and non stock equipment
* Customers – availability of products
* Outside Contractors – GMP issues related to work being undertaken

In order to communicate effectively with the above groups, the following are essential:* Well developed interpersonal and communication skills, written and verbal, formal and informal,
* Ability to inform and develop the team with regards to service developments and new initiatives,
* Present detailed information in a variety of formats regarding the service information and developments in formal and informal settings,
* Ability to use tact, empathy and diplomacy when dealing with staffing issues and urgent requests for medicines.
 |

|  |
| --- |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBThe post holder must be a practicing Pharmacy Technician with post qualification experience and:* Be registered with the General Pharmaceutical Council of Great Britian (GPhC)
* S/NVQ level 3 in Pharmacy Services with a recognized accredited underpinning knowledge program me, or recognised equivalent as defined by the GPhC
* Will have a recognised leadership qualification or equivalent experience

 The post holder must:* Have relevant experience of workload prioritisation and organization of staff and resource
* Be able to demonstrate effective communication and interpersonal skills
* Maintain standards of professional conduct ensured by compliance with the code of ethics for Pharmacy Technicians
* Posses basic IT skills

Knowledge* knowledge and understanding of good manufacturing practice
* knowledge and understanding of departmental standard operating procedures
* knowledge and understanding of Health & Safety Policies and Procedures.
 |

|  |
| --- |
| 1. SYSTEMS AND EQUIPMENT

Highly complex equipment:* Expert knowledge required to set up, operate (if required), calibrate and train staff in the use of highly complex equipment including:
* autoclaves
* automatic bottle washer
* ampoule filling machine
* parenteral nutrition solution filler,
* polypropylene bottle filler,
* intravenous infusion bag filler
* peristaltic pumps
* tablet counting and packing machines
* ointment tube filler and sealer
* capsule filling machine
* Learning how to use the above equipment requires up to eight weeks training
* Learning how to diagnose and correct faults with the above equipment takes a minimum of six months experience

**Routine equipment:*** Expert knowledge required to set up, operate (if required), calibrate and train staff in the use of routine equipment including:
* electronic weigh scales
* porous load pack sealer
* mixers and stirrers

Learning how to use the above equipment requires three to four weeks training,* Basic keyboard skills and knowledge of word processing in order to produce standard worksheets, labels and prepare reports
* Operation of computerised stock control system.

 **Systems the post holder will be required to operate / oversee include:** * NHS Tayside Health and Safety and relevant Human Resources policies
* Departmental Standard Operating Procedures
* Performance Development Review
* NHS Tayside Data Protection and Information Security Policy
* Control of Substances Hazardous to Health (COSHH)
* Alarm system and panic buttons
* Q-pulse document management system
* Standard Microsoft packages
* Syspro
* TP Apps

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| PHYSICAL DEMANDS OF THE JOBPhysical Effort* Bending and lifting of heavy boxes, trays and heavy filling equipment is frequent.
* Occasional need to push heavy trolleys, to change Oxygen and Nitrogen cylinders and operate pallet lifter
* Partially office based with long periods seated during VDU use and checking documentation.
* Regular need to walk between locations and stand for long periods of time while performing in-process checks, assisting staff and troubleshooting processes

Mental Effort* Accuracy is required due to pharmaceutical components, details and specific nature of work undertaken,
* Calculation skills are required to change formulae on worksheets
* Operate a computer for prolonged periods to produce standard operating procedures and worksheets, Planning Production Schedules and to use PSS/TP’s stock control system,
* Dealing with staff problems and complaints and complaints from internal departments and customers
* Dealing with mechanical breakdown and resultant problems,
* Working under pressure to meet deadlines whilst dealing with frequent interruptions

 **Working Conditions*** When making sterile and aseptic products non-breathable suits, hoods and masks have to be worn, resulting in hot and uncomfortable working conditions. These can occasionally be worn for two periods of up to 2.5 hours per day,
* To sanitise aseptic products they have to be wiped with iso-propyl alcohol which is toxic and involves wearing heavy, uncomfortable organic vapour masks. This may occasionally be required for periods of up to 2.5 hours
* Hazardous materials are occasionally handled and great care must be taken and protective clothing worn:
* hot distilled water at 80°C – weekly
* potent drugs such as Adrenaline and Bupivacaine – weekly
* toxic and caustic substances such as Liquefied Phenol and Glacial Acetic Acid – monthly
* handling of piped gasses – weekly,
* Cytotoxic agents.
* Daily exposure to unpleasant odours from e.g. coal tar & alcohols
* When assisting in the production and supervision of ointment/cream manufacture, additional protective clothing requires to be worn, resulting in hot and uncomfortable working conditions. These can occasionally be worn for periods of up to 2.5 hours per day

 Physical Skills* Manual dexterity and good hand-to-eye co-ordination are required in the manufacture of ointments, creams and clinical trials medicines
* Set up production mixing and filling equipment and demonstrate to other staff how to undertake this.
* The post holder is required to train operators in tasks that require specialised manual dexterity such as sealing ampoules. This involve setting a gas/air flame to an optimum configuration, melting the glass ampoule top and when the glass is at the correct temperature removing the molten tip to give an air tight and an aesthetically pleasing seal – 4 to 8 weeks training is required to become proficient,
* Keyboard skills are required to prepare documentation.
 |

ESSENTIAL ADDITIONAL INFORMATION

|  |
| --- |
| DECISIONS AND JUDGEMENTS* Manages own and departmental workload,
* Follows standard operating procedures in organising the work of the department,
* Refers to Chief Technician over failures of procedure and human resources,
* Typical daily decisions include how to manage production when unplanned staff absences occur and how to manage production of priority products in order that the customers do not run out of stock,
* Participates in staff recruitment.
 |

|  |
| --- |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOBJob can be very stressful in:* Dealing with complaints affecting product quality,
* Dealing with staff on a number of issues on a regular basis e.g. complaints, errors, absences, etc.
* Planning production to ensure medicines are supplied on time despite frequent equipment breakdown and staff shortages.
* Maintaining concentration during final checking of products and production of critical products
 |

|  |
| --- |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies . |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

|  |  |
| --- | --- |
| **Post Title** | **Specialist Pharmacy Technician, Production Department** |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

|  |  |
| --- | --- |
| **Responsible Manager** |  |
| **Contact No.** |  |
|  |  |
| **Staff Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

|  |  |
| --- | --- |
| Signed :- (Manager) |  |

|  |  |  |
| --- | --- | --- |
| Staff Members: |  |  |
| NAME(BLOCK CAPITALS PLEASE) | SIGNED | POST NO.(office use only) |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Appendix 1 – Organisation Chart