

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Deputy Lead Technician-Technical Services
<b>Reports to</b>	Lead Technician-Technical Services
<b>Band</b>	5
<b>Department/Directorate</b>	Pharmacy / Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>• The principal role is to provide support in Technical Services. The post holder will be required to act in a supervisory role and assist in the training and development of junior staff.</li> <li>• To act as the deputy for the Lead Technician for the Technical Services unit, providing professional input into Trust activities to facilitate the delivery of a safe and effective aseptic and chemotherapy service across the Trust.</li> <li>• The post holder will support the Technical Services staff and work flow to facilitate the delivery of a safe and effective chemotherapy service. The post holder will participate in the supply of medicines to patients under the supervision of a Pharmacist.</li> <li>• To liaise with the Lead Technician and Accountable Pharmacist in preparing and providing audit feedback for all internal and external audit requirements.</li> <li>• To work with the relevant clinical teams to be a point of contact for all queries and requests for information on the aseptic services managing these requests providing feedback or escalate as appropriate under the guidance of the Lead Technician.</li> <li>• Responsible for maintaining patient records, ensuring all paperwork is filed appropriately and data is updated as necessary</li> <li>• To work in conjunction with the Lead Technician and Accountable Pharmacist to develop training programmes to educate rotational staff on knowledge of standards, practices and quality assurance arrangements relating to the aseptic preparation and dispensing of medicines.</li> <li>• The post holder will work closely with the Lead Technician to assist in implementing departmental changes and support the coordination of the day to day running of the unit and its staff.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• To provide a range of departmental services under the direction of the Lead Technician Technical Services</li> <li>• Strictly observe confidentiality of all information concerning patients and comply with procedures relating to the Data Protection Act.</li> <li>• Represent the service to a high professional standard in conduct, manner and appearance.</li> </ul>

- To be a qualified 'Pre and In Process' Checking Technician. This includes checking of ingredients, worksheets, labels, drug volumes and product integrity.
- Carries out the final check of the dispensing process as an Accredited Checking Technician
- Undertake all aseptic preparation in an accurate and timely manner. This involves the application of aseptic technique within an isolator in a clean room.
- To select and assemble drugs and consumables for individual products in advance of manufacture in accordance with a worksheet, with regard to strength of drug, vial size and choice of infusion bag/diluent etc.
- To issue dispensed medication to outpatients and counsel them on the correct and safe usage of their medication so that patients feel well informed and able to comply with their medication regimen.
- To dispense prescriptions in accordance with professional and ethical standards laid down by the Royal Pharmaceutical Society and in accordance with departmental time and error standards.
- To assist the Lead Technician in implementing departmental changes.
- To support the Lead Technician and Accountable Pharmacist in researching, developing and extending technician and pharmacy assistant roles, to participate in any quality audits, clinical governance initiatives and other performance measures upon request.
- To actively participate in selection of new products/consumables for use within the aseptic unit, through end user testing.
- To assist in stock control, maintaining optimum levels of stock and consumables held within the unit. To practice proper stock rotation, to avoid expiry of stock, and correct storage of pharmaceuticals with due regard of temperature limits and security of items.
- To liaise with purchasing staff in order to obtain drugs for aseptic dispensing at short notice where necessary.
- To accurately deal with out of specification results and carry out correct cleaning to minimise contamination.
- Fill out deviations when required for out of specification results and investigate the reasons why they went out of specification.
- Liaise with the Lead Technician and Accountable Pharmacist with out of specification results.
- To understand limits of authority attached to this role, to work within legal requirements to the departmental procedure and protocols, request supervision or support when necessary.
- To assist in maintaining appropriate standards of service; to be aware of all relevant guidelines, policies and procedures; to adopt the principles of safe handling and storage of medicines.
- To ensure all drug transactions are entered accurately and timely to the pharmacy computer system so stock discrepancies are minimised.

- To attend and contribute to departmental meetings as a forum for discussing (potential) errors and changes in practice or procedures within the unit, with all members of staff.
- To identify and pursue personal training needs with the object of improving personal development and performance, and to collaborate in the training of other pharmacy staff as appropriate.
- To participate in weekend and Bank Holiday rota in accordance with departmental rotas.
- To undertake any other reasonable duty in the interest of the Pharmacy service as requested by Lead Technician Technical Services or the Accountable Pharmacist.
- Attend local and regional meetings in the absence of the Lead Technician

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: Technical Services

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

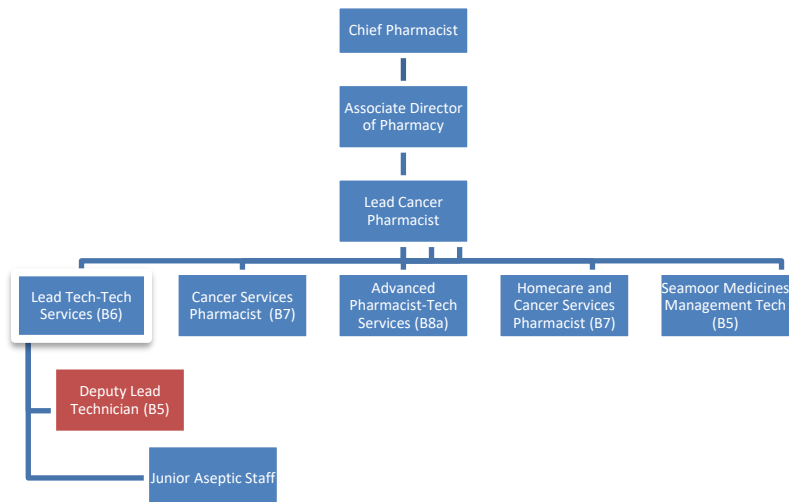
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

External to the Trust	
<ul style="list-style-type: none"> <li>• Accountable Pharmacist</li> <li>• Dispensary Manager</li> <li>• Pharmacy technicians including pre-registration technicians</li> <li>• Pharmacy team</li> <li>• Sodexo staff</li> </ul>	<ul style="list-style-type: none"> <li>• NHSE Workforce Training and Education</li> <li>• Colleges and Training Organisations</li> <li>• Integrated Care Board</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

Business continuity planning will need to take place in liaison with line management and issues should be escalated in a timely manner.

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will need to be a skilled communicator, communicating daily with patients and carers on sensitive matters. They will be required to liaise regularly with colleagues at both Northern and Eastern sites and also with the pharmacy department.

## ANALYTICAL/JUDGEMENTAL SKILLS

Analyses, interprets prescription information, resolves service provision problems, reviews students work and provides feedback

## PLANNING/ORGANISATIONAL SKILLS

Manage day to day activities of the aseptic unit, ensuring responsibilities are covered.  
Ensure that activity is handed over, covered or cancelled for any periods of planned absence.  
Plans the rota for the pre-registration pharmacy technician team, organises supervision of assistants and new starters.  
Meet regularly with the Lead Technician and Accountable Pharmacist to discuss and agree work plans.

Plan and organise validations of staff in a timely manner to ensure compliance to procedures  
Plan and organise servicing/maintenance and repair of specialist equipment as required

## PATIENT/CLIENT CARE

Dispenses drugs for patients, including specialist areas. Provides advice to patients and carers on medications. Ensures compliance with medicines legislation.

## POLICY/SERVICE DEVELOPMENT

Participate in reviews of work methods and contribute to the development of new processes and systems to minimize risk and to ensure that services are improved continuously.  
Appraise, suggest and apply suggestions to deliver an effective service  
Contribute to the development, implementation and monitoring of Technical Services policies and standard operating procedures.  
Maintain Standard Operating Procedures  
To undertake validations of new products and procedures, recording results accurately and clearly and reporting to the Lead Technician and Accountable Pharmacist.  
Work in accordance with the all Pharmacy and Trust Standard Operating Procedures and ensure that these are followed by all staff working within the Technical services unit.

## FINANCIAL/PHYSICAL RESOURCES

The post holder is to assist in the ordering and storage of all drugs, consumables, other non-stock supplies and stationary for the aseptic unit.

The post holder has a responsibility to work carefully and accurately with highly expensive chemotherapy drugs, to avoid wastage due to error, and minimise wastage via selection of appropriate vial sizes  
Book out aseptically prepared products to ensure accurate drug usage data is available.  
Assist the Lead Technician in implementing cost effective working practices and equipment  
Report defects or any issues with equipment/premises to the appropriate team/company in absence of Lead Technician

### **HUMAN RESOURCES**

To participate in the training and/or mentoring of pharmacy assistants, technicians and students in agreement with the Lead Technician and act in a supervisory role and as a role model for other technicians.  
The post holder will be expected to contribute to the induction of new staff and provide training to ensure they can work safely, in an environment where there is a daily rise of exposure to hazards.  
To take reasonable care for the health and safety of self and others who may be affected by your acts and omissions; to co-operate in ensuring all statutory and departmental safety regulations are adhered to.  
To be able to contribute to a positive patient experience and respect dignity and diversity.  
Day to day supervision of staff in absence of Lead Technician  
Under take line management of allocated staff

### **INFORMATION RESOURCES**

Records personally generated clinical details and enters patient details on pharmacy computerised data record systems from prescriptions written by others  
Ensure that all relevant documentation is filed and stored appropriately and securely.  
Ensure that documentation is archived for the appropriate amount of time according to legislation.  
Report medication incidents using the incident reporting system  
Ensure SACT data is maintained and kept up to date  
Compile and produce reports as required to demonstrate the cost-effectiveness of services provided.  
To be responsible for ensuring all departmental records/logs are correctly filled in and at the specified frequency.  
Updating the relevant Aseptic Services recording documentation (broth tests, when validations are due/completed etc)

### **RESEARCH AND DEVELOPMENT**

To participate in audit schemes, recording of information or other forms of research and development.  
To understand and dispense clinical trials medication to patients in accordance with Good Clinical Practice and trial protocols

### **PHYSICAL SKILLS**

Competent use of IT equipment, such as keyboard skills  
Able to carry out aseptic manipulations within an isolator  
The post holder is required to take reasonable care of all such resources, operate equipment according to procedure and refer any problems outside of their limits of authority to the Lead Technician, Technical Services.

### **PHYSICAL EFFORT**

Working in aseptic unit, wearing PPE and sitting to make products in an isolator  
Regular lifting boxes, sitting to input data.  
Standing for long periods dispensing and checking prescriptions.

### **MENTAL EFFORT**

Requires long periods of concentration for all aspects of work. Calculations necessary for dispensing and checking prescriptions.  
High degree of concentration required with frequent interruptions on a daily basis due to nature of role.  
Conflicting priorities / requests made a short notice requiring resolution and efficient prioritisation.  
Work as an accredited checking technician undertaking final checking of prescriptions, in accordance with local policy.

### **EMOTIONAL EFFORT**

Deal with confrontational situations appropriately and sensitively, intervening when necessary. Dealing with conflicting interests.

Dealing with patients (including complaints) who may be upset as required  
Deal with patients who have a long term condition which may be terminal and/or distressed patients.

### **WORKING CONDITIONS**

Ensure that a clean, tidy and safe working environment is maintained within the aseptic unit  
Frequent use of VDU throughout day  
Dispense medicines in accordance to COSHH regulations. Handling medicines including cytotoxic drugs. Handling potentially hazardous materials that have been returned to the pharmacy or brought in by patients  
Working in aseptic conditions in the technical services department  
The post holder will be expected to work flexible hours as required to provide extended hours and weekend / bank holiday working

### **OTHER RESPONSIBILITIES**

To participate in other duties appropriate to grade at the request of the relevant manager.  
To participate in flexible working arrangements including late duties, weekends and bank holidays as appropriate.  
To take part in regular performance appraisal.  
To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.  
To contribute to and work within a safe working environment.  
The post holder is 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.

### **APPLICABLE TO MANAGERS ONLY**

#### **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.

The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

# PERSON SPECIFICATION

<b>Job Title</b>	<b>Deputy Lead Technician-Technical Services</b>
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<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>
<b><u>QUALIFICATIONS / TRAINING</u></b>		
Registered pharmacy technicians with General Pharmaceutical Council	X	
Accredited as Accuracy Checking Pharmacy Technician or commitment to obtain this qualification	X	
Accredited Pre and In Process checking Pharmacy Technician qualification or commitment to obtain this qualification	X	
Good Clinical Practice Training		X
<b><u>KNOWLEDGE / SKILLS</u></b>		
Broad knowledge and understanding of Pharmacy Practice	X	
Effective written and oral communication skills	X	
Excellent report writing skills	X	
Excellent interpersonal skills	X	
Mentoring skills	X	
Influencing/negotiation skills	X	
Ability to lead and develop a Team	X	
Knowledge of Good Manufacturing Practice	X	
Knowledge of Quality Assurance of aseptic preparation	X	
Problem solving skills	X	
Accuracy and attention to detail	X	
<b><u>EXPERIENCE</u></b>		
Experience working in aseptic preparation (Hospital or Industry)	X	
Experience of audit or quality improvement	X	
Experience of supervision & training of staff	X	
Procurement and supply of unlicensed medicines	X	
Working in demanding, busy environment	X	
Computerised stock control systems		X
<b><u>PERSONAL ATTRIBUTES</u></b>		
Flexible	X	
Creative thinker	X	
Good team-worker	X	
Ability to think clearly and work effectively under pressure	X	
Committed to CPD	X	
<b><u>OTHER REQUIREMENTS:</u></b>		

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y			X	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				X
Animals	N				
Cytotoxic drugs	Y				X
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	Y		X		
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y/				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y			X	
Emotional Effort	Y			X	
Working in isolation	Y	X			
Challenging behaviour	Y			X	