

# JOB DESCRIPTION

| JOB DETAILS            |   |
|------------------------|---|
| Job Title              | Specialist Technician – Cancer Services |
| Reports to             | Lead Cancer Service Pharmacist          |
| Band                   | Band 6                                  |
| Department/Directorate | Pharmacy/Specialist Services            |

| JOB PURPOSE  |
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| <ul style="list-style-type: none"> <li>To improve the quality of care of patients in Oncology and Haematology by the provision of an efficient medicine’s management service.</li> <li>To lead in the provision and further development of efficient and cost-effective systems for medicines management in Cancer Services.</li> <li>To support the implementation and maintenance of effective systems to ensure that billing of chemotherapy drugs is both accurate and complete.</li> <li>To support the delivery of oral systemic anti-cancer therapy (SACT), through validation of defined, oral SACT prescriptions and management of delivery to patients.</li> <li>To assist in the delivery of new patient talks for oral SACT patients, including medicines reconciliation and drug interaction checking.</li> </ul> |

| KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES   |
|--|
| <ul style="list-style-type: none"> <li>Medicines reconciliation, documentation and clinical liaison for the chemotherapy day care unit.</li> <li>Maintenance and development of stock lists for the day care unit, in conjunction with the clinical pharmacy and distribution team.</li> <li>Liaise with the cancer pharmacy team to effectively support cancer drug procurement, dispensing, administration and invoicing.</li> <li>Responsible for the order, stock check and reconciliation of compassionate &amp; EAMS (Early Access Medicine Systems) used drugs (oral &amp; injectable) including specialist ordering and maintenance of logs.</li> <li>To support the delivery of oral SACT, through validation of defined, oral SACT prescriptions and management of delivery to patients via homecare.</li> <li>To assist in the delivery of new patient talks for oral SACT patients, including medicines reconciliation and drug interaction checking.</li> <li>To be a prime contact, and develop and maintain a co-ordinating role for the dispensary (hospital and outsource pharmacy provider) in terms of dispensing oral chemotherapy for outpatients and day patients, including regimes prescribed on Chemocare.</li> <li>To assist in recruitment and be responsible for the development of the Band 5 medicines management technician.</li> <li>Provide option analyses for the mitigation of stock shortages and proposals for service efficiencies through design and generation of TTO packs.</li> <li>Provide support in identifying and isolating costs associated with agreed, but un-commissioned therapies.</li> <li>Work as an integral member of the Cancer Services Pharmacy Team.</li> <li>To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.</li> </ul> |

| KEY WORKING RELATIONSHIPS  |
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| <p>Areas of Responsibility:</p> <ul style="list-style-type: none"> <li>Medicines management to cancer patients in day case and outpatient areas. Including compassionate use medicines.</li> <li>Defined SACT prescription verification.</li> <li>Defined SACT new patient assessments.</li> </ul> |

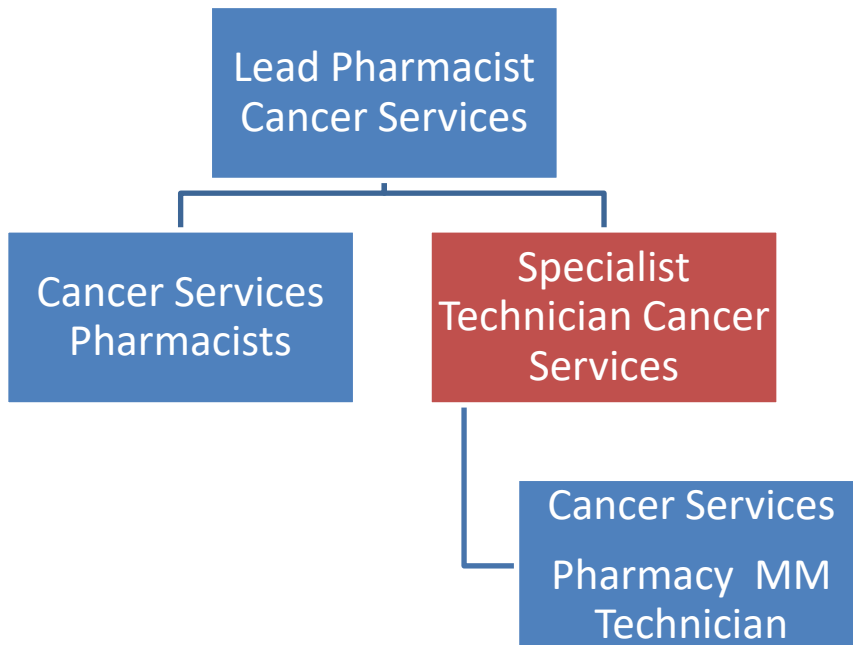
Line management responsibility for B5 Cancer Services Technician

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 may be required to occasionally deal with outsource providers in response to patient queries. 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>• Cancer services pharmacy team (North &amp; East)</li> <li>• Aseptic services pharmacists (North &amp; East)</li> <li>• Outsource pharmacy staff</li> <li>• Chemotherapy specialist nurses</li> <li>• Distribution pharmacy technicians</li> <li>• High cost drugs pharmacist (East)</li> <li>• Lead medicines Management Pharmacy Technician</li> <li>• Dispensary Manager</li> <li>• Dispensary staff (registered and non-registered)</li> <li>• Clinical Pharmacy Team</li> <li>• Clinical Pharmacy Manager</li> <li>• Deputy Clinical Pharmacy Manager</li> </ul> | <ul style="list-style-type: none"> <li>• Community Pharmacies</li> <li>• Compassionate use drug suppliers</li> <li>• GP practices</li> <li>• Primary Care Networks</li> <li>• Staff from partner organisations (e.g. other acute hospitals)</li> <li>• Regional/National networks</li> <li>• CQC</li> <li>• NHS England</li> </ul> |

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Works within a range of technical pharmacy procedures to support service delivery at ward, department, clinic and dispensary level.

- Work is overseen by a cancer services pharmacist.
- Responsible for planning own workload and escalating concerns where support needed.

### **COMMUNICATION/RELATIONSHIP SKILLS**

- Frequently communicates and receives complex and sensitive medicines related information to/from prescribers, clinicians, other health and social care colleagues, patients and carers.
- 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. Patients may have language difficulties, physical or mental disabilities.
- Communication methods will include verbal, written and electronic.
- Liaise with and support other pharmacy professional colleagues within the Trust and external organisations as required for role e.g. community pharmacy, primary care.
- Communicate advice regarding medication storage with ward staff, registered professionals, patients and carers.
- Communication skills may include influencing, negotiating, empathy and providing reassurance e.g. communicating with patients to explain how to take new medicines or providing reassurance regarding medication side effects.
- 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.
- To deputise for Cancer Services Pharmacists at any relevant meetings as appropriate.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Analysis of prescription information or various information sources and guidance relating to medicines and interpret information (e.g. National care Record Service (NCRS), 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 to recommend prescribing changes within area of competence e.g. substitution of one formulation of medication for another 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.
- Judgements would be on a range of facts that require analysis and comparison of range of options.
- To analyse and interpret prescriptions and either resolve problems with the prescriber or escalate to the appropriate pharmacist.
- To assist in the dispensing and checking of oral SACT prescriptions for cancer patients to ensure timely discharge from wards or out-patient clinics and the day care unit.
- Assess whether medicines brought in by the patient are fit for use using a set criteria.
- To participate in the pharmacy technician dispensary rota, cover as required.
- Ensure adherence to medicines legislation, Trust policies and procedures and accurate record keeping.
- Accuracy checking of prescriptions.
- Use appropriate professional judgement skills to problem solve and determine best course of action and make recommendations to healthcare professionals within scope of competency.
- The SACT prescription validation role will be under the British Oncology Pharmacy Association (BOPA) competency framework for pharmacy technicians and Trust in-house competency training.
- New Patient Assessments (NPA) will be according to in-house training, Macmillan patient information and dedicated new patient assessment EPIC check list.

### **PLANNING/ORGANISATIONAL SKILLS**

- Planning and organisation of complex on-going activities concerning medication management.
- Responsible for organisation and planning of pharmacy provision within own area.
- May be required to plan and organise work for more junior staff within pharmacy team.
- To plan and organise medicine supplies to ensure appropriate stock levels available to appropriate wards areas to deliver patient care.
- Participate in the technician checking rota as appropriate.

- Develop systems for service provision which enhance the efficiency of the service and support patient care.
- Regularly review and update ward stock lists in liaison with cancer services pharmacists and clinical staff from ward areas.
- To respond to unpredictable working patterns including staff sickness, system issues (eg EPIC) and Trust operational issues (e.g. 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**

- Post holder would be involved in interviewing patients in task of medicines reconciliation, contacting patients where there have been problems with medicine supply, and providing information of SACT regimen to selected new SACT patients.
- Provides medicines management pharmacy specialist clinical technical service which includes provision of advice on medicines use and doses.
- Provides advice to healthcare professionals, patients, carers, staff on issues concerning medication and makes appropriate recommendations within area of competence.
- Complete 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 the day care unit through close working with ward staff in management of medicines.
- Support patient education in line with pharmacy processes to ensure optimal concordance of medicines.
- Promote medication safety within pharmacy and the wider Trust.
- Provision of a high-quality counselling service to cancer patients, their representatives and/or carers to explain correct and most effective use of medicines and any potential side effects, interactions or precautions to be taken and to ensure that the information has been understood.

### **POLICY/SERVICE DEVELOPMENT**

- Post holder will work to defined policy, but occasionally be contributory as part of a multi-disciplinary team in making changes in own practice.
- In conjunction with the Lead Pharmacist for Cancer Services and Cancer Services Pharmacists be responsible for the development of the technical pharmacy service to cancer patients.
- To assist in the development and implementation of standards operating procedures relating to the technical elements of the service for cancer patients and the use of Chemocare.
- To contribute to the development of cancer services policies, procedures and guidelines.
- To ensure that all activities, procedures and documentation meet the requirements of current legislation.
- To propose policies and development of strategies to overcome and risks with the prescribing of SACT within the Chemocare system which impacts on pharmacy and wider cancer services team.
- To provide workload and activity data from EPIC system and Chemocare for use by pharmacy staff and Trust managers.

### **FINANCIAL/PHYSICAL RESOURCES**

- To assist with the production of monthly reports on drug expenditure for evaluation by the Lead Pharmacist for Cancer Services.
- Responsible for ensuring purchasing of some cancer medicines e.g. newly approved cancer medicines so that these are available for patient treatment.
- To participate in any work to support delivering best value programs.
- To be responsible for stock control levels for cancer services team ensuring that stock is ordered in a cost-effective manner, considering changes in prescribing practice, newly approved drugs and reviewing EPIC stock PAR levels (including high cost drugs) in response to service need.
- Provide option analyses for the mitigation of stock shortages and proposals for service efficiencies through design and generation of TTO packs.
- Provide finance support in identifying and isolating costs associated with agreed, but uncommissioned therapies.
- Supports medicines security and reduces avoidable medicines waste.

- To perform monthly stock and expiry checks resolving any discrepancies.
- Review slow moving medicine lines for cancer services team.
- Oversee return of unused drugs according to Trust policy.
- Liaise with dispensary staff to ensure reliable and robust processes for cancer services prescription 'to follow' medicines.
- To liaise with patients or their representatives to discuss the availability and delivery timescale for medications requiring 'special' preparation.

### **HUMAN RESOURCES**

- Provides line management to B5 Cancer Services Technicians within the team.
- To assist in the recruitment and selection of pharmacy technician staff for the pharmacy department.
- Responsible for the training, development and professional leadership of Band 5 medicines management pharmacy technicians within the team.
- Provides specialist training to teach nursing staff and patients on SACT medication regarding use, side effects and resolving queries.
- To manage own day-to-day workload and any unpredictable demands on time.
- To act as an effective role model and to provide advice and support to members of the multidisciplinary team.
- To share expertise with healthcare professionals on a nationwide level through professional conferences, forum and bodies.

### **INFORMATION RESOURCES**

- Records personally generated medicines-related information e.g. medicines reconciliation information, summarises drug information and recommendations.
- Inputs patient related data into Trust ePMA system.
- Handling information would extend to entering data, using computer software. Also inputting, storing and providing information, modifying, maintaining, analysing information.
- To be responsible for the data entry of highly complex SACT treatment protocols onto Chemocare.
- To be responsible for ensuring records relating to the supply of medicines are accurately completed and well maintained.
- To be a competent user of EPIC, the Trust EPR system.

### **RESEARCH AND DEVELOPMENT**

- Undertake regular audit work to ensure that professional and medication standards are achieved within pharmacy cancer services team.
- To assist in the implementation of findings of research into clinical practice.

### **PHYSICAL SKILLS**

- High level of accuracy and skill required for dispensing of particular medicines (e.g. cytotoxic medicines).
- Standard keyboard skills required for speed and high degree of accuracy (EPIC).

### **PHYSICAL EFFORT**

- Frequent periods of walking to visit wards.
- Periods of standing within dispensary to dispense and check medicines.

### **MENTAL EFFORT**

- Frequent requirement to concentrate for periods while reviewing medicines and clinical information and providing advice to pharmacy colleagues, patients 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 management issues for cancer patients and frequently changing priorities.
- Frequent interruptions to respond to medicines related queries from clinical colleagues, and pharmacy colleagues.

## EMOTIONAL EFFORT

- Occasional direct exposure to distressing or emotional circumstances e.g. contact with cancer patients and families who may be distressed.

## WORKING CONDITIONS

- Occasional exposure to unpleasant working conditions e.g. aggressive behaviour of patients, clients, relatives, carers.
- Occasional exposure to hazardous medicines e.g. cytotoxic medicines.

## 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.

## 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> | Specialist Technician – Cancer Services |
|------------------|---|

| <b>Requirements</b>   | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| <b>QUALIFICATION/ SPECIAL TRAINING</b>  |                  |                  |
| BTEC in Pharmaceutical Sciences/(NVQ Pharmacy services Level 3) or equivalent   | E                |                  |
| Registration with the General Pharmaceutical Council as Pharmacy Technician   | E                |                  |
| Medicines Management/Medicines Optimisation Accreditation recognised by SW Region.  | E                |                  |
| Technician Checking Accreditation   | E                |                  |
| Evidence of Continuing Professional Development in line with GPhC requirements  | E                |                  |
| Evidence of BOPA SACT Verification Passport (or equivalent)   |                  | D                |
| <b>KNOWLEDGE/SKILLS</b>   |                  |                  |
| Good medicines management skills including drug history taking, medicines reconciliation, assessment of patients own drugs (PODs) and stock ordering                        | E                |                  |
| Demonstrate ability to plan, organise and prioritise own workload   | E                |                  |
| Demonstrate ability to plan, organise and deliver training  | E                |                  |
| Demonstrate ability to deal with conflict and complaints (patients and staff)   | E                |                  |
| Demonstrate excellent verbal and written communication and interpersonal skills (patients and staff)  | E                |                  |
| Ability to communicate effectively with the multidisciplinary team  | E                |                  |
| Ability to work independently and as a team member  | E                |                  |
| Demonstrate attention to detail   | E                |                  |
| Knowledge of high cost drugs and patient access schemes   | E                |                  |
| Demonstrate proven ability to counsel and give advice to patients/carers on medications   | E                |                  |
| Understanding of computer systems and IT networks   | E                |                  |
| Demonstrate ability to work to set procedures   | E                |                  |
| Ability to work methodically and have good decision-making skills   | E                |                  |
| Demonstrate ability to cope under pressure and manage several tasks at once   | E                |                  |
| Demonstrate initiative particularly in relation to problem solving and ability to implement new initiatives and changes while maintaining departmental standards of service | E                |                  |
| Demonstrate good understanding of clinical risk and governance  | E                |                  |
| Understanding of stock management   | E                |                  |
| Good negotiation skills   | E                |                  |
| Demonstrate ability to meet and set deadlines to support SACT delivery  | E                |                  |
| <b>EXPERIENCE</b>   |                  |                  |
| Significant post qualification hospital pharmacy experience   | E                |                  |
| Broad technical pharmaceutical knowledge relation to promotion of high quality, cost effective use of medicines   | E                |                  |
| Experience working as a ward-based pharmacy technician  | E                |                  |
| Previous experience of using EPIC   |                  | D                |
| Previous experience of using Chemocare  |                  | D                |
| Experience of undertaking audits  |                  | D                |
| Experience of writing standards operating procedures  | E                |                  |
| Experience of training and supervision  | E                |                  |
| Experience of report writing  |                  | D                |
| <b>PERSONAL ATTRIBUTES</b>  |                  |                  |
| Excellent IT skills   | E                |                  |
| Professional attitude   | E                |                  |

|   |   |  |
|---|---|--|
| Good team worker  | E |  |
| Work within GPhC standards of conduct, ethics and performance   | E |  |
| Adaptable and flexible to change  | E |  |
| Calm under pressure and able to maintain accuracy and attention to detail   | E |  |
| Willingness to take responsibility and able to work without direct supervision<br>Commitment to Continuous Professional Development             | E |  |
| Ability to work as part of a team   | E |  |
| Ability to accurately deal with figures and make judgements which require the assimilation and reconciliation of several strands of information | E |  |
| Methodical & organised with the ability to prioritise workload (own and others)   | E |  |
| Adaptable and able to change and re-prioritise tasks immediately and in line with competing demands   | E |  |
| Ability to motivate self and others   | E |  |
| Enthusiastic, highly motivated  | E |  |
| Remain calm and professional in a busy environment  | E |  |
| Able to prioritise own and team members work load and meet deadlines.   | E |  |
| Able to work independently taking guidance from peers and external reference points (e.g. National guidance).                                   | E |  |
| <b>OTHER REQUIREMENTS</b>   |   |  |
| The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust                          | E |  |
| To participate in late duty, weekend and Bank holiday duties as required  | E |  |
| Other relevant duties as assigned by the Lead Pharmacist for Cancer Services  | E |  |

|  |   | FREQUENCY                                 |   |   |   |
|--|---|---|---|---|---|
|  |   | (Rare/ Occasional/<br>Moderate/ Frequent) |   |   |   |
| WORKING CONDITIONS/HAZARDS   |   | 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 sensitisers (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 | ✓   |   |   |   |