#### **JOB DESCRIPTION**

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|  JOB IDENTIFICATION |
|  **Job Title**: Specialist Clinical Pharmacy Technician**Responsible to**: Lead Clinical Pharmacy Technician**Department(s)**: Acute Pharmacy Service**Directorate**: Pharmacy & Medicines **Operating Division**: Corporate**Band**: 6 **Job Reference**:**No of Post Holders**: **Last Update**: August 2024 |

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| 2. JOB PURPOSE |
| The post holder leads and is responsible for developing the acute clinical technical service, and delivering the strategic vision with the Lead Clinical Pharmacy Technician and Lead Clinical Pharmacist.The post holder is responsible for the line management and co-ordination of the clinical technical resources ensuring service provision to acute receiving areas and in-patient beds. The post holder determines clinical technical activity in response to hospital needs and to support clinical pharmacist activity.The post holder is responsible for the management, development and performance of clinical pharmacy technicians.The post holder works collaboratively with the Senior Clinical Pharmacists and the Lead Clinical Pharmacist.The post holder will contribute 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 boundaries.The post holder will represent NHS Fife Pharmacy on appropriate regional and national working groups. |

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| **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.   |

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| 4. ORGANISATIONAL POSITION |
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| 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. |
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| 6. KEY RESULT AREAS |
| **Management*** The post holder will manage a team of clinical and rotational pharmacy technicians and other pharmacy staff working within clinical technical services, ensuring the 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.
* The post holder will ensure that clinical pharmacy technicians use their specialist knowledge to assist pharmacists in all appropriate activities.
* Responsible for the recruitment and selection of staff to maintain staffing levels in accordance with agreed skill mix and capacity plan.
* Maintains current knowledge and practice of Human Resources (HR) Policies e.g. sickness absence, grievance and discipline procedures, maternity leave etc.
* Responsible for the provision of work based/in house training and assessment for staff to assure staff are competent in their role, to identify training needs of staff through performance development review (PDR) and personal development plan (PDP).
* Undertake the role of a work based assessor for the SVQ Level 2, 3 and Professional Development awards.
* Ensures that all staff has read, understood and work within agreed SOPs in order to provide a consistent, efficient and effective service.
* Review and authorise standard operating procedures (some that may impact outwith own area) and ensure effective implementation
* Participates in internal and external audit and review by working with the teams to plan and implement recommendations.
* Responsible for the development, maintenance and monitoring of quality systems in the clinical technical service to achieve continuous, incremental improvement in service quality.
* Responsible for the collation and reporting of monthly activity and performance indicator data in order to monitor performance, and workload. The post holder will analyse and implement any necessary changes in practice identified as a result.
* Investigate and respond to incidents or complaints relating to clinical technical services and ensure appropriate actions taken to prevent re-occurence
* Deputise for the Lead Clinical Pharmacy Technician and/or Lead Clinical Pharmacist at relevant meetings.

Clinical Responsibilities* Works as part of a pharmacy clinical team by participating in patient focused activities e.g. initiating pharmaceutical care plans, confirming accurate drug histories.
* 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 medicines .
* Leads and develops the clinical 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.
* Responsible for ensuring pharmaceutical stock lists in clinical areas are reflective of the needs of the area in conjunction with the clinical pharmacist.

Offers expert advice to clinical teams on the safe and secure storage of medicines. * Participates in the department rota for accuracy checking in dispensary and over-labelling.

This job description is intended as an outline of the general areas of activity and will be amended in the light of changing needs of the organisation. To be reviewed in conjunction with the post holder. |

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| 7a. EQUIPMENT AND MACHINERY |
| * Use of office equipment including telephone, computer, printers, and photocopier.
* Use of Pneumatic Tube System.

The post holder must be able to resolve any problems with equipment. |

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| **7b. SYSTEMS** |
| The post holder should have advanced skills/knowledge:* Pharmacy computer system, temperature monitoring system and patient information system.
* Microsoft office applications use.g Email, Excel, Intranet
* Yellow card scheme for monitoring adverse drug reactions.
* Clinical systems such as biochemistry, haematology, the Emergency Care Summary and Clinical Portal
* Datix risk management system for submitting and reviewing medication incidents.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works independently and sets the strategic vision in accordance with policy guidelines established by the pharmacy service and towards objectives agreed on an annual basis with the Lead Clinical Pharmacy Technician.Accountable for own professional actions as a registered Pharmacy Technician.The post holder line manages the clinical technical team.The post holder functions autonomously within their defined level of responsibility and is responsible for effective use of their own time and that of their team to ensure that the daily workload is achieved. PDR will be carried out by the Lead Clinical Pharmacy Technician. The post holder will be required to participate in departmental rotas to support 7-day service provision. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder is expected to act decisively and autonomously in their

professional capacity, being accountable for their actions whilst managing the service and their team.* The post holder will work in accordance with Board Policies and make decisions

where discretion is required e.g. Disciplinary, Sickness and Absence* The post holder ensures work practices are regularly reviewed, audited, updated and

implements changes ensuring where the changes affects other areas all stakeholdersare included in the planning and implementation.* During absence of the Lead Clinical Pharmacy Technician/Lead Clinical Pharmacist

 or other team members may need to make decisions and use judgement in areas out with their area of work. Is expected to use their own initiative to make professional decisions |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE POST |
| * To work independently and manage workload for the clinical technical team 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 dependants, 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 high quality patient focused pharmaceutical service.
* Line management of staff whilst maintaining own performance, task and duties.
* Providing performance feedback to other members of staff in a sensitive and constructive manner.
* Working in an increasingly pressured environment and meeting challenges in a calm, professional manner.
* To develop and improve efficiency of these services within a cost-controlled environment.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will demonstrate an ability to communicate complex information to multiple stakeholders in a variety of formats (oral, written, formal presentation). The post holder will be required to inform, motivate and develop their team.* 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 develop and maintain good communication links with pharmacy, nursing, medical and other professional and other care providers within NHS Fife.
* Communicate with various levels of professional staff when participating in meetings with staff from other departments and organisations.
* Regularly deliver presentations to pharmacy and other groups of staff.
* Use persuasion and negotiation skills when managing conflict, difficult situations, when implementing change and when attending meetings.
* Discuss order or prescription anomalies with nursing staff and medical staff of all levels. Sometimes of a complex nature which may also require use of persuasion skills.
* Communicate with other pharmacy professionals across NHS Scotland regarding service development or regional/national initiatives
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE POST** |
| **Physical Skills*** Have general keyboard skills with a high level of accuracy.

**Physical Effort*** Standing/sitting for substantial amount of working time.
* Standing/walking for substantial amount of working time.

**Mental*** 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.
* Interrupted often by telephone and by staff regarding issues that need urgent attention.
	+ Frequent short notice disruption to work schedules; requiring rapid decision making.

**Emotional** * Emotional effort required for dealing with staff grievances and discipline.
* 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
* Exposure to unpleasant odours (e.g. in ward areas)
* Long periods sitting in a restricted position at a VDU.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Qualifications:** * NC in Pharmaceutical Science or equivalent
* S/NVQ Level 3 in Pharmacy Services
* BTEC Pharmacy Clinical Services Professional Diploma or equivalent (or willingness to work towards)
* SVQ in Management at SCQF Level 9 (or willingness to work towards)
* Pharmacy Technician Accuracy Checking Qualification
* PDA in the Assessment and Supply of Individual Patients medicine or equivalent experience
* L and D 9 Work based Assessor Certificate or equivalent (or willingness to work towards)

**Knowledge & Experience:*** Extensive post registration experience in hospital pharmacy
* Significant experience working within a hospital clinical pharmacy service
* Knowledge of quality improvement methodology and experience of applying to practice
* Experience managing staff and leading a team

**Professional:*** Registered with the General Pharmaceutical Council (GPhC)
* Maintain a CPD portfolio.
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each post holder to whom the job description applies. Post Holder’s Signature: Head of Department Signature: | Date:Date: |