## JOB DESCRIPTION

**JOB TITLE:** Pharmacy Technician (Rotational) **GENERIC JOB DESCRIPTION:**

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| 1. JOB DETAILS |
| **Job Title**: Pharmacy Technician (Rotational)  **Responsible** **to**: Pharmacy Technician Higher Level  **Department/Service area**: Pharmacy  **Directorate**: Corporate Division, Pharmacy Services |
| 2. JOB PURPOSE |
| To contribute to the day to day running of the department by the allocation of routine tasks to PSW in support of technical activities within the designated sections of Pharmacy Services.  **Pharmacy Technician (Rotational) may** supports areas including dispensing services, supply, stores, clinical trials, preparative services and participating in the ward top-up service to designated wards and departments. Delivering training and supervision of Pharmacy Support Workers, Pre-Registration Pharmacy Technicians and Pre-Registration Pharmacists. |
| **3. ROLE OF DEPARTMENT** |
| The role of NHS Greater Glasgow and Clyde Pharmacy Services is to:   * Ensure that patients derive maximum benefit and minimum harm from their medicines * Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions * Support clinicians in their provision of high quality, effective and efficient pharmaceutical care to individual patients at whatever their point of need in their healthcare journey * Provide prescribers and managers with high quality, timeous information, analysis and advice to assist them to deliver effective prescribing management * Ensure that medicines are purchased, stored, dispensed and prescribed as cost effectively as possible |
| 4. ORGANISATIONAL POSITION |
| Chief Sector Technician  Technical Team Leader  Pharmacy Technician Higher Level  Pharmacy Support Worker Higher Level  Pharmacy Support Worker  Pharmacy Technician  (This post) |
| 5. SCOPE AND RANGE |
| Assist with the supervision of Pharmacy Support Workers. To ensure adherence with departmental standard operating procedures and in-line with NHSGGC policies.   * To respond to requests from for supplies of medicines and support technical tasks to ensure they are provided in a timely manner * To participate in the control of the stock and supply to ensure stock control documentation is completed and stored appropriately * To contribute to the delivery of a quality service * To undertake tasks governed by the pharmacy regulator (GPhC). |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILTIES** |
| * To participate in the management of stock control systems for medicines including stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To dispense/prepare medicines to wards and departments, including high cost items and clinical trials * To undertake the training of Pharmacy Support Workers and Pre-Registration Pharmacy Technicians and Pharmacists. * To check medicine requests as per departmental procedures and ensure appropriate packaging for delivery * To investigate any stock discrepancies found during stock checking systems, and report findings as necessary * To identify and liaise with Pharmacy Technicians Higher Level regarding medicine discrepancies * To follow SOP’s including Unlicensed/Licensed medicines, Clinical Trials, Controlled Drugs, Antibiotic Alert Policy and Non-Formulary medicines ensuring that the necessary paperwork is completed * To participate in the re-call of medicines as per departmental procedures * To accurately input ward requisitions through pharmacy computerised stock control system and produce picking tickets * To undertake the purchasing of medicines and sundries * To participate in the process of returns from wards in line with Standard Operating Procedures, where appropriate * Support the discharge process by ensuring accuracy and dispensing of clinically checked prescriptions * To participate in the checking of kardexes to order missing items and communicate findings effectively * To ensure the daily/weekly/monthly environmental monitoring programme is completed in accordance with departmental Standing Operating Procedures, including fridge/freezer monitoring and recording of air pressures differentials * To comply with current legislation, code of ethics, conduct and practice relevant to Pharmacy and NHSGGC * To communicate effectively within the Department and wider organisation * To undertake and participate in the Boards PDP, KSF process and continual professional development * To demonstrate activities to new members of staff and participate in their induction * To participate in weekend/public holiday working in accordance with local arrangements. * To deal with telephone enquiries as appropriate, gathering information and forwarding to most appropriate member of staff as required * To ensure required equipment is prepared, clean, ready and in good working order for use as per standard operating procedures * To check the assembly of the components for the preparation of medicinal products, ensuring they are of a suitable quality and quantity * Supervise and participate in the over-label/ pre-packing of medicines in line with departmental Standard Operational Procedures * To manage the routine housekeeping procedures for the robotic system where appropriate * To refill emergency kits and forward for checking following department procedures * To undertake reception receipting prescriptions into departmental log, filing of documentation |
| * To issue and log HPB3 Prescriptions pads as per department procedures * To participate in the preparation of aseptic dispensing products * To clean and decontaminate ingredients and consumables, and transfer to clean rooms following the * appropriate procedures * To complete relevant validations regularly * Generate worksheet and labels using validated computer systems * To fill liquid nitrogen containers, where appropriate for GPs and Dermatology services * To ensure that stock/non stock orders for medicines are processed accurately (wholesale and manufacturers) * To undertake the transmission of orders via phone/electronically * To undertake the receipt of goods at delivery point, ensuring stock is fit for purpose, and all documentation is endorsed and stored appropriately/securely * To liaise with suppliers regarding returnable items, damaged goods and queries as required * To act as PDC Service Lead and escalate as required * Manage Vaccine Supply/ Campaigns * To undertake, after training, statutory ward controlled drug checks * To adhere to the formulary management policy * To participate in clinical governance activities, e.g. audit * To maintain effective communication between ward staff and the pharmacy department * To provide patient discharge information to community pharmacies as appropriate * To undertake the routine dispensing and extemporaneous preparation of medicines in accordance with the principles of Good Manufacturing Practice, QA, QC, COSHH, Health & Safety directives, and procedures * To carry out in-process checks on items prepared by others in accordance with local policies * To undertake the pre-packing of medicines following departmental procedures * To complete and maintain mandatory intrathecal training as per current legislation * To update departmental SOP’s/work instructions under the direction of senior technical staff * To participate in clinical trial activities within the area of work, e.g. dispensary & aseptic. * To liaise with the Portfolio Pharmacists and Senior Pharmacy Technicians to ensure a consistent clinical trial service is maintained between all sites in NHS GG&C * To be responsible for ensuring all technical aspects of clinical trials within their remit are managed in accordance with service SOPs including:   + Dispensing clinical trial material to patients on receipt of a valid clinical trial prescription   + Maintenance of accountability records (dispensing, returns etc.)   + Maintenance of clinical trial files and all other computer & written records   + Temperature monitoring   + Expiry date monitoring   + Ordering of clinical trial materials   + Disposal and destruction of clinical trial materials * To liaise with Research Staff where appropriate * To participate in the Pharmacy Clinical Trials Service in accordance with GCP guidelines, The European Directive for Clinical Trials and service standard operating procedures (SOPs) * To maintain documentation and safe systems of work within the area * To carry out environmental monitoring, documentation of it and any remedial actions required as appropriate, in conjunction with the Portfolio Clinical Trials team * To participate in regular audit, collation of documentation and presentation of appropriate workload statistics. |
| 7a. EQUIPMENT AND MACHINERY |
| Responsible for own appropriate use and maintenance of equipment  Equipment used within this job:   * IT equipment, PC/Laptops, Printers, * Automated storage/delivery systems * Fax, scan, Photocopier and telephone * Aseptic equipment including, isolators, clean room clothing, monitoring equipment, laminar airflow cabinet * Balances, mixing and measuring equipment * Lifting equipment (ie pallet trucks) * Moving and handling equipment (ladders/trolleys/barrows) |
| 7b. SYSTEMS |
| Systems used within this job:  * Computerised pharmacy stock control and manual stock control packages, e.g. controlled drug registers – to produce and complete relevant paperwork for pharmacy issues to wards/departments e.g. Ascribe, Trak, PECOS, Chemocare, clinical trial electronic systems * Patient information and labelling programme * E-mail to communicate quickly and effectively on a daily basis * Microsoft Office including Word and Excel to maintain departmental records * Internet/Intranet * Manual records * ARX/Ascribe Interface – (ARiM) |
| 8. DECISIONS AND JUDGEMENTS |
| * The postholder supervises the work of others within defined standing operational procedures and work patterns, and make judgements on the competence of others * Plans own day to day work and the work of others to meet service requirements. * Assess situations referred by other healthcare professionals and appropriate actions. |
| 9. COMMUNICATIONS AND RELATIONSHIPS |
| Communicates factual informationThe postholder will communicate with all members of the healthcare team (internal/external stakeholders)  * The postholder will be expected to communicate with patients and relatives by providing information and may need to overcome barriers e.g. cultural differences or where English is not the first language * The postholder will also support the Department in the induction of new staff and trainees aligned to roles and responsibilities * The postholder will be expected to communicate effectively in a professional and person centred manner while maintaining confidentiality. |

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| 10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| |  |  |  | | --- | --- | --- | | **Physical skills**  Working with computers and keyboards  Manual handling skills  Standard keyboard skills  Dispensing skills | **Physical demands**  Standing for long periods of time  When working in ward area, is required to work at benches not always at appropriate height, using patient medicines lockers and talking to patients at bedside which involves bending and poor posture  Walking to and from wards and pharmacy a number of times daily, moving heavy pharmacy stock items including infusion boxes, ward drug boxes etc  Input of information into Pharmacy Computerised Stock Control system/periods working at VDU  Working at heights. Carrying ladders between up to 8 robots when clearing high shelves during a 12hr shift. (Only if PDC is location)  Cleaning of specialist pieces of equipment i.e. isolators | **Emotional demands**  Exposure to distressing or emotional circumstances, e.g. dealing with pharmaceutical requirements of terminally ill patients  Working to tight deadlines over which the person has no control and is thereby under a degree of pressure  Occasional exposure to verbal aggression by patients at reception and complaints.  Dealing with distressed staff. | | **Mental demands**  High degree of accuracy for picking and supplying of medicines  Continuous interruptions from staff requiring clarification of detail around medication or drugs for patients  Frequent performance of calculations  Frequent long periods at computer – working in a restricted position  Concentration required for input of data into IT systems and assembly of medicines | **Working conditions**  Working within a cleanroom environment – confined /restricted spaces, wearing of protective clothing  Exposure to hazardous materials –cytotoxics  Excessive Heat/Cold departmental temperatures |  | |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Ensure effective training whilst maintaining the standard of service * To supervise staff in line with staff governance procedures * To ensure a safe, timely and efficient distribution of medicines to wards/departments * To work safely in all aspects of pharmacy work adhering to all health and safety procedures, COSHH and other health regulations. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential**   * UK Registered Pharmacy Technician (General Pharmaceutical Council – Reg.Pharm.Tec.)  Completed current GPhC approved competency and knowledge based qualifications e.g. S/NVQ Pharmacy Level 3 and NC Pharmaceutical Sciences and a qualifying period of work experience.  * Good IT Skills including MS Office Word and Excel * Ability to communicate in clear spoken English and effective written and verbal communication * A commitment to participate in ongoing relevant training and Continual Professional Development (CPD) * Experience of interacting with people in a variety of situations * Ability to organise daily tasks using own initiative * Ability to work to set procedures * Stock management experience * Ability to work as part of a team |
| **Desirable**   * A commitment to achieving an accredited accuracy checking qualification * Experience of supervising/training/mentoring staff |