

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Apprentice Pre-Registration Trainee Pharmacy Technician |
| **Reports to** | Lead Technician for Education and Training (Pharmacy) |
| **Band** | Band 2/3 (Bespoke salary) |
| **Department/Directorate** | Pharmacy/Clinical Specialist Services |

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| **JOB PURPOSE** |
| A two-year fixed-term rotational apprenticeship to learn and put into practice the knowledge, skills and behaviours required to become a registered Pharmacy Technician with the General Pharmaceutical Council.  To undertake, on a rotational basis, a wide variety of duties to provide a comprehensive, quality pharmaceutical service in the following areas - dispensary, aseptic services, procurement and distribution (for our Eastern site only this will also include Exeter Pharmaceutical Services and outpatient dispensary). To also undertake ward based duties, including medicines management and optimisation, as well as final accuracy checking of prescriptions. To provide excellent patient/customer care.  To successfully complete the BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians qualification. This is an integrated competency and knowledge-based qualification which will be delivered via virtual college sessions provided by Bradford College and training within the workplace. The post holder’s progress will be monitored and supported by the Educational Supervisor. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To work on a rotational basis, gaining competencies and developing knowledge in all relevant areas of pharmacy, as listed in the job purpose. * To undertake the BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians qualification. To attend all college sessions provided and complete the apprenticeship within the two-year period. To complete all assignments required by the college within the specified deadlines, which will require a commitment to undertake study in both work and own time. * To work according to departmental policies and SOPs, gaining competencies and experience as defined by the BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians qualification. * To develop and demonstrate professional attitudes and behaviours in line with the General Pharmaceutical Council’s (GPhC) ‘Standards for Pharmacy Professionals’. * To demonstrate relevant practical pharmaceutical aspects of a Technician’s role (including dispensing and checking of prescriptions, completing medicines reconciliation on the ward, assessing patient’s own drugs, ordering medicines and working in aseptic services). * To be competent in the use of pharmacy computer systems such as electronic prescribing and medicines administration (EMPA) systems. * To label, dispense and distribute medication for individual patient supply and stock items for authorised wards/units/clinics from a variety of prescription types/requisitions. To issue dispensed and checked prescriptions to patients/customers, providing advice on medication use and referring to a pharmacist when required and to complete all necessary records relating to these activities. * To perform routine self-accuracy checks to ensure safe dispensing. * To receive prescriptions from customers/patients and staff, and use questioning techniques according to procedures to determine and accurately document allergies, other medications and exemption status. * To assist in housekeeping duties, maintaining clean and tidy facilities and safe systems of work. * To undertake any further duties that may be necessary to help provide a safe, efficient pharmacy service. * To ensure stock is stored safely, securely and according to required storage conditions. To provide advice to healthcare professionals on storage, expiry dates, stock rotation and other related matters within the guidance of SOPs to ensure a cost-effective service which minimises wastage. * To assist with the processing of stock deliveries, to include receiving, unpacking, checking, booking in and storing deliveries as well as reporting missing, incorrect or damaged goods. * To participate in maintaining good stock rotation, stock taking and the identification and removal of stock not fit for purpose. * To participate, under direct supervision and according to SOPs, in the distribution service of pharmaceuticals to hospital wards, departments, community hospitals and clinics. * To perform medicines reconciliation processes for new patients on the ward according to SOPs and under direct supervision. * To assess patient’s own drugs for suitability according to SOPs so that they can be re-used where appropriate, and ensure that all appropriate documentation is completed. * To contribute to patient care, where appropriate, by counselling patients or carers on how to manage their medicines and providing information on medication to patients/carers/healthcare professionals within own limitations. Referring to a pharmacist for clinical advice when necessary. * To gain an understanding of local formularies. * To use interpersonal skills to develop and maintain relationships with patients and colleagues. * To work within the Health & Safety Guidelines relevant to Pharmacy. * To ensure that all work routinely carried out meets the quality standards required in the workplace. To co-operate with all pharmacy staff in providing and developing an efficient and safe pharmaceutical service which is focused on the needs of patients. * To undertake occasional late night and bank holiday duties as requested. (Please note that in order to deliver a high standard of care to patients the pharmacy service operates 7 days a week and staff are therefore required to work some weekends as part of their contracted hours.). |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to work effectively with staff of all levels throughout the Trust and wider healthcare community, those from external organisations and the public, on a day to day basis. This will include verbal and written communication, often using electronic media.  The table below shows working relationships of particular importance:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Lead Technician for Education and Training (Educational Supervisor) * Practice Supervisors * Medicine Management Technicians * Dispensary, Distribution & Procurement Teams * Pharmacists * Aseptic Services Team | * College Staff * Regional co-ordinators * Patients/Carers/Patient representatives * Other healthcare organisations and outsourced pharmacy providers * Suppliers | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Works to Trust policies and SOPs to support service delivery.  Prioritises the order in which to complete work tasks e.g. in the dispensary - the order in which an inpatient dispensing queue is processed, answering phone, dealing with queries at reception, processing dispensary emails.  To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.  Responsible for escalating concerns where support is needed. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Communication will include provision of and receipt of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations e.g. receiving enquiries via telephone or face to face.  Communicating directly with patients on the ward for medicines optimisation.  Communication will typically include factual information but may involve patient sensitive and confidential information.  May be required to adapt own communication style to overcome communication challenges.  Communication methods will include verbal, written, electronic and non-verbal (body) language. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Reconcile patient’s medication on the ward and decide if suitable for use.  Required to respond to complex dispensing enquiries which require judgements on facts that require some degree of analysis.  Accuracy checking of prescriptions and interpretation of medicines and doses required.  Communicate general issues and those of concern to senior members of staff or pharmacist and use initiative to escalate or resolve straight forward issues. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Must be organised to complete college assignments and skills evidence within deadlines.  Responsible for planning own day to day work tasks to meet pharmacy service requirements as directed by line manager/section manager, such as management of dispensing queues and ensuring workload is completed in priority order (urgent work first), seeing new patients on the wards within 24 hours and ordering stock before cut of times. |
| **PATIENT/CLIENT CARE** |
| Learn to complete medicines optimisation on the ward, liaising with patients and if required, their carers, GPs, care homes etc.  Provide information to healthcare professionals, patients and carers.  Dispense medication for Trust patients. |
| **POLICY/SERVICE DEVELOPMENT** |
| Responsible for following department Standard Operating Procedures (SOPs) and making suggestions for improvement to practice or to improve pharmacy service provision. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Responsible for supporting management of accurate stock levels within department e.g. through inputting information into the pharmacy computer system, monitoring stock levels and requesting procurement of additional stock. |
| **HUMAN RESOURCES** |
| Practice good teamwork, liaising with colleagues from within the Trust and those from external organisations/Trusts.  Assist in the induction, training and support of new staff, within limitations of own role. |
| **INFORMATION RESOURCES** |
| Frequent inputting, storing and using of data using Trust computer systems. This may include prescription and dispensing information, managing and amending stock levels and ordering medicines.  Frequent modifying, maintaining and analysing information using Trust computer systems e.g. EPIC.  Recording information (provided by others) manually into Trust computer software system, inputting, storing and providing information on database or other systems and produce labels as part of dispensing process.  Comply with Information Governance policies. |
| **RESEARCH AND DEVELOPMENT** |
| Complete and participate in surveys and audits within area of work as appropriate. |
| **PHYSICAL SKILLS** |
| High level of accuracy required for preparation of medicines.  Manual dexterity required to prepare and dispense medicines including monitored dosage systems/blister packs. |
| **PHYSICAL EFFORT** |
| Periods of sitting for data input in combination with frequent standing for dispensing duty.  Repetitive lifting and moving of pharmaceutical goods and products.  Frequent periods of walking within dispensary, to include collecting stock, dispensing and moving completed work to checking area.  Occasional periods of manual handling of medication stock which may occur on a weekly basis e.g. 10kg box of medicines being moved from one location to another nearby for dispensing and supply to ward area. |
| **MENTAL EFFORT** |
| Frequent concentration is required in order to work accurately. Tasks to include inputting information into Trust systems (e.g. EPIC), dispensary duties, stock management duties, checking controlled drugs paperwork as required and final accuracy checking of prescriptions.  Frequent planning of workload to responding to dispensing requests for urgent medication supplies versus non-urgent medicines and discharge medication turnaround times.  Frequent planning of dispensing workload to consider transport cut-off times and any external demands.  Frequent concentration required to complete medicines optimisation.  Work pattern is generally predictable. |
| **EMOTIONAL EFFORT** |
| Occasional exposure to distressing or emotional circumstances such as challenging or distressed patients in ward or dispensary areas. |
| **WORKING CONDITIONS** |
| Frequent exposure to busy working environment with limited working space, at times working in close proximity to colleagues.  Work environments with largely artificial light, sometimes with little or no daylight.  Constant background noise from automated dispensing systems.  Working with cytotoxic/cytostatic medication. |
| **OTHER RESPONSIBILITIES** |
| Taking part in regular performance appraisal.  Undertaking any training required in order to maintain competency including mandatory training, e.g. Manual Handling.  Contribute to and work within a safe working environment  Complying with Trust Infection Control Policies and conduct yourself 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.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from Occupational Health and/or other organisations. * Undertake a Display Screen Equipment assessment (DSE) annually. |
| **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.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trust’s Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Apprentice Pre-Registration Trainee Pharmacy Technician |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**    GCSEs (Grade A\*-C or 9-4) A minimum of four subjects to include Maths, English and 1 science subject in biology or chemistry. | E |  |
| **KNOWLEDGE/SKILLS**  ‘A’ level science  Knowledge of pharmacy systems  Knowledge of pharmacy procedures  Stock control systems  Computerised dispensing system  Ability to use computer, basic skills to operate pharmacy computer systems  Excellent verbal and written communication skills  Ability to deal with telephone enquiries politely and efficiently  Good attention to detail  Ability to problem solve  Ability to manage time and priorities and be able to cope with frequent interruptions | E  E  E  E  E  E | D  D  D  D  D |
| **EXPERIENCE**  Retail/hospital pharmacy work or other healthcare work  Experience of working with EPIC system  Experience of working with computer system(s)  Experience of communicating with clients, customers or patients  Previous pharmacy experience working in a hospital |  | D  D  D  D  D |
| **PERSONAL ATTRIBUTES**  Good communication skills (written and verbal)  Good attention to detail and ability to follow procedures  Problem solving skills  Ability to work on own initiative  Ability to work accurately under pressure  Ability to apply theory to practice  Quality orientated; strives for continuous improvement.  Conscientious and reliable  Able to organise workload/ study and meet deadlines  Enthusiastic and motivated  Good time management/attendance  Professional attitude | E  E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required.  Ability to work effectively and accurately in a busy environment | E  E  E |  |

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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 | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| 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) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  | √√ |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | Y |  | √√√√ | √√√ |  |
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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) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | √ |
| Heavy manual handling (>10kg) | Y |  | √ |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | √ |  |
| Mental Effort | Y |  |  |  | √ |
| Emotional Effort | Y | √ |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | √ |  |  |  |