## JOB DESCRIPTION

**JOB TITLE:** Pharmacy Technician Higher Level (Permanent) **GENERIC JOB DESCRIPTION:**

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| 1. JOB DETAILS |
| **Job Title**: Pharmacy Technician Higher Level**Responsible** **to**: Lead Clinical Pharmacist (Cancer Care or Stem Cell Transplant)**Department/Service area**: Pharmacy **Directorate**: Corporate Division, Pharmacy Services |
| 2. JOB PURPOSE  |
| * To work as part of the ward based clinical pharmacy team to provide a pharmaceutical care service to patients including; medicines reconciliation, discharge planning and education in the relevant speciality. In doing this, the post holder will comply with relevant standards, guidelines and procedures.
* To provide a multi-professional approach to pharmacy and policy issues and ensure that patients derive maximum benefit and minimum harm from their medicines.
* To ensure a smooth patient transition between primary and secondary care boundaries.
* To work autonomously within defined levels of responsibility to organise and prioritise time effectively to meet both the needs of the patient and the department.
* See addendum re cancer specific job purpose
* These are new posts and post holder will develop role moving forwards in partnership with the multidisciplinary clinical team
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| **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
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| 4. ORGANISATIONAL POSITION  |
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| 5. SCOPE AND RANGE |
| * The post will mainly be based within the ward environment but time may also be spent in the pharmacy department, providing the full range of pharmaceutical services.
* To participate fully in the clinical technician role and provide a ward based pharmaceutical service to individual patients attending, or admitted to, the ward.
* The post holder works as part of the multidisciplinary team and must communicate effectively to ensure continuity and the appropriate use of patient’s medicines.
* To contribute to the delivery of a quality service promoting safe, effective and economic use of medicines.
* To undertake tasks governed by the pharmacy regulator (GPhC).
* To complete medicines reconciliation and discharge planning/education of patients treated within speciality.
* To encourage compliance and concordance by providing advice to patients/carer on the appropriate use of their medicines including, but not limited to, side effects, dose and duration of treatment supported by patient information leaflets where appropriate.
* To retain professional and personal support/expertise from wider technical services.
* To be able to work independently during daily activities whilst following documented departmental/regional/national policies and standard operating procedures.

*For further information on job specific roles and responsibilities, please see Addendum.*  |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILTIES**  |
| * To co-ordinate 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 the wider Pharmacy teams
* To investigate and action as appropriate any stock discrepancies found during stock checking systems, and report findings as necessary
* To identify and liaise with Pharmacy Technician Specialist/Team Lead regarding high cost medicine discrepancies
* To co-ordinate the re-call of medicines as per departmental procedures
* 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 the training of new members of staff
* To participate in weekend/public holiday working in accordance with local arrangements.
* 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 be an expert user for the robotic system where appropriate
* To complete all statistical and audit information
* To prepare products in preparative services
* To complete the transfer process in line with SOP
* To complete relevant validations regularly
* Generate worksheet and labels using validated computer systems
* To perform a transcription and formula Check of worksheet and labels
* To fill liquid nitrogen containers, where appropriate for GPs and Dermatology services
* To act as PDC Service Lead and escalate as required
* Manage Vaccine Supply/ Campaigns
* To provide patient education on an agreed range of medicines
* To undertake, after training, accurate individual medication histories after completion of appropriate training
* To undertake, after training, statutory ward controlled drug checks
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| * 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 standard operating procedures
* To carry out in-process checks on items prepared by others in accordance with local policies
* 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 Lead Pharmacy Technician 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.
* Under take a final accuracy check on a range of prescriptions dispensed and assembled items by others
* Assist the Multi-disciplinary Clinical Team deliver patient care outpatient/outreach clinics
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| 7a. EQUIPMENT AND MACHINERY  |
| Responsible for own appropriate use and maintenance of equipmentEquipment 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)
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| 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. Trak, PECOS, Chemocare, Pharmacy Stock Management, Clinical Portal, Ward View
* 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
* QPulse (specific for BMT)
* Yellow Card Scheme for reported ADRs
* Portals for ordering and/or tracking medication e.g., Clinigen, Novartis CellChain
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| 8. DECISIONS AND JUDGEMENTS |
| * The post holder undertakes the final accuracy check on dispensed prescriptions, supervises others, and makes decisions on the performance of others.
* The post holder works within professional standards and local procedures and uses experience and professional knowledge to make decisions for self and other as required. Uses own judgement, within limitations on when to refer to senior members of staff.
* Day to day workload is based on demand from department customers and is regularly prioritised by the postholder through the day

The postholder and a designated senior member of staff will meet annually to conduct a development review in line with the KSF outline, to produce a Personal Development Plan. |
| 9. COMMUNICATIONS AND RELATIONSHIPS  |
| Communicates factual informationProvides and receives routine information to patients, carers and customers requiring tact and persuasive skills – example; medication information ensuring patient respect and confidentiality is maintained.Must communicate sensitively during the accuracy checking and training of other staff, if required to highlight and address performance issues.The postholder will be expected to communicate verbally with all grades of pharmacy, nursing, clerical, work based assessors, educational staff, tutors, colleges, estates and portering staff, patients and other visitors to the department, and report back to line managers as appropriate.* Communications effectively in a manner keeping with the professional operation of the department.
* The postholder will be expected to communicate with ward staff to support the resolution of ward supply issues and in relation to dispensed/manufactured medicines
* 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, and deal with patients’ frustrations due to e.g. time delays
* . The postholder will also support the Department in the induction of new staff and trainees aligned to roles and

 responsibilities, and supervises pharmacy support workers and trainee pharmacy technicians• The postholder will undertake sickness absence reviews and personal development planning |

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| 10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
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| **Physical skills**Working with computers and keyboardsManual handling skills Standard keyboard skillsDispensing 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 postureWalking to and from wards and pharmacy a number of times daily, moving heavy pharmacy stock items including infusion boxes, ward drug boxes etcInput of information into Pharmacy Computerised Stock Control system/periods working at VDUWorking 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 patientsWorking 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 medicinesContinuous interruptions from staff requiring clarification of detail around medication or drugs for patientsFrequent performance of calculations Frequent long periods at computer – working in a restricted positionConcentration 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 clothingExposure to hazardous materials –cytotoxicsExcessive Heat/Cold departmental temperatures |  |

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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Supervision and training of staff whilst maintaining own performance, task and duties
* Provide performance feedback to other members of staff in a sensitive and constructive manner
* Ensuring that the delivery of medicines to individual patients is safe, effective and efficient
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  |
| **Essential*** UK Registered Pharmacy Technician (General Pharmaceutical Council.)

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. * Recognised/Accredited Final Accuracy Checking Qualification
* Experience of supervising/training/mentoring staff
* 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
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| **Desirable*** HNC pharmacy services (or equivalent)
* A1 assessor qualification (or equivalent)
* Professional Development Award
* Demonstrate Leadership and Managerial Roles
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| **Addendum to generic job description: Clinical Pharmacy Technician**  |
| **Job Title: Clinical Pharmacy Technician Specialist Cancer Services** **– either based at the Beatson West of Scotland Cancer Centre or Ward 4B QEUH** |
| Detail of additional responsibilities, beyond those outlined in the generic job description:* Support the cancer care clinical pharmacy team by promoting the safe, effective and economic use of medicines
* Participate in ward discharge planning process
* Support the multi-disciplinary management of patients within this speciality
* Liaise with other pharmacy staff to ensure communication or and transfer of pharmaceutical care on an individual patient basis
* Provide education and training to patients and the wider healthcare team on medication management including oral SACT and supportive medicines
* Contribute to developing initiatives to improve the cost-effective use of medicines within speciality
* Contribute to audit and research projects within clinical pharmacy team
* Work towards completing relevant training packs/programmes for speciality
* Maintain professional and peer support with wider technical services by retaining one session a week in on-site dispensary, including practicing as an ACT
* Adherence to relevant technical development framework
* Collaborative working with clinical trials pharmacy teams where applicable; awareness and competence in Good Clinical Practice (GCP)
* Participation in EAMS/compassionate use schemes – appropriate documentation and record keeping to comply with requirements and ensure drug availability for patients
* Collaborative working with Stem Cell Lab including pharmaceutical oversight of Advanced Therapy Medicinal Products (ATMPS) and input into /checking designated chain of custody documents for ATMP patient specific medicines (QEUH based post)
* Input into and maintenance of pharmacy databases for transplant and ATMP patients information (QEUH based post)
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