

# JOB DESCRIPTION

## JOB DETAILS

<b>Job Title</b>	Lead Pharmacy Technician – Procurement and Automation
<b>Reports to</b>	Dispensary Manager
<b>Band</b>	6
<b>Department/Directorate</b>	Pharmacy/Clinical Specialist Services

## JOB PURPOSE

- To lead, develop and effectively manage all procurement activities within the pharmacy department to support the effective delivery of medicines supply within NDDH in line with pharmacy department and the Trust objectives.
- Deliver a safe, prompt and efficient procurement service which is compliant with Good Distribution Practice (GDP).
- To manage the pharmacy inventory system by monitoring, reviewing and analysing stock activity with the aim of optimising stock control, reducing costs, reducing waste.
- To lead and manage the pharmacy procurement team to deliver the service providing technical guidance, training and development for all staff grades within the team.

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Lead and manage the pharmacy procurement team to ensure the procurement of drugs is undertaken accurately, safely, effectively, timely, legally and adheres to trust clinical governance to reduce risk.
- Ensure relevant staff are trained to maintain competency in procurement and troubleshooting automation errors.
- Provide a safe, cost-effective and efficient stock and procurement service across the Trust which is compliant to GDP.
- Work collaboratively with other departments within pharmacy and external stakeholders to ensure effective communication of stock and procurement medication related issues to support safe patient care.
- To plan reviews and update programmes to ensure the pharmacy automated dispensing robot is maintained in line with good practice and manufacturer's guidance and be a link person with the contract supplier for updates and maintenance.
- To be the lead for PowerGate system ensuring training of other users within the pharmacy department.
- Be a point of contact for the EPIC team with regard to collating and validating contract change and amendment information and optimise efficiencies of the EPIC system and interfaces with other platforms.
- Liaise with the Medicines Information, Clinical Pharmacy Manager and Dispensary Manager to offer alternatives in the event of medicines shortages.
- Implement regional and national contracts and act as point of contact for Commercial Medicines Unit (CMU) and PPSA for development and implementation of contracts as required.
- To effectively manage the workflow of pharmacy invoices on Trust finance system (Unit 4), dealing with escalations in a timely manner, acting as the point of contact for pharmacy invoicing queries from suppliers.

## 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.

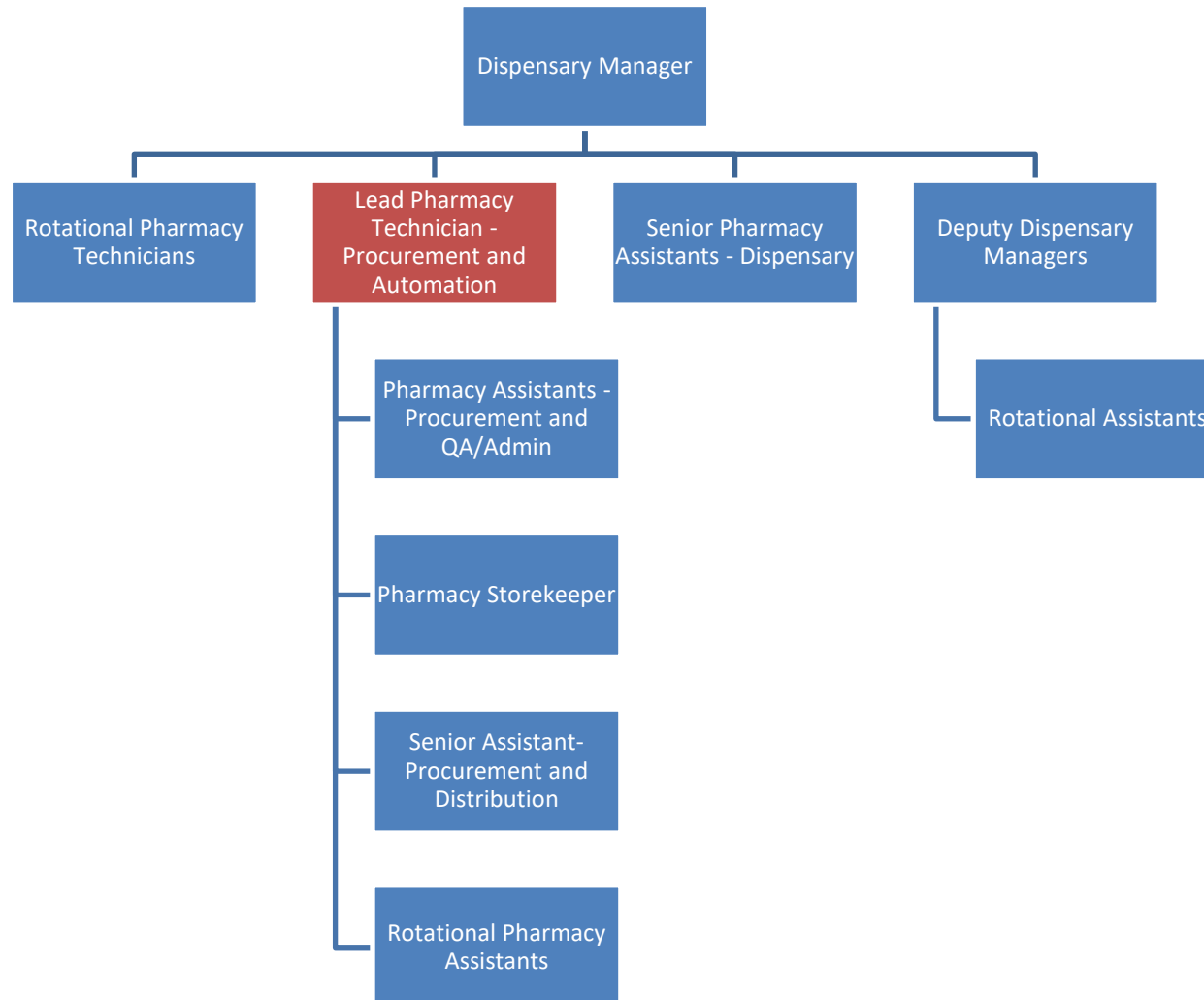
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Associate Director of Pharmacy</li><li>• Pharmacy Senior Management Team</li><li>• All pharmacy staff</li><li>• Eastern Pharmacy Services Procurement Team</li><li>• Medical staff</li><li>• Non-clinical staff and managers</li><li>• Staff within the Care Group</li><li>• Community Staff</li><li>• Ward/Area/ Transport Managers</li><li>• Trust Finance Team</li><li>• RDUH EPIC Team</li></ul>	<ul style="list-style-type: none"><li>• Other Healthcare providers</li><li>• Other NHS Networks</li><li>• Regional Procurement Specialist</li><li>• Peninsular Purchasing and Supplies Agency (PPSA)</li><li>• Commercial Medicines Unit (CMU)</li><li>• Department Health and Social Care (DHSC)</li><li>• Wholesalers</li><li>• Patients</li><li>• Health Education England &amp; other training providers</li><li>• MHRA</li><li>• CQC</li></ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Works within range of technical pharmacy procedures to support service delivery at ward, department, clinic and dispensary level.
- Work is overseen by the Dispensary Manager.
- 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 be the first line of communication for the procurement team, effectively disseminating information from the Trust, Associate Director of Pharmacy, Dispensary Manager and pharmacy senior leadership team ensuring accurate, timely and constructive feedback.
- To support the pharmacy senior leadership time and Dispensary Manager with implementation of change to the pharmacy business to support delivery of department and Trust objectives.
- To provide medicines information and advice to Trust colleagues, patients, carers, pharmacy colleagues and external stakeholders
- 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.
- Liaise with other healthcare staff regarding patients' medication requirements.
- Communicate with service users/patients on complex or sensitive issues regarding medicines information and supply processes to ward staff including clinicians
- Provide information and guidance on the use of medicines to ward and medical staff
- Communication provided and received will include patient specific information of a complex and sensitive nature on a regular basis. This will include clinical and technical information to other clinicians
- Communicate effectively and efficiently with members of the pharmacy clinical team as appropriate to highlight concerns with medication issues (e.g. shortages) which may impact on patient care and provide solutions within scope of clinical competence.
- Respond effectively to informal complaints regarding the service and support pharmacy senior leadership team with investigation of formal complaints concerning medicines supply issues.
- Ensure regular and effective communication with the procurement team through team meetings or huddles to inform the team and foster effective team working
- Develop a working environment and culture in which teamwork, mutual support and excellence in procurement service delivery is encouraged and maintained
- Responsible for ensuring clinical pharmacists and Dispensary Manager are consulted in the event of a stock item not being available.
- Provide support to wards, departments and clinic areas to facilitate appropriate ward stock ordering and management in line with Trust processes and to optimise use of EPIC system.
- Represent pharmacy procurement service at internal and external meetings as required (e.g. contract review meetings) and present relevant information as required e.g. KPIs, complaints, incidents
- Be the first point of contact for supplier representatives and ensure that any departmental visits are accredited under the Medical Industry (MIA), in line with Trust policy and involve the appropriate pharmacy staff.
- Liaise with the EPIC team to obtain and analyse purchasing data relating to procurement, contracting or supply and present this data to stakeholders within or outside the Trust in agreement with local and national benchmarking requirements.
- Work collaboratively with procurement and pharmacy colleagues from Eastern pharmacy team to identify and implement opportunities for efficiencies in procurement.

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- To ensure compliance with legislation, COSHH Regulations and safe and secure handling of cytostatic and cytotoxic drugs
- Completion of risk assessments to support requirements of the department e.g. COSHH, manual handling and implement appropriate measures to reduce risk
- Analyses of information or various information sources and guidance relating to medicines and interpret information (eg 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 clinicians within area of competence eg substitution of one formulation of medication for another to support supply of medication where there are stock shortages.

- To monitor, report and investigate medication procurement errors and ensure appropriate action taken to resolve.
- Source new medicines and establish the information required by EPIC to build the item in production.
- To be responsible for monitoring and auditing the effectiveness of all processes/systems within the procurement team.
- Provide suitable advice on pharmaceutical products and supply within scope of competency
- Ensure rolling stock checks are undertaken in stores and procurement areas in accordance with local processes and audit requirements. Undertake discrepancy investigations and deal with them appropriately according to agreed processes, highlighting areas of concern to the Dispensary Manager and senior leadership team.
- Provide technical support for the pharmacy automated dispensing/distribution process (robot) by having a full understanding of the system to meet pharmacy department requirements
- Act as technical specialist for MyCare inventory system ensuring accuracy and optimisation of the system. Liaise and collaborate with relevant EPIC team members to suggest system developments to improve and optimise the system.

## **PLANNING/ORGANISATIONAL SKILLS**

- Responsible for planning and organisation of pharmacy procurement provision to ensure timely and safe provision of medicines for wards, departments and clinics to deliver high quality patient care.
- Ensures that all activities relating to the procurement, receipt and storage of medicines are in accordance with standards for GDP.
- Liaise with and inform national bodies such as the National Pharmaceutical Supplies Group (NPSG), Commercial Medicines Unit (CMU) and the Department of Health and Social Care (DHSC) about potential supply problems and areas for improvement in the pharmaceutical supply chain.
- Prioritise and organise workload of procurement team to ensure that all required tasks are completed within an appropriate timescale.
- Organise medication procurement to support ward, department and clinic activities which may require adjustment or alteration at short notice. This may include seeking alternative formulations and facilitating stock movement between areas where there are medication shortages.
- Participate in the technician checking rota as appropriate
- Develop systems for service provision which enhance the efficiency of the procurement team in order to reduce turnaround times, improve accuracy and support staff development
- Ensure that there is a robust process in place for the recycling and disposal of returned and expired medication.
- Regularly review and update ward stock lists in liaison with clinical pharmacists and managers from ward, department or clinic areas
- To be responsible for ensuring the safe storage of stock within pharmacy in line with national guidelines and legislation.
- To respond to unpredictable working patterns including staff sickness, drug recalls, system issues (eg robot, MyCare) and Trust operational issues (eg escalation, ward moves or closures).
- 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 pharmacy procurement specialist clinical technical information which may include 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 recommendations within area of competence
- Facilitates safe transfer of care for patients through provision of information via the community pharmacy Discharge Medicines Service

- To support delivery of pharmaceutical care on wards through close working with ward staff and clinical pharmacy team in management of medication stock inventory system
- 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
- Provide education and counselling to patients.
- To deliver medication supply service to Trust emergency drug cupboard to support patient care out of hours
- Work collaboratively with clinical pharmacists to ensure that all medications meet the needs of prescribers and patients in all clinical settings and provide information especially with regard to new and specialised medicines.
- Approve new authorised suppliers gaining copies of MHRA licenses where applicable and disseminate the information to the EPIC team to facilitate the creation of the supplier on EPIC.

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

- Develop, implement and review SOPs for pharmacy procurement service and ensure adhered to by all staff
- Propose changes to make improvements to working practices concerning medicines stock, supply and procurement management which impact positively on other areas e.g. wards, outpatient areas, community hospitals.
- Have an innovative approach to reviewing and re-evaluating current practices relating to stock management and supply chain. To approach and work with wards/departments to develop alternative supply services where appropriate.
- Responsible for ensuring legislative and policy changes relating to procurement, both local and nation, are appropriately interpreted and implemented.
- Aim for continuous improvement in all areas of procurement service including staff training, awareness of environment, best operational practice and service provision.
- Report to the senior leadership team any financial/non-formulary drug usage trends that may impact on the drug budget, primary care prescribing or joint formulary prescribing agreements.

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

- Supports medicines security and reduce avoidable medicines waste
- Work with the clinical pharmacy team and ward staff to provide accurate ward stock lists that are regularly reviewed and with agreed optimum levels.
- Maintaining optimum stock holdings and rotation to ensure efficient use of working capital
- Maximise utility of the department dispensing robot aiming to deliver maximum efficiency
- Utilising staff and physical resources as efficiently as possible to create operational efficiencies through appropriate deployment
- Responsible for ensuring procurement of medicines within the Pharmacy budget
- Support the senior pharmacy team with the management of financial aspects of drugs included in reimbursement/rebate schemes
- Work with the senior leadership team and clinical pharmacists to deliver drug savings through the cost-effective procurement of medicines.
- Authorised approver for Unit 4 finance system

#### **HUMAN RESOURCES**

- Provide professional supervision of pharmacy technicians, trainee pharmacy technicians pre-registration pharmacy trainee pharmacists and other pharmacy staff as required within procurement service.
- Lead the recruitment, selection and development of procurement pharmacy staff including delivery of training within area of expertise
- Responsible for ensuring rotas within procurement team are developed and adhered to including late duty, bank holidays and weekend shifts as required to support service delivery
- Allocate work to team members
- Assess the competency of trainee technicians using regionally-approved paperwork.
- Contribute to training of other member of staff e.g. 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
- Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems e.g. PowerGate, EPIC, Unit 4
- Develop and maintain a suite of appropriate and relevant Key Performance Indicators (KPIs) to benchmark performance of the service.
- Analyse and interpret data and information concerning medicines inventory and usage, procurement, stock control and financial reports.
- Generate information requests and initiatives for reporting to understand procurement activity and propose service improvements

## **RESEARCH AND DEVELOPMENT**

- Undertake regular procurement and inventory audit work to ensure that professional standards are achieved and that performance is benchmarked and used for driving service improvement

## **PHYSICAL SKILLS**

- Advanced keyboard skills required for speed and high degree of accuracy for stock management

## **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.
- Frequent 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 storage or transferred to trolley for moving
- Work proactively and collaboratively to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.

## **MENTAL EFFORT**

- Frequent requirement to concentrate for periods while reviewing medicines information and providing advice to pharmacy colleagues and other staff groups.
- Frequent requirement for concentration required while working in dispensary to dispense and/or check medication.
- Responding to the demands of an unpredictable work pattern to support medication supply provision in different locations within the hospital and frequently changing priorities
- Frequent interruptions to respond to medicines related queries from clinical colleagues, procurement and distribution team members and other pharmacy colleagues

## **EMOTIONAL EFFORT**

- Occasional exposure to distressing and emotional circumstances while managing medicines for patients or dealing with incidents involving medicines e.g. distressed patients
- Regular exposure to challenging staff behaviour and frequent requirement for difficult conversations while striving to develop positive team culture

## **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), procurement system (Powergate), finance system (Unit 4) 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.

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

<b>Job Title</b>	<b>Lead Pharmacy Technician – Procurement and Automation</b>
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<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in Pharmaceutical Sciences or equivalent</li> <li>Registration with the General Pharmaceutical Council as Pharmacy Technician</li> <li>Technician Checking Accreditation</li> <li>Evidence of Continuing Professional Development in line with GPhC requirements</li> <li>Chartered Institute of Purchasing and Supply Post-Graduate Diploma (min Level 4) or equivalent</li> <li>Further relevant pharmacy or management training/qualification eg NHS Leadership underpinning knowledge e.g. Mary Seacole</li> </ul>	E  E  E  E	     D  D
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Substantial post qualification hospital experience in pharmacy services</li> <li>Excellent current knowledge of pharmacy procurement</li> <li>Confident to work independently and as part of a team</li> <li>Excellent interpersonal and communication skills (oral and written) and ability to convey information in clear and concise manner.</li> <li>Relevant knowledge of GDP</li> <li>Influencing / negotiation skills.</li> <li>Understanding of hospital pharmacy systems.</li> <li>Effective staff management and leadership skills.</li> <li>Auditing and analysis skills</li> <li>Ability to motivate and engage other members of staff</li> <li>Experience of training delivery</li> <li>Excellent written, oral and presentation skills to communicate effectively with a variety of stakeholders</li> <li>Excellent IT skills and ability to use information systems confidently including ability to use Microsoft Office packages eg Word, Excel, Outlook</li> <li>Experience of training and mentoring students, trainee pharmacists and non-registered staff</li> <li>Proven ability to problem solve and prioritise workload</li> <li>Demonstrate people management ability</li> <li>Ability to lead and drive change</li> <li>Demonstrate excellent professional standards</li> <li>Ability to work under pressure</li> <li>Awareness of health and safety issues</li> </ul>	E E E E  E E E E E E E E E  E  E  E E E E E E	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Substantial experience at pharmacy technician Band 5 or above</li> <li>Previous experience of line-managing direct reports</li> <li>Experience of supervising others and providing feedback for development</li> <li>Education and training of staff</li> <li>Knowledge of medicines management systems at ward level</li> </ul>	E E E  E E	

<ul style="list-style-type: none"> <li>Up to date knowledge of legislation relevant to pharmacy practice eg controlled drugs,</li> <li>Experience of developing, reviewing and maintaining Standard Operating Procedures</li> <li>Experience of implementing change</li> <li>Experience of quality improvement</li> <li>Experience of the management and development of information systems</li> <li>Experience of audit</li> <li>Experience of using the EPIC computer system</li> <li>Experience of using Powergate computer system</li> <li>Experience of using Unit 4</li> <li>Developing pharmacy services</li> <li>Experience managing stock control and maintaining pharmacy stock control IT system</li> </ul>	E  E E E  E      E  E	D D D
<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>Able to work as a team member and organise work of others</li> <li>Professional attitude and role model – honest, trustworthy, reliable, respectful</li> <li>Commitment to improving the quality of care for patients</li> <li>Commitment to Continuous professional development</li> <li>Responds positively to service deadlines</li> <li>Able to plan and manage own workload</li> <li>Possesses good verbal and written communication skills</li> <li>Able to work under pressure</li> <li>Self-motivated, enthusiastic and flexible</li> <li>Display an understanding of and ability to deal with patient confidential and sensitive information on a daily basis</li> <li>Ability to communicate complex medication issues to staff, patients and carers</li> <li>Compassionate</li> <li>Flexible and willing to adapt approach if required to support change</li> <li>Demonstrate understanding and ability to communicate and deal with all patients and/or carers</li> </ul>	E EE E  E E E E E E E E E  E  E E E	
<b>OTHER REQUIREMENTS</b> <ul style="list-style-type: none"> <li>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> </ul>	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y	✓			
Laboratory specimens	Y	✓			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	✓			
Respiratory sensitisers (e.g isocyanates)	Y	✓			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		✓		
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)	Y		✓		
Driving	N				
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		✓		