

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Science Manufacturing Technician Higher Level or Pharmacy Technician Higher level
Reports to	Chief Technician– Aseptic Services
Band	Band 5
Department/Directorate	Pharmacy / Clinical Specialist Service

JOB PURPOSE
<ul style="list-style-type: none"> <li>Working as an experienced qualified Science Manufacturing Technician or Pharmacy Technician, the post holder will contribute to the efficient delivery of the specialist technical aseptic Pharmaceutical Service provision to patients, wards and departments both within the Trust and to other healthcare organisations.</li> <li>Actively participate in the aseptic preparation services of the pharmacy department under the professional direction of the Principal Pharmacist – Technical Services. Responsible for the management of the daily workload planning and staff utilisation within the aseptic unit, including personal participation as required, under the direction of the Chief Technician Aseptic Services.</li> <li>Provide day to day supervision and training of less experienced staff working within aseptic services.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Working under guidance of SOPs, GMP, COSHH, the post holder will:-</p> <ul style="list-style-type: none"> <li>Aseptically manufacture and issue medicines to patients ensuring that all the necessary information and documentation is available and completed; this will include clinical trial medications, specialist hospital-only medicines and unlicensed medicines.</li> <li>Dispense controlled drugs and ensure that all legally required records are accurate and up to date.</li> <li>Ensure that all information needed for accurate stock control and prescription issues data is recorded, using them to aseptically manufacture products.</li> <li>Carry out pre and in-processing checking within Aseptic Services.</li> <li>Liaise with Procurement staff about urgently required medicines, and informing patients and other health care staff about supply problems / delays.</li> <li>Ensure that all information needed for accurate stock control is recorded using the appropriate paper or electronic system.</li> <li>Answer queries from nurses and other healthcare professional, within limit of authority referring where required.</li> <li>Assist in the training of all Aseptic Services staff, Pre-registration Technicians, Technicians, Pharmacy Support Workers and pre-registration Pharmacists.</li> <li>Deputise for the Specialist Technicians in their absence and supervise the work of Pharmacy Technicians, Science Manufacturing Technicians, Pre-Registration Technicians and Pharmacy Service Assistants by maintaining standards of service, ensuring completion of all specified documentation and briefing staff to inform them of any changes in working practice.</li> <li>Identify own development and training needs and keep up to date with all national codes of practice, standards and relevant legislation.</li> <li>Adhere strictly to working procedures and departmental policies both for drug supply and security.</li> <li>Comply with Trust and departmental procedures relating to Health and Safety and Clinical waste management.</li> <li>To take part in late, weekend and Bank Holiday rotas to support 7-day pharmacy service.</li> </ul>

## KEY WORKING RELATIONSHIPS

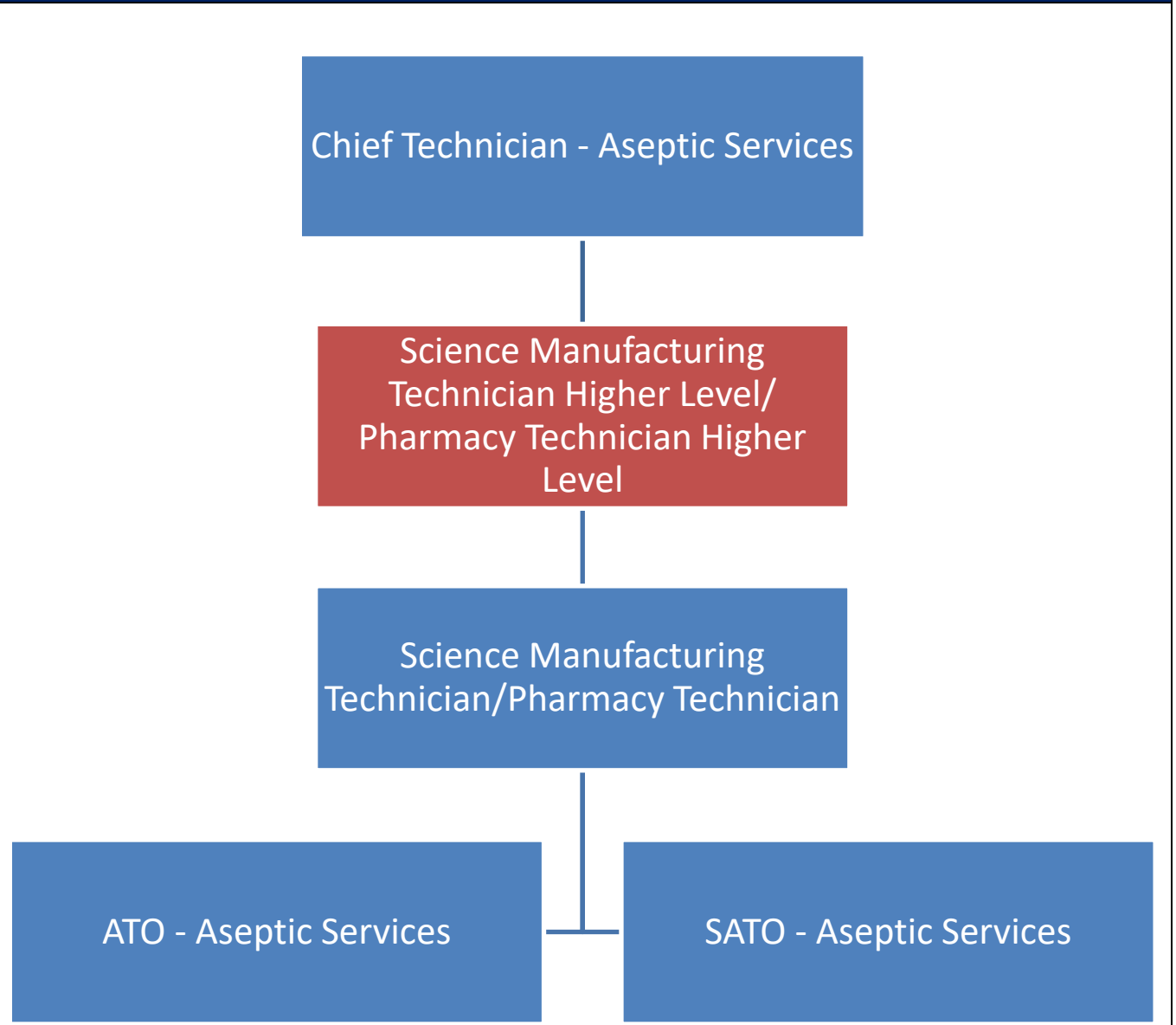
Day to day management responsibility for up to 4 members of staff within the aseptic unit including Science Manufacturing Technician/Pharmacy Technician.

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 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>• Pharmacists</li> <li>• Medicine Management Technician (cancer service)</li> <li>• Dispensary team</li> <li>• Distribution team</li> <li>• Procurement team</li> <li>• Cancer service nursing team</li> </ul>	<ul style="list-style-type: none"> <li>• Patients/Carer</li> <li>• Other healthcare organisations (other acute hospitals)</li> <li>• Outsource pharmacy supplier</li> </ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Works within range of Trust policies and pharmacy standards operating procedures (SOPs) to support service delivery within aseptic service and day case units.
- Use initiative to deal independently with routine matters and complex queries, deciding when it is necessary to refer to the available Senior Technician who provides supervision.
- Responsible for escalating concerns where support is needed.
- Accredited to complete pre-& in-process checks.

## **COMMUNICATION/RELATIONSHIP SKILLS**

- Communicate effectively with healthcare professions both within and outside the Trust to ensure good team working with other pharmacy staff, ward staff medical teams and other service providers as necessary.
- Communication will include provision of and receipt of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations e.g. changes to treatment doses prescribed for patients, blood results to allow preparation of products, cancellation of chemotherapy doses.
- Communication will typically include factual information but may involve patient sensitive and confidential information.
- May be required to adapt own communication style to overcome communication challenges.
- Communication methods will include verbal, written and electronic.

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Uses own judgement on how to fulfil urgent order requests by analysing and comparing the options available.
- Analyses prescribing activity data to ensure stock levels for outsourced products are optimal.
- Assist in the investigation of complaints and deviations in accordance with department and trust policies and participate in any corrective and preventative action required.
- Working with the Lead Technician to maintain the Microbiological Reporting System, investigating out of specification reports and following up any outstanding actions.
- Escalating complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with staff members, service users or other departments/partner agencies. This will include resolving minor problems with regard to personnel, stock levels and maintenance, and highlighting any problems and conducting risk assessments as appropriate.
- Working with the Quality Control to maintain the Microbiological Reporting System, investigating out of specification reports and following up any outstanding actions.

## **PLANNING/ORGANISATIONAL SKILLS**

- Day to day to supervision and co-ordination of aseptic preparation, dispensing and checking activities, highlighting any issues to the Chief Technician Aseptic Services.
- Planning and prioritisation of own workload liaising with the rest of the team members to maintain consistent workflow and to organise the workload for the aseptic team.
- Ensuring that aseptic treatments are available to the required appointment time and to schedule workload accordingly.
- Post holder prioritises how to complete work tasks to ensure products are prepared according to appointment scheduling, answering phone, dealing with queries from service users, processing emails and EPIC chat requests.
- Prioritise workload and analyse situations to resolve problems.
- Contribute to departmental forward planning.

## **PATIENT/CLIENT CARE**

- Provides clinical technical service which has direct impact on patient care including provision of advice and information to healthcare professionals, patients, carers and pharmacy colleagues e.g. previous medication doses prescribed within the treatment cycle and advises patients, carers and healthcare profession on issues relating to medication regimes and changes to prescribing.

- Dispenses and prepares high risk medication for Trust most vulnerable patients, e.g. cancer, neonatal & paediatric.

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

- Responsible for writing & following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy service provision.
- Implements changes as required by regulation to own practice and departmental SOPs.
- Contributes to wider policies required within technical services and service users.

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

- Responsible for managing of accurate medication stock levels and security of medicines within aseptic unit.
- To ensure the efficient and effective use of all resources used within the course of one's own duties and the team, maintaining an awareness of the financial impact of inappropriate use.
- Identify changes in usage in order to optimise stock holding, automatic ordering quantities and minimise waste.
- Supervise appropriate goods receipt processes e.g. cold chain maintenance, quarantine stock.

#### **HUMAN RESOURCES**

- To carry out and to cascade training of staff team members in broth transfer validations, transfer processes, assembly, dispensing and preparation.
- Day to day management of junior aseptic staff.
- Completes work-based assessment of staff and trainee within the aseptic unit.
- Day to day supervision of support staff and trainee within the aseptic unit.
- Participate in recruitment and selection of junior technical staff.

#### **INFORMATION RESOURCES**

- To be responsible for ensuring Aseptic Services administrative duties are carried out appropriately, including the filing and archiving of information and data.
- To be responsible to transcribe patient specific details onto worksheet and associated aseptic workload list to support the preparation of patient specific treatment doses within the clinical system used.
- To be responsible for the accurate transcription of prescriptions onto the daily workload list to have ensure accurate capacity planning.
- Ensure Health and Safety, Good Manufacturing Practices and COSHH regulations are followed, including generation of COSHH risk assessments.

#### **RESEARCH AND DEVELOPMENT**

- Occasional preparation of clinical trial products as part of the aseptic preparation processes.
- Ensuring that clinical trial starting material is used correctly in line with the clinical trial requirement.

#### **PHYSICAL SKILLS**

- Highly developed skills involving accuracy, dexterity, manipulation and a degree of timely preparation and dispensing/assembly of medicines against written prescriptions/requisitions. This involves drawing up using syringes.

#### **PHYSICAL EFFORT**

- Frequent periods of sitting for data input, frequent standing for other duty.
- Repetitive lifting which may include, medicine packs, boxes.
- Frequent moving of pharmaceutical goods and products.
- Regular cleaning sessions for aseptic unit and equipment.

- Occasional periods of manual handling of medication stock which may occur on a weekly basis e.g. 10kg box of medicines being moved from one location to another nearby for dispensing and supply to ward area.

### **MENTAL EFFORT**

- Concentration is required when label, assemble, prepare and dispense medicines against a written prescription/requisition. This activity is performed all day but the post holder has regular breaks between tasks.
- Preparing medicines in a preparation unit may require longer period of concentration with a longer break after a period of up to 4 hours.
- Pre- & In process checks requires frequent concentration as specific checks have to be made at all stages of manufacturing and worksheet checking. This is managed with set breaks.
- The post holder may be the only person available to complete the pre- & in-process checks and could be interrupted during the task to give advice or answer a query from service users or staff.

### **EMOTIONAL EFFORT**

- Occasionally deals with issues in a pressurised environment or dealing with exposure to potentially distressing circumstances.
- Regular preparing aseptic medication to the most vulnerable patient including paediatric & adult cancer and neonatal which can be distressing.
- Prescriptions can be for a variety of patients some of whom have emotional barriers due to their condition or who may be terminally ill.

### **WORKING CONDITIONS**

- Frequent handling of cytotoxic drugs and immunotherapy products (on a daily basis).
- Working within a clean room setting. Unable to leave the environment for a prolonged period (up to 4 hours) due to the required changing procedures.
- Frequent use of hazard cleaning solution to ensure the cleanliness of the aseptic unit is compliant.
- When working in preparation unit the post holder is required to work on a daily basis in a confined environment e.g. isolators. Staff follow COSHH guidelines and SOPs.
- VDU user.

### **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>	Science Manufacturing Technician Higher Level or Pharmacy Technician Higher Level
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Knowledge of pharmaceutical technical procedures for specialist area to apprenticeship or equivalent level acquired through training, NVQ3, BTEC in pharmaceutical science or equivalent level (including Level 3 Apprenticeship Standard for Science Manufacturing Technicians) to degree level, or equivalent experience	X	
Registered Science Manufacturing Technician or Registered Pharmacy Technician with the GPhC	X	
Aseptic Supervisory qualifications		X
Accredited checker as part of Pharmacy technician or SMT qualification	X	
<b>KNOWLEDGE/SKILLS</b>		
Excellent communication and interpersonal skills	X	
Excellent organisational skills	X	
Ability to lead and develop a team	X	
Accuracy and attention to detail	X	
Problem solving	X	
Quality Assurance of aseptic preparation	X	
Good manufacturing practice	X	
Dispensing or pharmacy distribution procedures	X	
Raising procurement orders with external suppliers		X
Good computer skills	X	
<b>EXPERIENCE</b>		
Experience in aseptic preparation (Hospital or Industry)	X	
Computerised stock control systems	X	
Working in demanding, busy environment	X	
Supervision and training of other staff	X	
Procurement and supply of unlicensed medicines		X
<b>PERSONAL ATTRIBUTES</b>		
Ability to work flexibly and adapt to changing priorities and demands	X	
Commitment to CPD of self and others	X	
Ability to work effectively and accurately under pressure	X	
Self-motivated and motivator of others	X	
Interest in research	X	
Willingness to undertake any necessary training and development to enhance work performance	X	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	
Ability to travel to other locations as required.	X	

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 sensitisers (e.g. isocyanates)	N				
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	N				
Challenging behaviour	N				