**JOB DESCRIPTION**

|  |
| --- |
| 1. **JOB IDENTIFICATION**
 |
|  Job Title: Senior Clinical Pharmacy Technician Responsible to: Specialist/ Lead Clinical Pharmacy TechnicianDepartment(s): Pharmacy ServiceDirectorate: Pharmacy & MedicinesOperating Division: CorporateJob Reference: No of Job Holders: Last Update: December 2021 |

|  |
| --- |
| **2. JOB PURPOSE** |
| The post holder:* Supports the Specialist/ Lead Clinical Pharmacy Technician and Senior Pharmacists in the strategic and operational planning of technical ward based services.
* Supports the Senior Pharmacist of the relevant speciality in the provision of high quality pharmaceutical care to patients.
* Works as part of the clinical pharmacy team using specialist knowledge and skills to identify patients pharmaceutical care needs and any discrepancies in medication histories and provide advice to patients, carers and the multidisciplinary team on the appropriate use of medicines.
* Contributes to processes within a responsive service which maximise benefit, minimise risk to patients from their medicines, and ensure the smooth transition between primary and secondary care.
* Is a role model for pharmacy technicians, pharmacy assistants and other members of the multidisciplinary team whilst providing a consistently high quality pharmaceutical service, which enhances patient care.
 |

|  |
| --- |
| **3. DIMENSIONS** |
| The NHS Fife Pharmacy and Medicines Directorate serves a population of approximately 380,000 people, and is provided by an integrated team of around 300 Pharmacy staff, including Pharmacists, Pharmacy Technicians, Support Workers, Nurses, and Administrators. The team work across Acute and Community hospital sites, General Practices, Mental Health services, and a range of specialist teams. Partnership working is at the core of our values, and we work closely with other members of the multi-disciplinary team, including our Community Pharmacy colleagues, to deliver the highest quality care for everyone in Fife.   |

|  |
| --- |
| **4. ORGANISATIONAL POSITION** |
| **5. ROLE OF DEPARTMENT** |
| The NHS Fife Pharmacy and Medicines Directorate aims to provide the highest quality pharmaceutical care to the people of Fife. The integrated team provide person-focussed pharmaceutical care to individuals, and supply medicines through systems that ensure safe, effective and economical use. We strive to ensure that patients derive maximum benefit and minimum harm from their medicines, throughout their healthcare journey. We work in partnership with our clinical colleagues, providing high quality care, timely information and advice to deliver safe and secure use of medicines. By integrating our team across NHS and HSCP services in Fife, we ensure that medicines are purchased, stored, dispensed and prescribed to the highest standards in every care setting. |
| **6. KEY RESULT AREAS** |
|  Clinical Responsibilities (80%)* Works as part of a pharmacy ward based clinical team by participating in patient screening at the bedside, initiating pharmaceutical care plans, confirming accurate drug histories by liaising with GP’s, community pharmacists, nursing home staff and carers. Documents and refers findings as necessary, appropriate patient counselling and dose calculations.
* Interpret and manage medical and pharmaceutical information, using a range of information sources including, for example, laboratory results and medical and nursing notes.
* Actively participate in the discharge planning process to facilitate continuity of pharmaceutical care and communicate potential supply problems or pharmaceutical care requirements to community pharmacists as appropriate.
* Encourages compliance/concordance by providing specialist advice to patients, carers and staff on the appropriate use of medications including side effects/doses and duration of treatment supported by patient information leaflets.
* Contributes to the development of the ward based technical service to ensure delivery of a safe, efficient service with economic use of resources whilst adhering to local and departmental policies and procedures, current pharmaceutical standards and national legislation.
* Liaise with nursing and medical staff with regards to prescriptions (e.g. missing details and incorrectly prescribed dosages) or stock shortages.
* Provide appropriate advice and training to medical and nursing staff.
* Perform the duties of a pharmacy dispensing checking technician.
* Maintain stock lists in clinical areas and ensure relevant stock management systems and procedures are in place to minimise stock holding and wastage. Will investigate stock discrepancies and encourage the secure storage of medicines.
* Provide a ward based medicines discharge service to ensure the timely discharge of patients from admissions.

Management and Supervision (10%)* Daily supervision of pharmacy technicians within area of responsibility to ensure ward based technical activities are delivered and coordinated. May also be required to supervise the work of pre-registration trainee pharmacy technicians and pre registration pharmacists.
* Line manager responsibilities for rotational pharmacy technicians and pre-registration trainee pharmacy technicians.
* Assist in the selection and recruitment of pharmacy technicians and pre-registration trainee pharmacy technicians as appropriate.
* Ensure work practices are regularly reviewed, audited and updated.
* Write, revise or approve SOPs and other documentation as appropriate for areas of responsibility.
* Manage, analyse and inform direct line manager of any problems, issues or deficiencies within area of responsibility.
* Support quality improvement of service delivery through audit and the use of improvement methodology.
* Responsible for the regular production of reports of clinical service activity, audit and financial information relating to drugs supplied.
* Participate in in-service education and training of technicians, student technicians, pre-registration pharmacists and pharmacy assistants to keep them updated with changes to practice and legislation.

General (10%)* Maintain a practitioner role in all aspects of aseptic dispensing, storage and distribution and non-sterile dispensing, including controlled drugs.
* Undertake final accuracy check of prescriptions.
* Complete relevant validation and competency processes to allow participation in all relevant duties.
* Participate in continuing education in order to maintain and develop competencies including attending courses, conferences and in-service training programmes.
* Answer enquiries from a wide range of staff groups, patients and carers either in pharmacy or on the ward and refer queries to the appropriate member of the pharmacy team as necessary.
* To accurately enter patients details onto pharmacy computer system to maintain patient record and to generate labels for prescribed medications.
* Be aware of infection control precautions.
* Participate in departmental rotas to support 7-day service provision.
 |

|  |
| --- |
| **7a. EQUIPMENT AND MACHINERY** |
| * Use of needles and syringes to reconstitute and measure accurately doses of aseptically prepared medicines.
* Use of scales, syringes and measures to accurately establish the weight or volume of ingredients of extemporaneously prepared medicines.
* Use of isolators (cabinet used to protect the operator from hazardous chemicals and to protect the product from contamination) for the preparation of aseptic or extemporaneously prepared products.
* IT equipment – internet access to medicine information resources, Microsoft office for e-mail, word processing, spreadsheets (management and financial information), PowerPoint (educational presentations, peer review, CPD), internet search engines.
* Photocopier and fax.
* Pneumatic Tube System.
 |
|  |
| **7b. SYSTEMS** |
| * Pharmacy computer system, temperature monitoring systems and patient information system.
* Microsoft office applications and able to use Email and Internet.
* Yellow card scheme for reporting adverse drug reactions.
* An appreciation of the importance of documentation procedure, and stock control records and adhere to standard operating procedures laid down within the department.
* Clinical systems such as biochemistry, haematology, the Emergency Care Summary and Clinical Portal.
* Datix risk management system for submitting and reviewing medication incidents.
 |

|  |
| --- |
| **8. ASSIGNMENT AND REVIEW OF WORK** |
| * The post holder is responsible to the Specialist/ Lead Clinical Pharmacy Technician. Works independently using own initiative within strategic and policy guidelines established by the pharmacy service and towards objectives agreed on an annual basis with the Specialist/Lead Clinical Pharmacy Technician.
* Accountable for own professional actions as a registered professional Pharmacy Technician.
* The post holder functions autonomously within their defined level of responsibility and is responsible for effective use of their own time and prioritisation of daily workload.
* Turas review will be carried out annually by the Specialist/ Lead Clinical Pharmacy Technician.
 |

|  |
| --- |
| **9. DECISIONS AND JUDGEMENTS** |
| * Resources and time constraints require the post holder to evaluate and prioritise tasks.
* May be required to adjust and prioritise workload according to the needs of the service.
* Establish the training needs of self and other members of pharmacy staff.
* During absence of the Senior Pharmacist or other team members may need to make decisions and use judgement in areas out with their area of work.
 |

|  |
| --- |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * To work independently and manage workload effectively and to maintain an accurate and efficient quality service in a high pressure and stressful environment with a large throughput of patients on a daily basis including terminally ill, alcohol dependents, intravenous drug users and elderly patients under the pressures of time management and frequent interruptions.
* To develop and maintain effective relationships, working in partnership with others to enable delivery of a high quality patient focused pharmaceutical service.
 |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * To communicate with patients, who may also have communication or cognitive impairments, mental illness or challenging behaviour which require tact, persuasion, empathy and motivational skills to maximise patient compliance/concordance with medicines.
* To develop and maintain good communication links with pharmacy, nursing, medical and other professional and other care providers within NHS Fife.
* Regularly deliver presentations to pharmacy and other groups of staff
* Able to discuss order or prescription anomalies with nursing staff and medical staff of all levels. Sometimes of a complex and sensitive nature which may also require use of persuasion skills.
* Communicate with various levels of professional staff when participating in meetings with staff from other departments and organisations.
* Use persuasion and negotiation skills when managing conflict, difficult situations, when implementing change and when attending meetings.
* Communicate with pharmacy staff from other Health Board areas regarding service provision
 |

|  |
| --- |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills*** General keyboard skills.
* Manipulation of needles and syringes with speed and accuracy to prepare pharmaceutical products over prolonged periods daily.
* Able to work in a restricted space within a pharmaceutical isolator.

**Physical** **Effort*** Standing /sitting for substantial amounts of working time.
* Lifting bags / boxes of pharmaceutical supplies, files, documents weighing 2 – 5kg daily.

**Mental Effort*** High level of concentration required when reviewing case notes, SOPs, producing reports, checking inpatient medicine chart, during training sessions.
* High level of concentration required when dispensing or checking prescriptions whilst coping with frequent interruptions.
* Concentration required when doing repetitive tasks which requires speed and accuracy.
* Interrupted often by telephone and by staff regarding issues that need urgent attention.

**Emotional Demands*** Contact with terminally ill patients and patients who may be emotionally disturbed several times per week.
* Exposure to physical/verbal aggression.

**Environmental*** Handle cytotoxic medicines
* Exposed to unpleasant odours (e.g. in ward areas and from aseptic suite).
* Long periods sitting in a restricted position at a VDU.
 |

|  |
| --- |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential*** Qualified Pharmacy Technician registered with the General Pharmaceutical Council.
* National Certificate in Pharmaceutical Science (or equivalent).
* N/SVQ L3 in Pharmacy Services (or equivalent)
* Accuracy Checking Technician Qualification (DCT)
* Post-registration experience working in a clinical environment.
* Ability to prioritise activities and organise daily tasks using own initiative, working with minimal direction from line manager.
* Experience supervising/managing staff.

**Desirable*** A1 assessor qualification (or equivalent) or be willing to work towards.
* PDA in the Assessment and Supply of Individual Patients Medicines (or equivalent experience).
* HNC pharmacy services; other management qualification or be willing to work towards.
* Experience of developing and delivering service change.
 |
| **14. 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: Head of Department Signature: | Date:Date: |