#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION | |
| Job Title:  Responsible to:  Department(s):  Directorate:  Operating Division: | Professional Manager Pharmacy Technical Services: Operations & Pharmacologistics  Lead Pharmacist Acute Care  The post holder will be expected to work with staff across Pharmacy Services NHSGGC. The base will be Clarkston Clinic  Pharmacy Services  Corporate Division |

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| 2. JOB PURPOSE | | | |
| The post holder will be accountable to the Lead Pharmacist Acute Care for the management and control of the resources and for ensuring that service provision is underpinned by NHS Greater Glasgow and Clyde values and a culture of person-centred care.  The post holder will achieve business performance objectives within quality standards (e.g., ensure that performance targets are achieved) and contribute to the corporate management of Acute Pharmacy Services. The post holder will provide technical expertise to the PS Executive Team in the efficient and effective delivery of Pharmacy technical and operational services across the NHSGGC including acute, mental health and primary care directorates.  The post holder will be a member of the Senior Management Team for Acute Services within Pharmacy Services and will lead the delivery and strategic development of operational and technical services within hospital pharmacy services provided across each of the 4 directorate sectors across NHS Greater Glasgow & Clyde including mental health sites in addition to the standalone pharmacy distribution centre.   * Provide leadership and strategic direction to ensure effective management of operational services on hospital pharmacy sites in NHS Greater Glasgow and Clyde * Manage the team of chief pharmacy technicians that are responsible for the operational delivery of pharmaceutical services both clinical pharmacy and technical dispensing services on each hospital site across NHSGGC. * Manage the Clinical Technical Services Manager, Pharmacologistics that heads up the team who oversee the procurement and distribution of medicinal products to all managed services across NHSGGC. * Provide professional advice, leadership and direction to Pharmacy technicians within Pharmacy Preparative Services and Primary Care. * Lead on development and evaluation of medicines management within acute care pharmacy sites. * Implement and manage effective quality systems to ensure that professional standards of practice are maintained. * Manage and monitor financial budgets according to standard financial instructions (salaries and non-pay for acute care pharmacy services, including the medical gas budget for the organisational spend of medical gases). * Provide professional leadership and strategic direction at local and national level for the development of advanced practice roles for pharmacy technicians that fully utilises the knowledge and skills of the pharmacy technician workforce in line with local and national strategy. * Implement and monitor performance management systems across all managed pharmacy sites | | | |
| **3. Scope and Range** | | | |
| NHS Greater Glasgow & Clyde - Total Population –1.2 million  Total Budget -- £3 billion  Total Staff (headcount) -- 40,000  Annual Capital Spend -- £280m  Acute Services - Total Budget -- £1.3 billion  Total Staff (WTE) – 27,000  This post has delegated responsibility for Pharmacy Services Operations and Pharmacologistics resources  Budget: £17m  Staff: 410 WTE  This post directly manages  Budget: £750k  Staff: 15   1. **DIMENSIONS**   The post holder is accountable to the Lead Pharmacist Acute Services, they are responsible for Technical Operations service, Pharmacy procurement and distribution and the Medicines Management services provided to hospital, Mental Health and community sites across NHS GGC.  The post holder acts as authorised signatory as per Standing Financial Instructions authorising payments for medicines supplies to £120,000K replacement and ordering of equipment up to £2,000k  The post holder is responsible for ensuring that these service operations and activities are in accordance with NHSGGC policies including Standing Financial Instructions, staff governance and that service developments are implemented in line with the NHSGGC and national strategies.  Technical Operations service and the Medicines management services consist of dispensing and medicines management services to wards at:   * Stobhill Hospital * Mental Health Sites x 3 * Inverclyde Royal Hospital * Royal Alexandra Hospital * Vale of Leven Hospital * Gartnavel General Hospital * Glasgow Royal Infirmary * Queen Elizabeth Hospital * Royal Hospital for Children   While the standalone pharmacy distribution centre is responsible for procuring and distributing  5 million packs per annum across a product range of circa 12k lines, with a financial spend of £250m per annum of which £70million is associated with homecare. | | | |
| 4. ORGANISATIONAL POSITION: | | | |
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| 5. ROLE OF DEPARTMENT | | | |
| Pharmacy Services has its organisational base in Corporate Services and provides services to the entire NHS GG&C system, including Acute Services, Health and Social Care Partnerships, Mental Health Partnership, Prisons, Police Custody Suites and the NHS Board.  The overall aim of Pharmacy Services is to ensure the provision of high-quality pharmaceutical care in all health and social care settings to ensure patients receive the safest most effective medicines and to ensure maximum therapeutic benefit from the NHS Board investment in medicines.  NHS Greater Glasgow and Clyde (NHS GGC) serves a population of 1.2 million covering eight local authority areas which include the City of Glasgow as well as incorporating both urban and rural areas from East Dunbartonshire to Inverclyde. | | | |
| 6. KEY RESULT AREAS | | | |
| **Strategic Implementation & Professional Leadership**   * Provide strategic and professional leadership for services as defined within job purpose across Pharmacy Services. * Determine and be accountable for the strategic direction and delivery of Pharmacologistics, operational and medicines management services in line with the local priorities and local and national policy. * Ensure that effective collaborative partnerships are maintained and developed with the Lead Pharmacist Patient Services and Clinical Pharmacy teams to ensure that Operational and Medicines Management Services meet the needs of patients and other healthcare professionals and managers. * Contribute to and influence the development of national medicines management strategies and interpret these into the local context in order to formulate policies and procedures for the development of operational services. * Lead the development of service continuity and workforce plans, including succession plans, to ensure continued sustainable delivery of services. * Provide professional leadership for pharmacy technicians and support workers practising within Pharmacy Services   **Delivery of safe, effective and efficient Operations, Pharmacologistics and Medicines Management Services**   * Accountable for delivery of pharmaceutical operations, Pharmacologistics and medicines management services which include procurement, supply, dispensing, medicines management, clinical pharmacy and emergency duty rotas, training rotas and departmental security and maintenance across all hospital pharmacy sites. * Maintain, develop and implement effective quality systems which ensure compliance with Standing Financial Instructions for the receipt and storage and dispensing of medicines. * Maintain, develop and implement robust quality systems which ensure continuous quality improvement, delivery of professional standards of practice and continuity of all pharmaceutical operations services.   **Staff Governance**   * Responsible for a team of chief pharmacy technicians, that are responsible for the operational delivery of pharmaceutical services both clinical pharmacy and technical dispensing services on each hospital site across NHSGGC, including recruitment, retention and induction. * Manage the Clinical Technical Services Manager, Pharmacologistics that heads up the team who oversee the procurement and distribution of medicinal products to all managed services across NHSGGC. * Responsible for ensuring that Pharmacy Technicians within Acute Services undertake Continuous Professional Development to meet the statutory requirements of the General Pharmaceutical Council. * Ensure the effective management of staff to include compliance with all policies and procedures and best practice expected of a model employer. * Advise and support Chief Technicians and Manager Clinical Technical Services, Pharmacologistics in the application of robust Human Resources (HR) processes and co-ordinate a consistent approach to HR issues across all acute care sites in Pharmacy Services; interpret Human Resource policies and procedures where necessary, ensuring a consistent and fair approach. * Manage any conduct/performance issues actively according to NHSGGC policies and procedures as per scheme of delegation. * Lead the development and implementation of effective systems for continuing and professional development of staff in line with the Knowledge and Skills Framework and professional requirements. * Ensure the development and implementation of an effective performance management system for all staff based on an agreement of objectives and regular appraisal of performance and review of Personal Development Plans. * Continuously monitor capacity and workload demand to ensure efficient use of staff and to assure process capability. * Authorise leave for all direct reports * To organise and chair the recruitment and selection of senior or cross-system technical posts, providing feedback to unsuccessful applicants * Responsible for monitoring all staff governance key performance indicators including sickness absence, Knowledge and Skills Framework (KSF) reviews, mandatory training etc. and provide support to ensure the staff governance agenda is met and is core to business.   **Education, Training & Development**   * Provide suitable and appropriate pharmaceutical input to training/education of medical, pharmaceutical, nursing and other healthcare staff as and when required. * Responsible for the development and roll out of training and professional direction of pharmacy support workers and pre-registration Pharmacy Technicians Apprenticeship programme in NHS Greater Glasgow & Clyde (NHSGGC), ensuring that the programme delivers high calibre pharmacy workforce to meet the needs of the workforce plan. * Identify or develop and implement training and education programmes to support development of advanced practice for pharmacy technical staff across Pharmacy Acute Services. * Reconcile conflicting views and differences of professional opinion about service and educational developments where required. * Embed a culture of continuous improvement in all acute care sites that is conducive to learning and development. * Take responsibility for ensuring all training records are held securely and maintained for auditing, maintaining systems and reporting requirements of Pharmacy Services.   **Financial Governance**   * Delegated responsibility for budget and physical assets for the entirety of operational and technical services (excluding aseptic dispensing) across NHSGGC Pharmacy Acute Services * Have management responsibility for their own staffing budget and associated costs (£550k) * Ensure that all budgets are managed within Standing Financial Instructions, are effectively monitored and appropriate corrective action taken to meet financial targets. * Authorise expenditure, such as travel and excess hours, and be accountable for expenditure within an allocated budget. * Review the utilisation of all resources and expenditure to ensure that best value is being delivered within available funds. Develop strategies to achieve efficiency across acute pharmacy and technical operational pharmacy services * Ensure that there are systems in place for the receipt, storage and distribution of pharmaceuticals are in compliance with MHRA Good Distribution Practice legislation and Standing Financial Instructions. * Ensure that there are systems in place all equipment and consumables are procured according to Standing Financial Instructions and are maintained according to manufacturers’ instructions in order to preserve the value of the asset and to ensure process capability. * To act as authorised signatory as per Standing Financial Instructions authorising payments for medicines up to £120,000, replacement and ordering of equipment up to £2,000 * Maintain equipment register for all services within this service area across NHS GG&C and organise replacement cycles for medicines distribution services, obtain quotes and best value for money * Ensure sites comply with legal, professional and current NHSGGC performance requirements such as stock management guidelines, when there are losses identified that learning is shared across NHSGGC to mitigate the risk of reoccurrence.   **Health, Safety and Welfare**   * Ensure that all activities are undertaken with due regard to the health, safety and welfare of staff. * Ensure that all responsibilities defined within Health, Safety and Welfare policies and procedures are understood, implemented and monitored, taking corrective action as required. * Act as the overall Health & Safety control book holder for all pharmacy facilities across all sectors and ensure that Chief Technicians take local leadership of this function. Oversee the development, maintenance and monitoring of standard operating procedures relating to technical practice in all areas of this services ensuring Sector Chiefs/Team Leaders maintain high standards of practice. * To ensure that all pharmacy facilities across all sectors are safe, undertake risk assessments, maintain equipment registers and a rolling programme for replacement of equipment * To advise Estates and Facilities department of any technical problems associated with the delivery of this services across NHS GG&C.   **Information Technology**   * Ensure the effective deployment and ongoing operation of the Pharmacy Stock Management System (CMM) across this service * Ensure smooth running of the system in liaison with The Pharmacy Systems Manager and the IT department. * Provide expert pharmaceutical technical advice to inform future changes in stock management system and co-ordinate the management of pharmacy stock management system implementation changes/requirements.   **Research and Development and Audit**   * Innovation, quality improvement, service development and evaluation are a regular requirement of this role, * Use research, quality improvement and other appropriate methodology to evaluate and develop services as a core component of their duties * Foster a research culture, within pharmacy operational and technical services to ensure the continuous evaluation of services to encourage innovation and to ensure the safe and efficient delivery of services to meet the needs of patients. * Encourage a culture of continuous quality improvement throughout all pharmacy technical and operational services. * To ensure that all research is conducted within a managed system which ensures delivery of research governance standards. * To encourage the development of innovative processes, which can improve the safe and effective use of medicines.   **Professional**   * To build effective relationships to influence and challenge established practice, to support appropriate representation for Pharmacy Technicians and continued development of appropriate practice for Pharmacy Technicians * To keep up to date with relevant literature, developments in practice, government initiatives and directives, and changes in economic, social and governmental environment * To undertake technical duties on a regular basis to ensure competencies/skills are kept up to date, including final accuracy checking of dispensed items, dispensing, and aseptic manipulations and near patient services. * Participate in national pharmacy forums to ensure that the voice of NHSGGC Pharmacy Technician Profession is represented. | | | |
| 7. SYSTEMS EQUIPMENT AND MACHINERY | | | |
| The post-holder will utilise the following resources on a regular basis:   * Electronic clinical systems, e.g., Trak, Clinical Portal, Ward View/ Pharmacy View * Paper based clinical systems, e.g., Medicines Management system paperwork. * Microsoft Office, Internet, e-library and medicines information databases. * Pharmacy stock control system hardware e.g., Ascribe/CMM * Patient information and labelling hardware * PowerPoint and data projection (professional presentations, conferences) * Communication tools including MS Teams, email, telephone, mobile | | | |
| **8. DECISIONS AND JUDGEMENTS** | | | |
| The post holder requires high level influencing skills, negotiating skills and the ability to reconcile conflicting views, in bidding for allocation of resources, both financial and staffing.  **Frequency & nature of supervision**   * The post holder will be accountable, as a member of the Acute Services Senior Management Team to the Lead Pharmacist for Acute Care, for the provision of pharmacy technical and operational services within acute care settings in GG&C, ensuring positive engagement with all key stakeholders. * The post holder will be primarily self-directed working within agreed objectives and has a high degree of independence and autonomy. * Annual Appraisal and Review of Personal Development Plans will be undertaken by the Lead Pharmacist Acute care. * The post holder will work within the established parameters for codes of practice and professional standards.   **Areas of Discretion**   * Prioritisation of workload for self and teams * Interaction with a wide range of multi-disciplinary/ multi agency stakeholders * The management of Chief Technicians and Manager, Clinical Technical Services, Pharmacologistics for all sectors across NHS GG&C including approval of leave, disciplinary, grievance and other staff governance procedures including recruitment of locum staff, PDP, KSF performance management systems. * Line management decisions and prioritisation of daily workload * Ensure all budgets for which acute care pharmacy services are responsible are managed appropriately within Standing Financial Instructions.   **Typical judgements made in course of job**   * The post holder works autonomously within broad professional standards and local policies, initiating own key result areas. * Accountable for own professional actions * Provision of specialist pharmaceutical advice to senior colleagues on medicines, risk management and legal issues. * Implements policies and procedures to guide the work of acute care pharmacy services and ensure their implementation * Promotion of cost effective, safe and rational use of medicines. * Interpretation of financial and clinical information as a routine part of the job. * Daily judgements made in relation to resource allocation, clinical governance, resource planning and skill mix. | | | |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | | | |
| * Forward planning in line with a rapidly changing healthcare environment within finite resources to ensure the future needs of acute care services are identified early and plans developed to meet the challenges of change. * Provide leadership in pharmacy acute care settings with regards to implementation of service redesign, ensuring robust interface with all relevant stakeholders and supporting staff through service change. * Ensuring that medicines are used safely and cost effectively in the delivery of patient care whilst this is delivered within budget and with appropriate high-quality documentation * Monitoring and balancing financial aspects of the budget for pharmacy acute care sites using Standard Financial Instructions and best practice. * Effectively managing any patient or carer complaints * Effectively managing staff using appropriate skills, knowledge and HR Policy framework; dealing with sensitive staff issues, staff performance issues, discipline and grievances. * Working in an increasingly pressured environment and meeting these challenges in a calm manner * Making controlled responses in stressful situations * Concentrating with frequent interruptions which are not predictable or scheduled, reacting and responding to changing priorities on a daily basis. * Maintaining broad technical knowledge of all areas to facilitate informed decision making * Ensuring risks involved in working within technical areas are managed appropriately to protect the health and well-being of all technical staff. | | | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS** | | | |
| * The post holder will represent NHS GG&C Pharmacy Services on local, regional, and national committees and will communicate complex pharmaceutical information for discussion and interpretation. In addition, they will work locally and nationally to develop advanced practice for Pharmacy Technicians where there may be varying views, they will require to be an advocate for their profession where there may be barriers to change. * As part of the post holder’s responsibility to develop advanced practice across NHSGGC and nationally, the post holder will be required to communicate sensitive information where service redesign is required to facilitate this change. The post holder will require influencing and negotiating skills. This will require empathy, sensitivity, and motivation so that all relevant stakeholders are engaged in process. * Communicates service-related information to senior managers, staff, external agencies that requires negotiating, persuasive, and motivational and reassurance skills. There may be a requirement to provide formal presentations and manage and reconcile conflicting views where there are significant barriers to acceptance of changes. * The post holder will be required to demonstrate highly developed interpersonal, motivational, leadership and communication (oral, written and formal presentation) skills to develop robust internal-v-external stakeholder relationships across NHS GG&C and nationally. The post holder will have to interpret complex information which will be shared with non-pharmacy colleagues to enable services to be delivered in a safe and efficient manner.   Examples of internal and external stakeholders with whom the post holder will require to network are: Internal: includes  * Acute Care Pharmacy Senior Management Team * Lead Clinical Pharmacists and other Pharmacy Services staff members & Committees * Business and Performance Review Manager Pharmacy Services * Partnership representatives * Clinical Governance lead and team for GG&C * Sector/ Directorate Senior Management Teams and Directors  External: includes  * Patients and carers * Professional and Regulatory bodies e.g., General Pharmaceutical Council, Medicines and Healthcare products Regulatory Authority * Relevant patient groups e.g., voluntary sector * Educational providers, including NHS Education for Scotland, Universities and Colleges of Further Education, including the School of Pharmacy, University of Strathclyde and Pharmaceutical Sciences in Telford College and West College Scotland * Directors of Pharmacy * National Pharmacy Technician Group Scotland members * National Acute Pharmacy Services Group members   The forms of communication will consist of:   * Oral communication – (in person, telephone, presentations, meetings) * Written communication – (letters, reports, business cases, e-mail, agendas, meeting minutes, training programmes, presentations). | | | |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | | | |
| **Physical and Environmental Demands of the Job**   * Extensive use of IT and keyboard skills. * Needs to sit for extended periods of time * Travel across NHSGGC for site working and attendance at meetings. * Occasional requirement for lifting and handling of equipment and pharmacy supplies.   **Mental and Emotional Demands of the Job**   * The post holder will be required to work under pressure on a regular basis in order to meet deadlines and provide highly specialist pharmaceutical advice. * The post holder will have literacy and numeracy skills. The ability to provide and receive large amounts of highly complex information and the ability to concentrate intensively for long periods. Workloads and demand will be unpredictable and will require re-prioritisation of work throughout the day. * Dealing with the complexities of Human Resource Management responsibilities for a group of staff within a department e.g., grievances and sickness absence issues. * Managing difficult and sensitive problems relating to patients and change management e.g., complaints and medication errors and service redesign. | | | |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | | |
| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | |
| Education/  Qualifications | * Registered Pharmacy Technician with the General Pharmaceutical Council * Master’s degree qualification or equivalent knowledge, training or experience at that level * Management qualification to Diploma level or knowledge, training or experience at that level | * ECDL or equivalent IT qualification | |
| Skills/Abilities | * Excellent communication and people management skills * Managing budget with project management, planning, organising and time management skills * Excellent organisational skills * Ability to work flexibly within the service to meet changing demands * Ability to communicate complex, contentious and sensitive information effectively and often * Influencing and negotiation skills, critical thinking and appraisal skills. * Understanding of principles and practice of hospital pharmacy medicines procurement and stock control, * Detailed knowledge of the UK pharmaceutical market in secondary care. * IT Skills using MS Office or equivalent including use of databases |  | |
| Experience | * Significant post qualification experience in hospital pharmacy, with demonstrable experience in a management role including expert knowledge of legal and ethical frameworks for pharmacy practise * Experience working across professional and organisational boundaries * Experience in managing conflict and complaints * Experience of performance management systems * Experience in redesign and change management and solving managerial and strategical problems effectively * Experience in managing and leading teams in a multi-professional environment * Experience in research and evaluation methodologies * Experience in teamwork and leading teams * Experience in financial management including procurement processes and understanding financial implications on services. |  | |
| Other Requirements | * Evidence of CPD |  | |
| **13. 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:  Line Manager Signature: | | | Date:  Date: |