

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Pharmacy Governance, Safety and Operations Lead Technician
<b>Reports to</b>	Deputy Chief & Medication Safety Pharmacist
<b>Band</b>	Band 7
<b>Department/Directorate</b>	Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>• Work with, support and deputise for the Trust Medication Safety Officer to promote medication safety within the Trust and support safe medication practice. This will include support for review of medication-related incidents, preparation of reports, quality improvement / audit work and provision of professional / pharmaceutical advice (best practice and legal).</li> <li>• Work with the Deputy Chief Pharmacist (MSO) to ensure the department follows principles of good governance as per Trust Policy and processes within the Pharmacy department including the provision of assurance and reports.</li> <li>• Provide professional leadership and support for all aspects of the pharmacy procurement and distribution services to ensure provision of a safe and high-quality service which meets legislative, local and national guidelines.</li> <li>• Line manage and support the Lead Pharmacy Technicians for Distribution and Procurement</li> <li>• Ensure that the outsourced outpatient pharmacy services are delivered and monitored against key performance indicators, including the delivery of financial targets.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• To support for the Deputy Chief Pharmacist/MSO, providing operational and professional leadership to support and promote the safe use of medicines within the Trust.</li> <li>• Undertake, support and promote activities to maintain and enhance the safety and governance of medicines use within the Pharmacy department and across the Trust, but specifically in the Eastern Locality.</li> <li>• Undertake investigations of incidents involving Medicines and Controlled Drugs, supporting section managers in their investigations; working closely with the wider Pharmacy team, ward-based staff and others to provide additional training and/or implement and monitor improvements/changes.</li> <li>• Co-ordinate and facilitate the quarterly controlled drug audits, be responsible for disseminating the results within the Trust (site) and co-ordinate any corrective / preventative action plans</li> <li>• Co-ordinate the quarterly Local Intelligence Network reports for the CD Accountable Officer</li> <li>• Responsible for line managing and supporting the Lead Pharmacy Technicians of the procurement and distribution (P&amp;D) services within the pharmacy department, to ensure they maintain a high-quality patient centred services.</li> <li>• Leads the planning, development, monitoring, audit, evaluation, and delivery of the P&amp;D service across the Trust. Ensuring that working practices meet requirements of medicines legislation, professional, local and national guidelines, and implements change thereby ensuring the delivery of a comprehensive, cost effective high-quality service.</li> <li>• To provide professional leadership and management support of all aspects of P&amp;D services for all staff members who work within the environment. This includes pharmacists, pharmacy technicians, pre-registration staff, trainees and support workers.</li> <li>• To be point of contact for the outsourced outpatient dispensary partner, to ensure safe and effective service delivery in accordance with key performance indicators and the terms and conditions of the contract and SLA.</li> </ul>

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- To ensure that regular performance review meeting take place, including outsourcing data and KPI's and provide regular analysis and reports (including financial performance versus plan) to Pharmacy Management Team.
- To identify areas for development of the outsourced outpatient dispensary service, and support delivery to ensure compliance with national and local guidelines and contract terms and conditions.
- To receive reports of complaints, incidents and near misses relating to outpatient dispensed medicines, ensuring they are investigated and liaising closely with the outpatient dispensary services manager and Trust staff to identify any education required.
- Act as a professional role model for pharmacy technicians and pharmacy assistants, actively demonstrating integrity, ownership and leadership.
- Represent RDUH at local, regional and national level participating in and contributing to the wider strategic agenda for pharmacy technicians.
- To support and lead aspects of the Trust's Delivering Best Value Program of work.

### KEY WORKING RELATIONSHIPS

The Pharmacy Safety and Operations Lead Technician directly line manages the Lead Pharmacy Technician Distribution and the Lead Pharmacy Technician Procurement. The post holder will have overall responsibility for approximately 20 members of staff within the pharmacy department.

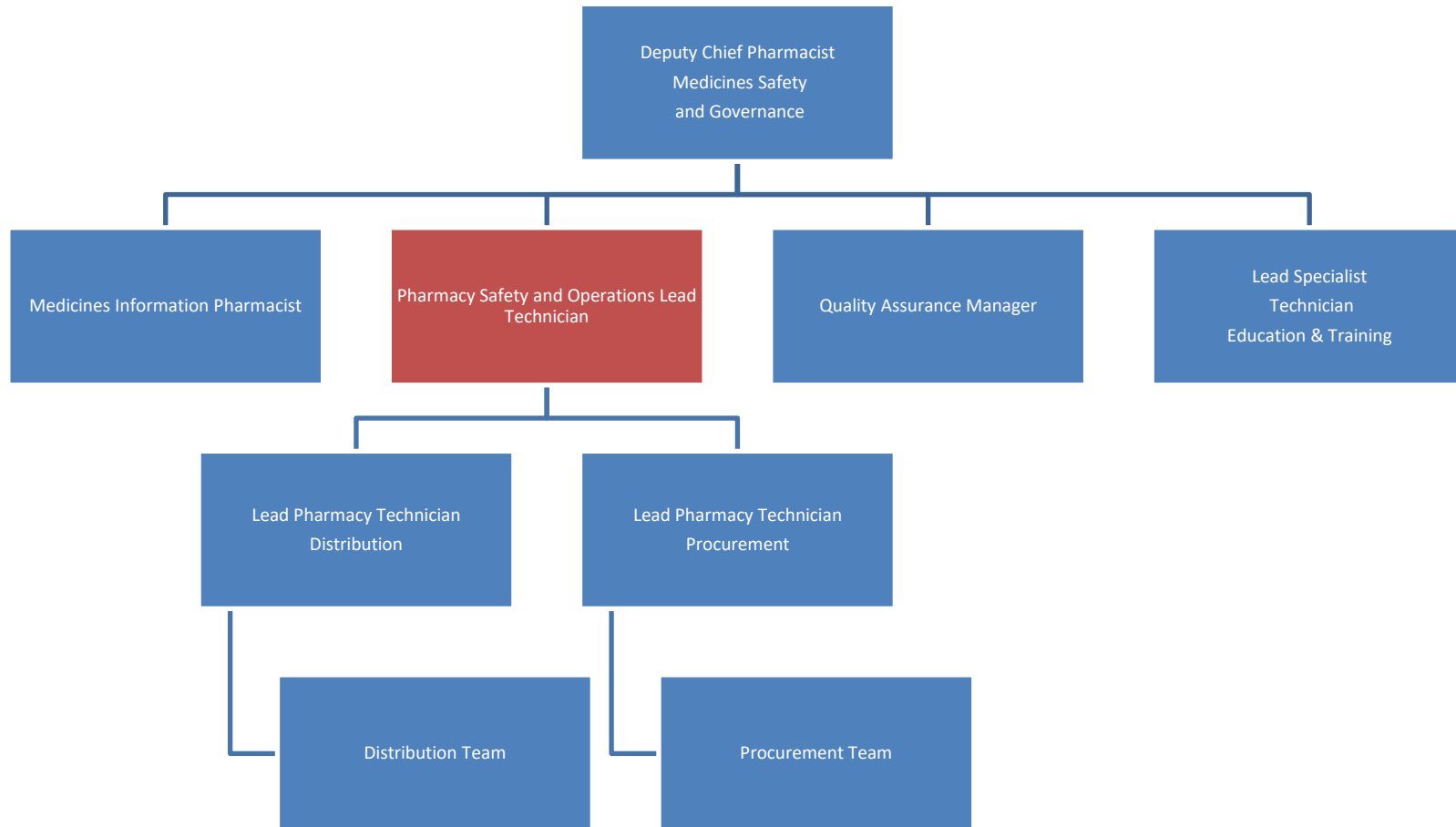
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

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:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• All Trust pharmacy staff</li> <li>• Distribution and Procurement Lead Technicians</li> <li>• Trust Medication Safety Officer / Deputy Chief Pharmacist</li> <li>• Medical staff</li> <li>• Non-clinical staff and managers</li> <li>• Divisional clinical, management and nursing leads</li> <li>• Staff within the division</li> <li>• Human Resource staff</li> <li>• Finance Staff</li> <li>• Professional Leads</li> <li>• Ward managers and staff</li> <li>• Patient safety team</li> <li>• Controlled Drugs Accountable Officer</li> <li>• Estates and Facilities staff</li> <li>• Site Management team</li> <li>• EPR technical staff</li> </ul>	<ul style="list-style-type: none"> <li>• Other healthcare providers</li> <li>• Other NHS acute Trusts procurement leads</li> <li>• Regional procurement lead</li> <li>• Medication Safety Networks</li> <li>• PPSA</li> <li>• Pharmaceutical Companies and staff</li> <li>• Outsource pharmacy contractors</li> </ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Post holder works within a broad range of Pharmacy and Trust wide strategic medication related policies and procedures with work overseen by the Deputy Chief Pharmacist/MSO.
- Post holder is responsible for establishing standards of work within their area of responsibility.
- To participate in flexible working arrangements including late duties and bank holidays. 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.

## **COMMUNICATION/RELATIONSHIP SKILLS**

- Foster a positive and collaborative working environment promoting effective communication and teamwork between distribution and procurement teams and other departments/ward areas.
- Ensure that the Deputy Chief Pharmacist/MSO is made aware of any circumstances that would, or may compromise safe standards of practice.
- Support the Deputy Chief Pharmacist/MSO in ensuring safe and efficient procurement and supply of medicines.
- Collaborate and support the Deputy Chief Pharmacist/MSO to investigate medicines-related incidents within the Trust and across interfaces of care. This will include complex communication with various stakeholders from other organisations and will include sensitive matters.
- Collaborate with suppliers, regional procurement teams and Trust colleagues to resolve supply chain issues promptly.
- Communication of medicines information to a range of decision makers where advice may be discussed and challenged which could include managing conflicting views.
- Managing and reconciling conflicting views where significant barriers to acceptance or understanding.
- Participate in meetings and team briefings giving feedback as appropriate

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Analyse and interpret complex facts and situations making judgments and decisions which require comparison of a range of options in relation to supply and procurement of medicines or medicines safety issues.
- Process pharmacy invoices and deal with escalation concerns from suppliers within Unit 4 ensuring invoices in conflict are resolved appropriately.
- Utilise regional and national databases and datasets to benchmark the procurement service.
- Support the Deputy Chief Pharmacist/MSO by undertaking investigations into medication incidents, share learning and implement any agreed actions to improve medicines safety.
- Work collaboratively with partners employed to support the Trust ePMA and robot systems to identify opportunities for improvement to maximise efficiency, support service development and improve patient safety.

## **PLANNING/ORGANISATIONAL SKILLS**

- Proactively manage a range of activity within the pharmacy procurement and distribution team to ensure that the services meet operational requirements and able to respond safely and effectively to changing demands within the Trust.
- Develop and review service contracts with the outsourced outpatient dispensary provider and other service level agreements relevant to D&P.
- Maintain safe systems of work in accordance with the Health and Safety Manual, Control of Substances Hazardous to Health (COSHH) Regulations and comply with departmental SOPs at all times
- Ensure medicine recalls are dealt with promptly and that all procedures for recall are followed.
- Ensure the maintenance and accuracy of the pharmacy ordering systems to enable appropriate stock holding levels, financial reporting data
- Ensure the pharmacy robot is regularly maintained, operational and is fit for purpose.

- Implement effective measure to minimise medicines wastage
- Develop and prepare business plans for procurement and distribution team development;
- Ensure the pharmacy outsource provider are operational and working to agreed KPIs.

#### **PATIENT/CLIENT CARE**

- Promote and support national and local patient safety initiatives to improve medicines safety and outcomes in specific therapeutic areas e.g. valproate safety; high risk medicines, drug omissions; transfer of care; high dose opioids.
- Provide pharmacy professional advice and support to a range of stakeholders to investigate and share learning from medication safety incidents and complaints to improve the quality of patient care e.g. pharmacy colleagues, clinical staff, patients, carers
- Provide leadership to procurement and distribution team to ensure delivery of safe and effective procurement and supply of medicines to ensure services provided are patient-focused and medicines availability to ward/department areas across the Trust.
- Ensure procurement and distribution services comply with relevant medicines legislation, standards and guidelines e.g. Good Distribution Practice (GDP)

#### **POLICY/SERVICE DEVELOPMENT**

- Responsible for developing pharmacy procurement and distribution services to meet the changing needs of the Trust and develop business cases for any pharmacy developments.
- Work in collaboration with the Medication Safety Officer to develop the Medicines Management Policy and other relevant medication related procedural documents or guidelines as deemed necessary which impact on other Trust areas outside of the pharmacy department e.g. wards, outpatient areas, community hospitals, etc.
- Provide clinical pharmacy leadership to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.
- Support and contribute to project work/MDT-based projects as required by the wider Trust.
- Ensure the outpatient partner is working in partnership to review services to meet changes in trust requirements and any contract amendments are documented and enacted.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Ensure effective systems and processes are in place that deliver procurement and distribution of best value pharmaceuticals for on and off contract spend. Procurement spend (annual) approx. £80M. Stock holding value £3M.
- Ensure timely adoption of CMU contracts and effective management of the off-contract claims process.
- Actively contribute to identifying efficiency savings in service provision across the Trust within areas of responsibility.
- Ensure the distribution and procurement services have secure and efficient management of medicines and minimising avoidable waste.
- Responsible for identification and delivery of annual cost saving plans linked to Trust and pharmacy financial plans.
- Identify to Deputy Chief Pharmacist/MSO any cost pressures within budgets and advise on ways of dealing with such pressures

#### **HUMAN RESOURCES**

- Provide professional leadership and line management for Lead Pharmacy Technician Distribution and Lead Pharmacy Technician Procurement including workload allocation, performance, recruitment and selection of staff, career development, sickness absence management.
- Regular review of skill-mix to ensure optimal staffing levels and capability maintained at appropriate level to reflect changes in demand and service need.

- To ensure staff within area of responsibility have regular appraisal, agreed objectives and personal development plans in place in line with Trust Charter and values.
- Contribute to training of other members of staff e.g. trainee pharmacists, pre-registration trainee pharmacy technicians (PTPT)

### **INFORMATION RESOURCES**

- Frequent requirement to produce reports and respond to requests for information as required relevant to areas of responsibility.
- Demonstrate knowledge and proficiency in the use of pharmacy and hospital computer systems e.g. EPIC, Datix, Powergate, Unit 4 finance system.
- Records and reviews personally generated information on clinical systems.
- Develop, implement and review a suite of appropriate and relevant Key Performance Indicators (KPIs) to benchmark performance of the procurement and distribution service.
- Analyse and interpret data and information concerning medicines procurement, supply and medication safety.
- Develop knowledge and expertise in use of Trust incident reporting system, Datix to support investigation, review and learning from patient safety incidents concerning medicines.

### **RESEARCH AND DEVELOPMENT**

- Undertake research and development activity relevant to role
- Responsible for organising regular audit of the procurement and distribution service to ensure that service standards are benchmarked, in line with national and local standards and frameworks and used to driving service improvement.

### **PHYSICAL SKILLS**

- Advanced keyboard skills required for speed and high degree of accuracy for procurement, distribution management, incident investigations and policy work.

### **PHYSICAL EFFORT**

- Occasional requirement for light physical effort due to a combination of sitting, standing and walking e.g. walking to and from pharmacy department areas
- Frequent use of computers

### **MENTAL EFFORT**

- Frequent periods of concentration while resolving medicines supply queries, investigating medicines-related incidents and complex investigations resolving operational service issues.
- Work pattern may be unpredictable with frequent interruptions e.g. providing advice to pharmacy staff and responding to Trust and external queries e.g. medicines supply issues.

### **EMOTIONAL EFFORT**

- Occasional exposure to distressing or emotional circumstances e.g. investigating incidents concerning patients.
- Requirement for difficult conversations with staff whilst striving to develop positive team culture.

### **WORKING CONDITIONS**

- Occasional exposure to unpleasant conditions e.g. exposure to aggressive behaviour.
- Rare exposure to hazardous medicines e.g. cytotoxic medicines.
- Frequent VDU use for electronic clinical system (EPIC) and data analysis.

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are 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.

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 policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

### **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 Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.









WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitizers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	Y	✓			
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
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		✓		

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