

Job Description

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| 1. JOB IDENTIFICATION | Job Title | Senior Pharmacy Technician (Fixed)  Dispensing Services |
| Department(s)/  Location | Pharmacy Distribution & Dispensing Centre  Dispensary Ninewells. NHS Tayside |
| Number of job holders | 3 |
| 2. JOB PURPOSE  * Co-ordinate and prioritise daily workload, accurately dispense, issue and final accuracy check prescriptions, supply medicines to wards/departments and individual patients. * Provide advice and information regarding the availability and storage of medicines to patients/carers and other healthcare staff. * Co-ordinate staff and train pharmacy support workers, pre-registration trainee pharmacy technicians, pre registration pharmacists, pharmacy technicians and pharmacists in accordance with standard operating procedures. | | |
| 3. ORGANISATIONAL POSITION Lead Pharmacy Technician  Specialist Pharmacy Technician / Dispensary Manager  Senior Pharmacy Technician  Pharmacy Technician  Senior Pharmacy Support Worker  Rotational Pharmacy Support Workers / Pharmacy Porter  Pre-registration Trainee Pharmacy Technicians  Line manager to all grades below  Denotes supervision | | |
| 4. SCOPE AND RANGE The aim of the Pharmacy Service is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:   1. To provide pharmaceutical care to individual patients by meeting their particular needs whilst maximising efficiency in the use of resources. 2. To assist the Dispensary Manager in the day to day running of the Dispensary and provide medicines through systems of quality control, which ensure safe, effective and economic use.  Operational The post holder is required to participate in the delivery of a range of pharmacy services from within the Pharmacy Distribution and Dispensing Centre.(PDDC)  The post holder is also required to co-ordinate the day to day running of the department. In doing this the post holder will comply with relevant legal and professional standards, NHS Tayside and departmental policies.  As a member of the team, the post holder will contribute to the following, approx:   * 15,000 discharge prescription per month * 300 Out Patients waiters per month * 150 compliance devices per month * 950 Controlled Drug stock orders per month   **Pharmacy Computer System**  The post holder:   * Contributes to pharmacy computer system management across NHS Tayside by assisting with contingency planning for unavailability of the system within their area of responsibility.   **Professional**  Pharmacy technicians are a professional group of staff forming part of multi-disciplinary teams working to ensure high quality pharmaceutical services. In order to practice as a registered pharmacy technician, professional competence must be maintained through participation in mandatory Continuing professional Development (CPD). The General Pharmaceutical Council’s Standards of Conduct, Ethics and Performance for pharmacy professionals must be adhered to so that standards of professional conduct are maintained. | | |
| 5. MAIN DUTIES/RESPONSIBILITIES  1. Dispense individual in-patient, outpatient and discharge prescriptions which may include cytotoxics, controlled medicines, clinical trials and/or extemporaneous items, working with minimal supervision within Standard Operating Procedures (SOPs). 2. To perform final accuracy checks on dispensed prescriptions and medicines orders. 3. To improve the patient’s journey by working closely with patients and healthcare staff on the wards, providing patient counselling and supporting compliance/concordance, providing sufficient supplies of medicines for in-patient stay and for discharge, to ensure efficient, effective medicine and discharge management. 4. To contribute to the development, review and implementation of standard operating procedures and ensure the safe and effective delivery of technical services through the use of these standardised procedures. 5. To ensure the safe and secure handling of medicines on a personal level as well as monitoring and guiding others involved in the process. 6. To maintain effective control of pharmacy stock through reconciliation and on-going expiry and stock level checks including controlled medicines, IVIg and unlicensed medicines, investigating and correcting stock discrepancies in accordance with SOPs. 7. Resolves discrepancies and problems with supply of goods to ensure continuing availability of medicines for patients, e.g. Incorrect item supplied, incorrect quantity supplied, to-follow items required for patients. 8. To assist with the good housekeeping duties within the dispensary and work with staff to complete. 9. To assist with the collation and reporting of monthly activity data including weekend and extended hours workload for submission to line management. 10. To participate in and contribute towards Performance Development Review through eKSF and Continuing Professional Development. 11. To participate in the organisation and delivery of orientation and training for staff working in the department including : pre-registration pharmacist, pre-registration pharmacy technicians, pharmacy support workers and rotational pharmacists and other staff and to supervise/check their work as appropriate. 12. To assist with the organisation and prioritisation of the daily workload including allocation of tasks of other dispensary staff to ensure supply to patients of their medicines at the required times. 13. To deputise for the Specialist Pharmacy Technician / Dispensary Manager in their absence 14. Ensure the accurate, timely, safe and secure receipt, and storage of medicines. 15. To deal with queries from patients, staff and visitors and answer the telephone in a courteous manner referring to other staff when appropriate. 16. To assist with the implementation of agreed developments within Dispensing Services and the wider team as appropriate 17. Maintain a safe, secure, clean and tidy department whilst complying with health and safety regulations. 18. Undertake the production, filing and archiving of requisitions and documentation. 19. Attend appropriate educational and training events as required. 20. Participate in internal and external audit and review as applicable to meet the needs of the service. 21. To participate in extended hours, weekend working and public holiday rotas. **Health and safety**  * All staff must take reasonable care of their own health and safety and that of other persons who may be affected by their actions. * All staff must comply with NHS Tayside and Departmental Policies and Procedures at all times and use approved working methods and any personal protection provided. * Staff must not in any way interfere with or misuse anything provided for their own safety or protection of others. * Staff must report any hazard or unsafe working practice to the appropriate line manager and be aware of emergency procedures. | | |
| 6. COMMUNICATIONS AND RELATIONSHIPS The post holder:   * Communicates technical pharmaceutical information verbally and in writing to pharmacy colleagues and other healthcare staff. * Is required to provide counselling for patients and carers regarding the correct use of medicines and may encounter barriers to understanding which they would have to overcome. * Is required to respond to non-clinical, routine and non-routine queries and liaise with patients, carers, pharmacists, nurses and/or other healthcare staff to assist with the provision of seamless patient care, within the pharmacy department and at ward level. * Must have good interpersonal and communication skills and be able to communicate regularly with nursing and medical staff in order to facilitate a high standard of patient care. This may involve trouble-shooting where necessary. * Requires presentation skills suitable for delivering information and reports in formal and informal settings. * Must communicate effectively in a manner in-keeping with the professional operation of the department.   The post holder is required to communicate effectively with pharmacy and other healthcare staff including: Within the pharmacy service  * All members of pharmacy staff to ensure effective team working is maintained.  Out with the pharmacy service  * Nursing and healthcare staff for routine information and directions * Clinicians * Patients and Patients carers/representatives * Retail pharmacies and GP Practices * Community Hospitals, Practices and Pharmacists * Drug Manufacturers | | |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB The post holder will be a registered Pharmacy Technician with the General Pharmaceutical Council and hold a current recognised pharmacy technician accuracy checking qualification.  The Post holder must:   * Posses a working knowledge of Standard Operating Procedures and can demonstrate an understanding of how pharmacy links with other healthcare professions * Posses relevant IT skills * Be willing to undertake any further relevant education and training * Posses a working knowledge of health and safety systems * Maintain standards of professional conduct ensured by compliance with the Standards of Conduct, Ethics and Performance for pharmacy technicians * Be able to demonstrate effective communication and interpersonal skills * Have experience of workload prioritisation and organisation of staff and resources | | |
| 8. SYSTEMS AND EQUIPMENT  The post holder may be required to use the following equipment and systems on a daily/weekly basis Equipment & Machinery  * Computer * Fridge/Freezer * Fax machine/scanner * Photocopier * Printer * Telephone * Calculator * Personal protective equipment * Trolleys * Personal Protective Equipment * Automated Dispensing System (robot)  Systems  * NHS Tayside Health and Safety, communication, data protection, information security and any other relevant policies * Performance Development Review * Paging system * NHS e-mail and Intranet system * Pharmacy computer system * Standard Microsoft™ packages. * Business Objects reporting system * Q-Pulse document management system * NHS Tayside DATIX reporting system * Alarm system and panic buttons   **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. | | |
| 9. PHYSICAL DEMANDS OF THE JOB The post holder will encounter the following:   * Working under pressure to meet deadlines whilst dealing with frequent interruptions. * Standing, sitting or walking for long periods of time while carrying out activities to deadlines. * Accuracy is required due to the pharmaceutical components, detail and specific nature of the work undertaken. * Concentration for up to three hours is required on a daily basis. * The post holder will also be required to have Hepatitis B vaccination, due to patient contact while carrying out their duties. * Exposure to VDU/repetitive data entry. * Advising staff with prioritising work tasks.   The post holder may occasionally be exposed to verbal aggression when dealing with patients, staff and visitors. Some duties are performed in areas where there are strict guidelines in place to ensure the health and safety of patients and staff. These duties may require to be carried out in various ward areas with a variety of patient groups, having direct contact and communication with patients, which may cause distress to some staff.  The post holder may be required to deal with sensitive information regarding patients and process the information in a sensitive and confidential manner. | | |
| 10. DECISIONS AND JUDGEMENTS The post holder is expected to work independently with minimal supervision in accordance with Standard Operating Procedures and needs of the service, using initiative to deal with non-routine matters. A line manager is available on site to refer to for information and advice.  The post holder prioritises and co-ordinates daily workload, this may involve solving problems which arise and includes contacting other healthcare professionals.  The post holder will occasionally deal with operational issues in the absence of the line manager.  Objectives are set by line manager in accordance with Personal Development Performance Planning Systems. | | |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Rectify problems through communication with nursing/medical staff to ensure a high quality service is given to patients. * To maintain constant concentration and accuracy during the supply of medicines. * Meeting the priorities and demands of working in a busy department through effective teamwork with flexibility to respond to the needs of the service. | | |