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| **1. JOB IDENTIFICATION** | | |
| **Job Title:** Pharmacy Technician Specialist  **Responsible to:** Accountable Pharmacist  **Department:** Pharmacy  **Directorate:** Corporate Division, Pharmacy Services | | |
| **2. JOB PURPOSE** | | |
| * The post holder will be responsible for the operational management of the production team, Production Senior Technician and Operational Technicians in the manufacture of prepared medicinal products, ensuring that the unit meets Good Manufacturing Practice (GMP) and requirements of, Health and Safety at Work, Control of Substances Hazardous to Health (COSHH) and Human Medicines Regulations 2012. * The post holder will be responsible for the planning, co-ordination, management and assessment of functions within the specialist area to ensure work is timely, accurate and appropriate, and to ensure all products supplied to patients are of the highest quality and fit for their intended use. * The post holder will manage allocated staff, and plan service delivery and development for the specialist area * To undertake final accuracy check on prescriptions dispensed by others, and act as a mentor to others undergoing the training * To undertake the training and assessment of others against competency standards * The post holder will monitor process, product, and performance of all equipment in the clean room, carrying out investigations to assess the quality, effectiveness and economy of aseptic services, and plan and implement any changes to the service as a result, * The post holder will contribute to the maintenance of the Pharmaceutical Quality System, specifically in terms of staff and environmental contamination monitoring, and will be overall responsible for the security and safe handling of all raw materials and products, including drugs and hazardous materials, during production. | | |
| **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 (function of department)** | | |
| The role of NHS Greater Glasgow and Clyde PPSU 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   The Aseptic Facility at RHC has its organisational base in Acute Services and covers the entire NHS GG&C Health Board including; CHCPs, Mental Health Partnership and Health Improvement Network.  RHC Workload:   * 42,000 Aseptically Prepared Items per annum * 10,000 Manufactured Specials items per annum * 40 Members of staff | | |
| **5. SCOPE AND RANGE (for service and role)** | | |
| The Acute Pharmacy Service provides services to patients in secondary care centres throughout Greater Glasgow & Clyde. Services include dispensing, aseptic dispensing, clinical pharmacy, procurement and distribution, medicines management and quality assurance.    Acute Pharmacy Services dispenses over 243 000 prescription items including 87 500 Controlled Drug items per annum.   The service has approximately 500 WTE staff. | | |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** | | |
| **QUALITY STANDARDS**   * To ensure that the appropriate documentation and records systems are maintained to comply with licence requirements (Medicines and Healthcare products Regulatory Agency - MHRA) * Ensure all internal and externally detected errors are investigated, resolved, lessons learnt and systems amended to safeguard patients/staff/board. All incidents and outcomes must be documented in accordance with departmental procedures and any system amendments communicated to all staff. * To liaise with Quality Assurance staff to discuss quality control and assurance issues in relation to current service and developments * To ensure work practices are regularly reviewed, audited and updated, and continually monitor and assess the competence of staff in the area * To organise the development, maintenance and monitoring of standard operating procedures for the area * To organise the development, maintenance, and monitoring of Control of Substances Hazardous to Health (COSHH) assessments for products handled in the area * To ensure all staff under his/her control adhere to agreed local policies and procedures on the storage, preparation, supply and distribution of medicines and comply with legal aspects of handling medicines * To maintain and develop documentation and safe systems of work within the area * To ensure external contractors, estates staff and visitors are aware of, and comply with appropriate procedures to protect the integrity of the environment and activity * To participate in regular audit of the service including health and safety assessments * To ensure the collection, documentation and presentation of appropriate workload statistics * To monitor efficiency of the service with regards to quality * To provide feedback and information to the Accountable Pharmacist to allow service provision and staff competencies to be monitored * To ensure maintenance and repair of any equipment within the area  EDUCATION AND TRAINING  * To function as a workplace assessor and make judgements on the competency of staff * To undertake the PDP review of relevant staff * To act as a mentor to others undergoing training within the specialist area * To delegate the supervision and training of junior staff to other staff as appropriate * Participate in continuing education in order to maintain and develop competencies e.g. attending courses and in service training * To plan and deliver training programmes for members of staff working within specialist areas. * To be a mentor or coach to appropriate pharmacy staff * To identify and prioritise learning and development opportunities for other staff in the specialist areas.   **SERVICE MAINTENANCE AND DEVELOPMENT**   * To plan the provision of the service by utilising resources appropriately within specialist areas * To identify opportunities for innovation, and plan, manage and develop the specialist service to make best use of skills, reflect best practice, and seek continuous improvement. * To ensure that all staff are working to agreed Standard Operating Procedures on the storage, preparation and supply of medicines and comply with legal aspects of the handling of medicines. * To ensuring the maintenance, repair and validation of any equipment and procedures within specialist areas. * To ensure systems are in place to allow the service to meet the principles of COSHH, H&S Directive and legislation e.g. Human Medicines Regulations 2012. * To ensure work practices are regularly reviewed, audited, updated. Implement changes ensuring all stakeholder are included in the planning of the implementation.   **HUMAN RESOURCE MANAGEMENT**   * To undertake human resource management responsibilities for the specialist area including chairing recruitment and selection processes, sickness absence management, dealing with complaints and grievance, reviewing skill mix and roles and responsibilities of staff within remit in order to develop the service. * To ensure the appropriate and equal application of all HR policies and procedures * To continually monitor and assess the competence of staff in the specialist area and actively manage any performance issues.   **GENERAL DUTIES**   * To maintain broad technical skills and understanding of working practices. * To attend and organise and lead meetings, where appropriate * In liaison with other pharmacy staff to devise a contingency plan to maintain service cover during periods of absence, weekend, unforeseen and emergency events * Maintain a broad understanding and skills for other areas of pharmacy * To comply with current legislation, code of ethics, conduct and practice relevant to pharmacy * To communicate effectively within the department * To adhere to local board policies and procedures, including Health & Safety at Work and COSHH regulations * To participate in weekend, working, public holiday, early opening/late closing rotas as appropriate to the department. * To work at other GG&C Preparative Services sites as required by service demands and pressures including major incidents * To participate in the boards PDP process * To demonstrate activities to new members of staff and participate in the induction * To undertake any in service training within the Pharmacy Department * To participate in weekend/public holiday working. * To participate in all stock management systems * To package medication to be posted out to patients. * To dispose of empty containers and waste in accordance with department procedures * To undertake filing/administrative duties as appropriate and undertake photocopying complying with Quality Assurance standards * To deal with telephone enquiries as appropriate, gathering information and forwarding to another member of staff as required   **DISPENSING SERVICE**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To participate, organise and manage all staff in the provision of the following services: * In-patient dispensing * Out-patient dispensing * Compliance Aid dispensing * Controlled drug dispensing * Clinical Trial dispensing * Clinic dispensing * Patient/carer counselling * Nebuliser service * Home oxygen therapy * To provide appropriate advice and training to medical/nursing staff, patients and carers on relevant aspects of:   + In-patient dispensing   + Out-patient dispensing   + Use and care of compliance aids   + Home nebulisation   + Home oxygen therapy * To be responsible for the stock control systems for medicines within dispensary including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To be responsible for investigating stock discrepancies and authorising the write on/write off of any stock following if no explanation for the discrepancy can be found. The financial implications of write on/write off of any stock must be recorded, submitted centrally and will form part of a regular review of systems and processes undertaken by finance and external audit services. * To final check emergency boxes following department procedures * To access records for patients on anti-schizophrenic treatment to review blood results and ensure that dispensing process can be commenced and that clinical information on the patient is available to the pharmacist performing checks. * To cover routine duties within the area as necessary   **ASEPTIC SERVICES**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To undertake the final accuracy check of prescriptions that have been dispensed by others * To participate, organise and manage all staff in the provision of the following services: * Preparation of parenteral nutrition (adult, paediatric, neonatal) * Preparation of intravenous additives * Preparation of infusions * Preparation of hydration therapy * Preparation of chemotherapy * Preparation of clinical trials * Preparation of eye drops and other dosage forms * To liaise with Quality Assurance staff to discuss actions to be taken in the event of results being out with specifications * To provide information to ward staff on stability and duration of infusions for aseptic products * To oversee the updating and maintenance of Centralised Intravenous Additive Service (CIVAs), Parenteral Nutrition (PN), chemotherapy and neonatal CIVAS/PN monographs * To be responsible for maintaining an routine sterility testing of aseptic and other products as appropriate * To be responsible for the stock control systems for medicines within aseptic including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To be responsible for investigating stock discrepancies and authorising the write on/write off of any stock following if no explanation for the discrepancy can be found. The financial implications of write on/write off of any stock must be recorded, submitted centrally and will form part of a regular review of systems and processes undertaken by finance and external audit services. * To plan, co-ordinate and manage the validation of personnel and undertake routine audit of staff aseptic technique * To perform initial and in-process product checks as appropriate * To cover routine duties within the area as necessary   **PRODUCTION**   * **To lead and operationally manage the production team prioritising daily workload with specific reference to the effective utilisation of resources including staff supervision.** * **To co-ordinate all pharmaceutical aspects of the manufacture of aseptically prepared medicines, providing clinical technical services under a Medicines and Healthcare Products Regulatory Agency (MHRA) Manufacturer’s “Specials” Licence to ensure delivery of a timely, high quality and patient-focused service.** * **To prioritise and plan the overall production schedule, prepare workload data, and organise rotas for Production Supervisors and Operators.** * **To ensure the training of production staff up to date and cGMP compliant.** * **To inform, motivate and develop production team, respond to routine and non-routine queries.** * **Able to communicate effectively in a manner in-keeping with the professional operation of the department.** * **Ensure production steps are followed as defined by SOPs, and batch manufacturing record.** * **To act as document controller for the Aseptic Dispensing Service (ADS).** * **Apply and teach best cGMP work practices and techniques.** * **To liaise with Quality Assurance staff to discuss actions to be taken in the event of out of specification results.** * **Immediately escalate and report any deviations to materials, facilities, processes or procedures to the Production Manager/ Deputy or Quality Assurance Pharmacist.** * **Responsible for maintaining any routine sterility testing of production items and any other products as appropriate.** * **Responsible for the stock control systems for medicines within production including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines.** * **Responsible for investigating stock discrepancies and authorising the write on/write off of any stock.** * **Accountable for the financial implications of write on/write off of stock which must be recorded, submitted centrally and will form part of a regular review by finance and external audit.** * **To plan, co-ordinate and manage process validation to conform to Annex 1 and undertake routine audit of staff aseptic technique.** * **To ensure that any equipment, facilities and materials used in the area comply with defined standards.** * **Support change controls, investigations and CAPAs in the most diligent manner.** * **To identify areas for continuous improvement and escalate those to the Production Manager or QA Pharmacist or appropriate person.** * **To be accountable for line clearance within the production workspace, ensuring it is clean, tidy and well organised.** * **Perform initial and in-process production checks as appropriate.** * **To participate in the manufacturing of a range of medicinal products - assembling drugs for aseptic manufacture.** * **To be a medicines releasing officer.** * **Cross cover routine duties within the area as necessary.**   **Quality and Improvement**   * **To contribute to the maintenance of the Pharmaceutical Quality System by writing and reviewing electronic documents, deviations and product quality incidents, and escalating to the Production manager / Deputy and Quality Assurance Pharmacist.** * **To ensure that staff and environmental contamination monitoring is carried out and recorded on appropriate systems.** * **To plan and co-ordinate activities in support of the Validation Master Plan.** * **To maintain the Aseptic Services self-inspection programme.** * **To actively contribute to practice research, audit, service improvement and clinical trials carried out within the service.**   **QUALITY ASSURANCE**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To validate equipment and procedures, including new technology within the Aseptic Unit * To develop a system for ongoing validation of new and existing personnel within the Aseptic Unit * To design and produce labels and documentation for pre packing and other departments within the pharmacy * To be responsible for the stock control systems for medicines/products within quality assurance including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To participate in gas testing throughout the hospitals in accordance with HTM 2022 * To supervise and train Pharmacy staff involved in supply and stock control of medical gas cylinders. * To co-ordinate monthly medical gas cylinder stock checks * To report defects in medicinal products and deal with drug alerts, hazard notifications an drug recalls * To participate in the national programme of external audits of aseptic dispensing facilities * To advise on correct storage conditions for medicines held in hospitals * To test materials and labels for licensable activities in Aseptic lab and Pre packing department * To make daily judgements on the balance of workloads between distribution and QA services and organise QA work plan accordingly to take into account the needs of the core service * To liaise with Senior Pharmacist, Quality Assurance and other pharmacy technicians re managing and deploying staff as appropriate to ensure safe delivery of service. * To be responsible for the receipt and placing of unlicensed medicines into quarantine to await release in accordance with unlicensed medicines policy and co-ordination with the Lead Pharmacist for Clinical governance to ensure all documentation required for unlicensed medicines is recorded according to the Pharmacy Services ULM Policy. * To ensure the training of technical staff on the use of documentation for Unlicensed Medicines and supports European Directive * To cover routine duties within the area as necessary   **NON STERILE**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To undertake the final accuracy check of prescriptions that have been dispensed by others * To undertake the in-process accuracy check of products, equipment and processes * To participate, organise and manage all staff in the provision of the following services: * Preparation of extemporaneous items * Licensed manufacturing * Clinical Trials * Pre-packing * Repeat Supplies * To ensure all prescriptions comply with statutory requirements * To liaise with Quality Assurance staff to discuss actions to be taken in the event of results being outwith specifications * To provide information to ward staff on stability of products * To negotiate with patients and carers regarding medicine supply and organise emergency supply as necessary * To be responsible for the stock control systems for medicines within non-sterile including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To be responsible for investigating stock discrepancies and authorising the write on/write off of any stock following if no explanation for the discrepancy can be found. The financial implications of write on/write off of any stock must be recorded, submitted centrally and will form part of a regular review of systems and processes undertaken by finance and external audit services.   **CLINIAL TRIALS INCLUDING UNLICENSED MEDICINES**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To undertake the final accuracy check of prescriptions that have been dispensed by others * To co-ordinate the technical aspects of setting up each clinical trials. For non-commercial clinical trials this may involve advising investigators of issues around drug availability, procurement and cost. * To ensure that appropriate documentation of trial activity occurs to meet Good Clinical Practice standards and legal issues. * To take responsibility for the day to day management of issues related to the production of invoices for the finance department and queries associated with invoice payment. Also to participated in the reimbursement of drugs from hospital stock used in a clinical trial and ensure that costs are apportioned to the appropriate departmental budget according to local policy. This involves the maintenance of records of any money received from Sponsors for participation in clinical trials. * To undertake in the safe dispensing and issue of clinical trial medicines to other health care professionals and patients. This may include controlled drugs regulated by the Misuse of Drugs Act 1971 and cytotoxic drugs. * To take responsibility for the day to day management of the stock control processes for clinical trial medicines including data processing, requesting stock supplies from pharmaceutical companies, stock checking, recoding the receipt and storage of medicines and other items as required to ensure continuity of supply of clinical trials medicines. * To be responsible for the stock control systems for medicines within clinical trials including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To be responsible for ensuring the timely request of certificates of analysis for clinical trial medicines. * To participate in the education of patients on their clinical trials medicines * To meet with pharmaceutical company clinical research associates for routine visit to check the progress of the clinical trial and with colleagues undertakes action to resolve any issues raised as a result of study monitoring * To co-ordinate the return of medicines for monitoring of patient compliance with clinical trial medicines * To co-ordinate the return of all clinical trial material to pharmaceutical companies which will involve communicating with external commercial staff * To co-ordinate the destruction of clinical trial material in conjunction with pharmaceutical companies, which will involve communicating with external commercial staff and obtaining permission from the appropriate authorities * To participate in internal and external audit including audit and inspection by the UK Medicines and Healthcare Products Regulatory Agency (MHRA), commercial pharmaceutical companies and other NHS Sector Organisations who are conducting trials at the site. Works with Senior Pharmacist Research and Clinical trials to implement, where necessary, a work programme to remedy any deficits in the service identified as a result of audit * To be responsible for the receipt and placing of unlicensed medicines into quarantine to await release in accordance with unlicensed medicines policy and co-ordination with the Lead Pharmacist for Clinical governance to ensure all documentation required for unlicensed medicines is recorded according to the Pharmacy Services ULM Policy. * To ensure the training of technical staff on the use of documentation for Unlicensed Medicines and supports European Directive * To cover routine duties within the area as necessary   **MEDICINES MANAGEMENT**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To undertake the final accuracy check of prescriptions that have been dispensed by others * To participate, organise and manage all staff in the provision of the service within the area * To provide appropriate advice and training to medical/nursing staff, patients and carers on relevant aspects of the service * To be responsible for the stock control systems for medicines within the area including ordering and supply of stock, stock checks, stock rotation, expiry date checks and good housekeeping of medicines * To ensure systems are in place to facilitate the timely exchange of information across the care settings * To use expert knowledge to provide complex information to patients, carers and families on the use and storage of their medicines, and ensure junior members of staff are supported to develop in this area * To cover routine duties within the area as necessary, including assessment of Patients’ own drugs for re-use and taking drug histories, and providing a dispensing service including clinical trials * To ensure regular review of ward stock holdings * To evaluate systems to show quality of service and benefits of the medicines management service   **DISTRIBUTION AND PROCUREMENT**   * To plan and manage the daily work schedule with specific reference to the effective utilisation of resources within the section * To participate, organise and manage all staff in the provision of the following services:   + Generation of picking tickets from ward indents and top up sheets   + Assembly and check of all supplies   + Control of pharmacy stock   + Ward/department top-up   + Receipt of goods   + Dispensing to indent * To undertake the final accuracy check of supplies and emergency boxes that have been dispensed by others * To screen all indents prior to processing to ensure requests are technically appropriate and legible. * To supervise and maintain a safe system for the processing of returned medicines * To supervise and maintain a safe system for the disposal of waste including hazardous waste * To purchase medicines from local suppliers as required * To liaise with suppliers regarding emergency supplies and resolving supply problems * To be responsible for the day to day management of pharmacy stock including:   + Managing a continuous stock checking system   + Investigating stock errors   + Write on/write off of stock   + Review and update of pre-printed stock sheets * To be responsible for investigating stock discrepancies and authorising the write on/write off of any stock following if no explanation for the discrepancy can be found. The financial implications of write on/write off of any stock must be recorded, submitted centrally and will form part of a regular review of systems and processes undertaken by finance and external audit services. | | |
| **7a. EQUIPMENT AND MACHINERY** | | |
| Responsible for appropriate use, maintenance, repair and documentation of equipment by self and others  Equipment used within this job:   * IT equipment, Printers * Fax, Photocopier and telephone * Aseptic equipment including: isolators, safety cabinets, laminar airflow cabinets, clean room clothing and monitoring equipment * Lifting equipment (i.e. Lift & Drive 17000) * Moving equipment (trolleys/barrows) * Handheld computers for ward top up * Nitrous oxide apparatus/containers for transfer of liquid nitrogen from reservoir tank to smaller containers * Needles, syringes, filters for preparation of aseptic products * Telephone systems, printers, fax machine and photocopiers * Mixers, blenders, hotplates, tables pre packing machines, balances, mixing and measuring equipment   used in non-sterile production   * Pneumatic tube system * Automated filling machines e.g. Baxa, Automix * Quality Assurance equipment for testing medical gases and environment | | |
| **7b. SYSTEMS** | | |
| Responsible for appropriate use and documentation of systems by self and othersSystems 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, Compass * Patient information and labelling programme – entering patient information from prescriptions, ward indents etc. * 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 | | |
| **8. Decisions and Judgements** | | |
| * The post holder undertakes the final accuracy check on dispensed prescriptions, line manages 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 the service, self and other as required. Uses own judgement on when to refer to senior members of staff. Is responsible for development and delivery of specialist service including resolving service and staffing issues * The post holder ensures work practices in the specialist area are regularly reviewed, audited, updated and implements changes ensuring where the change affects other areas all stakeholders are included in the planning of the implementation. E.g. where this affects discharge turnaround time this will change the way the ward plan discharges, and may affect the ability of the ward to meet local or national targets such as responding to unscheduled care. * The post holder must ensure effective use of his/her allocated staff. * The post holder will take a lead in production planning and to ensure customer needs are met * The post holder 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** | | |
| Provides and receives complex 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. As a line manager the post holder will undertake sickness absence reviews, grievance procedures and personal development planning.The post holder 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 post holder will be expected to communicate with ward staff to support the resolution of ward supply issues. * The post holder will be expected to work with colleagues across other healthcare professionals to understand their requirements of aseptic services and analyse and interpret orders for pharmaceutical production in aseptic services. * The post holder 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 post holder will be expected to interpret and communicate a range of complex technical information, both verbal and written, from support systems, highly technical equipment and manufacturing processes, including clinical knowledge of specialist use of products, urgency of item manufacture, usage patterns and trends, and stock holding, to the Senior Production Supervisor. * The post holder will also support the Department in the induction of new staff and trainees aligned to roles and responsibilities, and supervises staff working in the specialist are. | | |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | | |
| **Physical skills**  Working with computers and keyboards  Accuracy in checking  Fine manipulation skills required for preparation of products in specialised workstations/work areas  (Restricted movements, use of sensitive equipment balances etc.)  Manual handling skills | **Physical demands**  Standing for long periods of time  When working in ward area, required to work at benches, using patient medicines lockers and talking to patients at bedside which involves bending movements  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 | **Mental demands**  High level of concentration required for accuracy in the aseptic preparation of chemotherapy agents and Parenteral Nutrition products, dispensing and checking of prescriptions for patients on discharge and inputting of drug orders on pharmacy stock control system  Continuous interruptions and prioritisation of staffing requirements, workload and provision of feedback  Frequent performance of complex calculations |
| Exposure to distressing or emotional circumstances, e.g. dealing with pharmaceutical requirements of terminally ill patients  Required to provide feedback on performance assessments to individuals  Working to tight deadlines  Dealing with difficult working conditions:   * + Exposure to unpleasant/hazardous circumstances found in department/wards (e.g. smells, drugs spillages)   + Excessive heat/ cold dept., temperatures poorly controlled   + Exposure to aggressive/demanding patients or carers   + Exposure to infections within ward areas   Working to tight deadlines over which the person has little control and is thereby under a degree of pressure |  |  |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** | | |
| * Line management of staff whilst maintaining own performance, task and duties * Provide performance feedback to other members of staff in a sensitive and constructive manner | | |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | |
| **\*NB** QUALIFICATIONS IN ITALICS ARE TO BE USED DEPENDING ON WHAT POST THIS JOB DESCRIPTION IS RELEVANT TO    **ESSENTIAL**   * National Certificate in Pharmaceutical Science OR equivalent scientific qualification at degree level. * Professional registration as a Pharmacy Technician with the GPhC OR equivalent appropriate Professional registration * Several years post qualification experience as a pharmacy technician providing a broad understanding of a range of technical practice, and including staff management. * Computer skills to include word processing and data entry i.e. spreadsheets and databases. * Good numeracy skills including calculations, percentages, decimal, fractions. * Manual dexterity to manipulate injections or prepare pharmaceutical products, and good hand-eye co-ordination. * Strong organisational skills. * An in depth understanding of how to communicate effectively. * Approachable and professional manner. * Ability to remain calm in a busy environment. * Committed to continuing professional development. * Experience managing junior members of staff   **DESIRABLE**   * HNC pharmacy services or equivalent management qualification. * A1 assessors or equivalent qualification. * Experience working in a MHRA Licenced Manufacturing Unit or comparable production environment. * Accredited pre- and In-process checking\*   + *National Dispensary Checking Technician Qualification (DCT)*   + *Pharmacy Aseptic Checking Technician (PACT)*   + *UK Medicines Information accredited qualification*   + *Medicines Management Qualification* | | |