

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Lead Specialist Technician Education & Training |
| **Reports to** | Lead Education and Training Pharmacist |
| **Band** | 6 |
| **Department/Directorate** | Pharmacy / Specialist Services |

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| **JOB PURPOSE** |
| * Ensure effective management of education and training for pharmacy technicians and assistants, including apprenticeships, BTEC and PWDS Pharmacy programmes * Together with the lead technicians of the different sectors within the pharmacy department establish and implement an effective education, training and development strategy for their staff * Provide effective support to enable development of the roles of pharmacy technicians and assistants * To lead a team of internal verifiers and NVQ assessors for Pharmacy NVQ’s * As an accredited checking technician (Dispensary or/and Aseptic services), undertake final accuracy checking and/or final product approval of medicines **s.** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| 1. Lead in the formal training of pre-registration trainee pharmacy technicians (apprenticeship) and pharmacy assistants, fulfilling the role of tutor and Educational Supervisor to enable them to achieve the formal and professional qualification necessary to undertake their role. 2. Co-ordinate the work-based training and act as a mentor, for pharmacy staff undertaking relevant qualifications 3. As Lead Educational Supervisor, lead in development and standardisation meetings with other Assessors in all areas of the pharmacy department. Allocate responsibilities and workload, provide support and guidance, and review assessment techniques of those involved in the assessment process, including pharmacists, senior technicians, technicians and assistants. 4. Attend and actively contribute to Regional Education update meetings to share information and good practice and to ensure the standardisation of assessment and documentation. 5. Actively participate in delivery of regional training on behalf of PWDS as required 6. Undertake responsibilities as Manager for the Pre-registration Trainee Pharmacy Technicians, including leading on the recruitment and selection process, managing performance issues, sickness management and any associated grievance and disciplinary issues. 7. Liaise with relevant organisations to ensure registration with the awarding body and college following appropriate training 8. Manage the induction training programme for new staff ensuring competencies are achieved and recorded within the first two months employment 9. Within a framework of continuous professional and personnel development, assist in ensuring that training and developmental needs of all supporting staff are identified and that all identified needs are met, to improve effectiveness, job satisfaction and motivation. Co-ordinate overall training programmes for these staff. 10. Provide input into the recruitment and selection of work experience pharmacy students and vacation students in conjunction with the Associate Director of Pharmacy and Clinical Pharmacy Manager 11. Ensure that appropriate training records are maintained for all trainees, and that paperwork is completed 12. Complete regular audits of training file completeness and maintain a register of staff competent for tasks to assist in rota planning 13. Act as a mentor to staff in the department, and establish a mentoring scheme involving senior technician/pharmacists 14. Undertake research as required focusing on technician and assistant technical officer’s role development 15. Together with the Section Managers establish and implement an effective education, training and development strategy for the areas and the department as a whole ensuring this is fed into the workforce plan on an annual basis alongside the rest of the pharmacy department. 16. Manage the local technician checking accreditation scheme (in accordance with the requirements of the Regional Accredited Checking programme), ensuring competencies are maintained and records are up to date indicating compliance. 17. Undertake observations of staff working against written procedures and highlight any issues to the relevant pharmacist/technician to facilitate correction of the procedure or retraining as appropriate. 18. Undertake dispensing of as required in accordance with standard procedures. 19. As an Accredited Checking Pharmacy Technician undertake accuracy checking as part of the rota in the dispensary. 20. Able to undertake medicines reconciliation and discharge facilitation or willing to undertake appropriate training |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Education and Training    The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | |  | **External to the Trust** | | * Education and Training Lead Pharmacist * Clinical Pharmacy manager * Associate Director of Pharmacy * Principal Pharmacist Technical Services * Dispensary Manager * Pharmacy technicians including pre-registration technicians * Pharmacy team | * NHSE Workforce Training and Education * Colleges and Training Organisations * Integrated Care Board | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Business continuity planning will need to take place in liaison with line management and issues should be escalated in a timely manner. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will need to be a skilled communicator, communicating daily with patients and carers on sensitive matters. They will be required to liaise regularly with colleagues at both Northern and Eastern sites and also with the pharmacy department. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Analyses, interprets prescription information, resolves service provision problems, reviews students work and provides feedback |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Manage day to day activities ensuring responsibilities are covered.  Ensure that activity is handed over, covered or cancelled for any periods of planned absence.  Plans the rota for the pre-registration pharmacy technician team, organises supervision of assistants and new starters. |
| **PATIENT/CLIENT CARE** |
| Dispenses drugs for patients, including specialist areas. Provides advice to patients and carers on medications. Ensures compliance with medicines legislation. |
| **POLICY/SERVICE DEVELOPMENT** |
| Develops and implements policies and procedures relating to pharmacy provision which may impact wider organisational services.  Develop, review and maintain Standard Operating Procedures for all activities undertaken in Dispensary areas. These shall be consistent with guidance from the Royal Pharmaceutical Society, MHRA and the Home Office.  Work in accordance with the all Pharmacy and Trust Standard Operating Procedures and ensure that these are followed by all staff working within the Dispensary.  Ensure that all legal requirements are met for the handling, storage and dispensing of drugs, including controlled drugs, within the Dispensary.  Set standards for the service and individuals and monitor performance against these. Devise and carry out workplace audits to monitor efficiency of service and to ensure it is appropriate for customer needs.  Introduce and implement new working practices in conjunction with the Pharmacy Management Team, which maximise the skills and potential of Pharmacy Technicians and Assistants. These practices will contribute to an efficient and effective Pharmacy Service for all users.  To remain up to date with advances in medicine and pharmacy attending training courses and maintaining a CPD portfolio. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Ensure that the Dispensary and the pharmaceutical products therein, are secure and that all equipment in these areas is maintained and in good working order.  Ensure quality and integrity of pharmaceutical stock within the Dispensary, including monitoring of shelf life, expiry date checking, temperature controls, standard of cleanliness and integrity of product. Ensure that regular expiry date checking of all items in the Dispensary is carried out to ensure effective stock rotation and minimise waste.  Ensure that drug wastage is kept to a minimum.  Ensure that stock control and audit trails are maintained for medicines within the Dispensary and working with the Pharmacy Procurement and Automation Lead, responsible for stock level maintenance.  Ensure that consumable items within the Dispensary (e.g. tablet bottles, cartons etc.) are kept at an appropriate level.  Ensure that any money received in the Dispensary is logged and handled according to the Standard Operating Procedure. |
| **HUMAN RESOURCES** |
| Line manager of Pre-registration Pharmacy Technicians, involving appraisals, performance and sickness management in line with Trust policies and procedures  Be responsible for organising rotational systems of work for all Pre-registration Pharmacy Technicians throughout relevant sections of Pharmacy.  Responsible for recruitment of pre-registration pharmacy technicians and act as a member of the interview panel for other staff as requested.  Co-ordinate and ensure the development and training of Pharmacy Technicians and Pharmacy Assistants working within the pharmacy, including the training and assessment of Pre-registration Pharmacists and student Pharmacy Technicians.  Responsible for training and monitoring technicians working towards becoming Accredited Checking Technicians.  Ensure that the training of all support staff, trainees and new staff to the department with respect of technical functions and associated IT systems is carried out effectively and recorded appropriately  Champion CPD for Pharmacy Technicians. |
| **INFORMATION RESOURCES** |
| Records personally generated clinical details and enters patient details on pharmacy computerised data record systems from prescriptions written by others  Ensure that all relevant documentation is filed and stored appropriately and securely. Ensure that documentation is archived for the appropriate amount of time. |
| **RESEARCH AND DEVELOPMENT** |
| To be involved in regular audits.  To be involved in provision of clinical trial medication and ensure adherence to Good Clinical Practice to all trials medication supplied by the Dispensary. |
| **PHYSICAL SKILLS** |
| Ability to dispense and check medications |
| **PHYSICAL EFFORT** |
| Regular lifting boxes, walking to wards, sitting to input data.  Standing for long periods dispensing and checking prescriptions. |
| **MENTAL EFFORT** |
| Concentration for dispensing prescriptions, calculating doses with interruptions to provide advice to staff, problem solves staffing and service provision issues.  Work as an accredited checking technician / pharmacist, undertaking final checking of prescriptions, in accordance with local policy. |
| **EMOTIONAL EFFORT** |
| Deal with confrontational situations appropriately and sensitively, intervening when necessary.  Undertake reception duties including dealing with staff. Taking in prescriptions forms from outpatients, checking exemption status and collecting prescription charges where appropriate, and giving out completed prescriptions, potentially to terminal and/or distressed patients. |
| **WORKING CONDITIONS** |
| Ensure that a clean, tidy and safe working environment is maintained within the Dispensary  Frequent use of VDU throughout day  Dispense medicines in accordance to COSHH regulations. Handling medicines including cytotoxic drugs. Handling potentially hazardous materials that have been returned to the pharmacy or brought in by patients  The post holder will be expected to work flexible hours as required to provide extended hours and weekend / bank holiday working |
| **OTHER RESPONSIBILITIES** |
| To participate in other duties appropriate to grade at the request of the relevant manager.  To participate in flexible working arrangements including late duties, weekends and bank holidays as appropriate.  To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.  To contribute to and work within a safe working environment.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal. |
| **APPLICABLE TO MANAGERS ONLY** |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.  T*his i* |

PERSON SPECIFICATION

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| **Job Title** | **Lead Specialist Technician Education & Training** |

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| **REQUIREMENTS** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING**  BTEC level 3 or NVQ III or equivalent in Pharmaceutical Sciences  Registered pharmacy technicians with General Pharmaceutical Council  Educational Supervisor or NVQ assessor to A1 standard or equivalent  Management qualification or equivalent experience  Accredited as Accuracy Checking Pharmacy Technician  Medicines Optimisation – Medicines Reconciliation and Discharge Facilitation or equivalent  Leadership Qualification | X  X  X  X | X  X  X |
| **KNOWLEDGE / SKILLS**  Broad knowledge and understanding of Pharmacy Practice  Experience of working in Hospital Pharmacy  Effective written and oral communication skills  Excellent report writing skills  Excellent interpersonal skills  Mentoring skills  Influencing/negotiation skills  Staff management skills  Evidence of ongoing CPD | X  X  X  X  X  X  X  X | X |
| **EXPERIENCE**  Minimum of 4 years experience in Pharmacy services  Detailed Pharmacy technical knowledge including Law & Ethics, pharmacy practice  Experience of audit or quality improvement  Experience of training pharmacy staff | X  X  X | X |
| **PERSONAL ATTRIBUTES**  Flexible  Creative thinker  Good team-worker  Ability to think clearly and work effectively under pressure | X  X  X  X |  |
| **OTHER REQUIREMENTS:** |  |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  | X |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y | X |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y | X |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y | X |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | Y |  | X |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | Y |  | X |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | X |
| Heavy manual handling (>10kg) | Y/N | X |  |  |  |
| Driving | Y/N |  | X |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | X |  |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y | X |  |  |  |
| Challenging behaviour | Y |  |  | X |  |