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| **JOB DETAILS** | |
| **Job Title** | Medicines Management Technician Care Homes |
| **Reports to** | Clinical Pharmacy Manager - Community |
| **Band** | 5 (subject to formal matching) |
| **Department/Directorate** | Pharmacy / Specialist Services |

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| **JOB PURPOSE** |
| * To provide a safe and cost-effective medicines management pharmacy service to designated ward areas. * To be a source of medicines advice to colleagues and key stakeholders with respect to medicines optimisation for care home patients to support integration across health and social care. * Facilitate safe transfer of patients to and from care homes with respect to medications by ensuring appropriate medicines are available and optimised. * Communicate effectively and promptly with stakeholders to ensure relevant information available to care home staff following patient discharge to care homes with respect to medicines * To liaise with prescribers and members of the multidisciplinary team to resolve discrepancies with patient medicines to facilitate discharge. * To support other services within the pharmacy department including dispensary and ward technician services |
| **KEY WORKING RELATIONSHIPS** |
| 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** | | * All pharmacy staff | * Other Healthcare providers * GPs and GP staff * Primary Care Networks * Care Home staff * Residents and relatives of care home residents * Community Pharmacies * Other NHS Networks * Patients * Health Education England & other training providers * CQC | | | * Medical staff * Non-clinical staff and managers | | * Staff within the division * Community Staff * Discharge teams * Ward Managers and staff * Patient Flow Services eg Single Point of Access (SPOA) * Community Service Managers * Advanced Clinical Practitioners | |

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| **ORGANISATIONAL CHART** |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide a medicines management pharmacy technician service to wards * Ensure efficient transfer of medicines between care settings to include wards, departments and requesting own medicines from home. * Support timely discharge of patients liaising with health and social care professionals in a variety of settings. * Work effectively to support other services within pharmacy department including dispensary. |
| **FREEDOM TO ACT** |
| * Works within range of medicines management pharmacy processes to support service delivery at ward and dispensary level. * Work is overseen by a Pharmacist. * To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service. * Responsible for planning own workload and escalating concerns where support needed |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To provide medicines information and advice to patients, carers, pharmacy colleagues and external stakeholders such as community pharmacists, GPs, care home staff. * To adapt personal communication style and approach when providing advice and information to patients, to respond to patient needs where there may be communication challenges and barriers to understanding. * Communication of discharge information to promote safe discharge. * Be involved in discharge facilitation including medicines reconciliation at discharge, counselling patients on their medicines, liaising with other healthcare providers about patients ongoing medication needs. * Liaise with other healthcare staff regarding patients’ medication requirements including compliance aids. * To liaise with care homes with regards to patient discharges to ensure safe transfer of information to support medicines administration and management * Identify patient compliance issues and provide advice/support to resolve * Provide information and guidance on the use of medicines to ward and medical staff * Work collaboratively with health and social care professionals to provide specialist pharmaceutical advice to enable best outcomes for patients. * Liaise with members of the health and social care team to identify and resolve medication related queries which may impact on safe and timely discharge. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Analyses of prescription information or various information sources and guidance relating to medicines and interpret information (eg Summary Care Record, stock supply information, electronic prescribing and administration system (EPIC)) in order to problem solve and provide solutions within scope of pharmacy service. This may include making recommendations to prescribers prescribing changes within area of competence eg substitution of one formulation of medication for another to support discharge where there are stock shortages. * Use information to support medicines reconciliation and confirm what medicines are current recognising and resolving any discrepancies and documenting changes. * Assess whether medicines brought in by the patient are fit for use using a set criteria. * Remove, with patient’s consent unwanted medicines which are no longer appropriate for use. * Provide suitable advice on pharmaceutical products and supply within competency |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Responsible for organisation of pharmacy provision within own area and time management to prioritise service for care home patients. * May be required to plan and organise work for more junior staff within pharmacy team * To plan and organise patient medicines supplies to facilitate patient discharge * Prioritise and organise daily workload to ensure that all required tasks are completed within an appropriate timescale. * Participate in the technician checking rota as appropriate * To support dispensary staff when necessary to ensure the department is able to meet Trust operational needs in a timely manner |
| **PATIENT/CLIENT CARE** |
| * Provides medicines management pharmacy specialist clinical technical service which includes provision of advice on medicines uses and doses * Provides advice to healthcare professionals, patients, carers, care home staff on issues concerning medication and makes appropriate prescribing recommendations within area of competence * Facilitates safe transfer of care for patients through provision of information via the community pharmacy Discharge Medicines Service * Accurately transcribe medication required for individual patients, and endorse the drug chart to reflect the supplies made. * Complete a medicines reconciliation for new patients as required, using specific documentation and refer the outcome to a pharmacist if necessary. * To support delivery of pharmaceutical care on wards through close working with ward staff in management of medicines with a particular focus on patients admitted from and being discharged to care homes * Support patient education in line with pharmacy processes to ensure optimal concordance of medicines on discharge. * Promote medication safety within pharmacy and the wider Trust * Make suitable patient referrals to the community pharmacy Discharge Medicines Service to provide safe transfer of care and minimise risk of readmission to hospital * Provide education and counselling to patients. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Support development of SOPs for own service provision |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Supports medicines security and reduce avoidable medicines waste * Work with the distribution manager and ward staff to provide accurate ward stock lists that are regularly reviewed. |
| **HUMAN RESOURCES** |
| * Provide professional supervision or medicines management technicians, trainee pharmacists and other pharmacy staff as required. * Contribute to recruitment, selection and development of pharmacy staff including delivery of training within area of expertise * Mentor technicians undertaking the Regional Medicines Optimisation Accreditation and Technician Checking Accreditation. * Allocate work to team members * Assess the competency of trainee Medicines Management technicians using regionally-approved paperwork. * Deliver training to the wards on all aspects of Medicines Management. * Contribute to training of other member of staff eg trainee pharmacists * Participate in CPD (Continuing Professional Development). |
| **INFORMATION RESOURCES** |
| * Record personally generated information on clinical systems * Occasional requirement to produce reports as required * Regular transfer of patient related information to other healthcare professionals via computerised record systems eg discharge summaries * Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems. |
| **RESEARCH AND DEVELOPMENT** |
| * Undertake regular audit activity relevant to pharmacy area of expertise * Deliver medication-related audits |
| **PHYSICAL SKILLS** |
| * Regular requirement to drive and work at other locations in course of duties and use of keyboards * Keyboard skills required and high degree of accuracy |
| **PHYSICAL EFFORT** |
| * Frequent use of computers. * Frequent periods of walking around site to visit wards and departments. * Periods of standing within dispensary to dispense/check medicines. * Travel between sites (post works across the organisation). * Ability to travel to meet the requirements of the post. |
| **MENTAL EFFORT** |
| * Frequent requirement to concentrate for periods while reviewing patient clinical information and providing advice to other staff groups. * Frequent requirement for concentration required while working in dispensary to dispense and/or check medication. |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to distressing and emotional circumstances while managing medicines for patients or dealing with incidents involving medicines eg distressed patients |
| **WORKING CONDITIONS** |
| * Rare exposure to unpleasant conditions such as verbal aggression * Occasional exposure to hazardous medicines eg 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. It is the responsibility of every employee whilst at work to carry out his/her work in a manner which is safe and absent from risk to the health of him/herself and any other person who may be affected, and to co-operate with his/her manager in complying with any relevant statutory regulations.  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. Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of responsibilities as listed in the Infection Control Operational Policy.  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.  T*his* |

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| **Job Title**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | **Medicines Management Technician – Care Homes** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in Pharmaceutical Sciences or equivalent * Registration with the General Pharmaceutical Council as Pharmacy Technician * Medicines Management/Medicines Optimisation Accreditation recognized by SW Region * Technician Checking Accreditation * Evidence of Continuing Professional Development in line with GPhC requirements * Completed medication history taking competency-based training | E  E  E  E  E | D |
| **KNOWLEDGE/SKILLS**   * Post qualification hospital experience in pharmacy services * Confident to work independently and as part of a team * Excellent interpersonal skills. * Influencing / negotiation skills. * Understanding of hospital pharmacy systems. * Staff management and leadership skills. * Auditing and analysis skills * Ability to motivate and engage other members of staff * Experience of training delivery * Excellent written, oral and presentation skills to communicate effectively with a variety of stakeholders * Excellent IT skills and ability to use information systems confidently including ability to use Microsoft Office packages eg Word, Excel, Outlook * Experience of training and mentoring students, trainee pharmacists and non-registered staff * Excellent knowledge of Trust discharge processes * Knowledge of safe and secure handling of medicines in care homes * Knowledge of relevant national guidance concerning management of medicines for adults in social care settings eg NICE, CQC | E  E  E  E  E  E  E  E  E  E  E  E | D  D  D |
| **EXPERIENCE**   * Experience of Hospital pharmacy * Previous experience of working with care home residents * Experience of supervising others and providing feedback for development * Education and training of staff * Knowledge of medicines management systems at ward level * Up to date knowledge of legislation relevant to pharmacy practice eg controlled drugs, * Experience of developing, reviewing and maintaining Standard Operating Procedures * Experience of implementing change * Experience of quality improvement * Experience of the management and development of information systems | E  E  E  E  E  E  E  E  E | D |
| **PERSONAL ATTRIBUTES**  **Physical Skills & Effort**   * Frequent use of computers. * Excellent IT skills * Experience of electronic prescribing system * Frequent periods of walking around site to visit wards and departments. * Travel between sites (eg community hospitals, care homes) * Ability to travel to meet the requirements of the post. * Good time management * Professional attitude * Good team worker * Excellent verbal and written communication * Ability to think clearly and work effectively under pressure * Ability to work on own initiative and part of a team * Work within GPhC standards of conduct, ethics and performance * Adaptable and flexible to change * Calm under pressure and able to maintain accuracy and attention to detail * Willing to take responsibility and able to work without direct supervision   **Emotional Effort**   * Having to communicate information to a variety of staff groups, patients and care home staff * Some exposure to emotional circumstances   **Mental Effort**   * Frequent requirement to prioritise workload * Requirements due to working environment | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | D |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | 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 | Y |  |  |  |  |
| Exposure Prone Procedures | Y | ✓ |  |  |  |
| Blood/body fluids | Y | ✓ |  |  |  |
| Laboratory specimens | Y | ✓ |  |  |  |
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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 | ✓ |  |  |  |
| 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 | Y |  | ✓ |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | ✓ |  |  |
| Mental Effort | Y |  |  |  | ✓ |
| Emotional Effort | Y |  | ✓ |  |  |
| Working in isolation | Y |  | ✓ |  |  |
| Challenging behaviour | Y |  | ✓ |  |  |