Royal Devon University Healthcare NHS Foundation Trust

# JOB DESCRIPTION

| JOB DETAILS | |
|---|---|
| **Job Title** | Technical Services Systems Specialist |
| **Reports to** | Lead Technician Technical Services |
| **Band** | 6 |
| **Department/Directorate** | Pharmacy/Clinical Specialist Services |

## JOB PURPOSE

- To maintain, develop and support the systems used within the Technical Services Unit
- To lead in the validation of new product and prescription builds
- To lead in the assessment of new product lines to be added to the catalogue.
- To support in the maintenance and procurement of stock used across product lines
- To support in the provision of the Aseptic Compounding service including performing in-process checks and product Approval.

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Validation of new EPIC builds including protocols and batch sheets
- Maintenance and development of approved bulk lists and supplier
- Work collaboratively with system vendors to ensure robust validated systems compliant with cGXP
- Work collaboratively with EPIC to ensure accurate product and batch sheet builds that meet current guidance for Section 10 Units
- Responsible for the production and maintenance of new labels, batch sheets and other business continuity measures
- To work collaboratively with the Quality Assurance/Quality Control department to ensure all change controls relating to new systems and product assessments are compliant with current legislation.
- Responsible for raising service disruptions with system vendors and working collaboratively to find solutions that remain complaint with the unit's requirements.
- Responsible for raising build and change requests for products and protocols used within EPIC and Beacon
- To support the provision of the Aseptic Compounding service, maintaining competencies to carry out roles including, preparation, batch documentation and in-process checking
- To assist in recruitment and be responsible for the training of Aseptic Services Staff in regards to the various systems in use.
- Provide support in the procurement and maintenance of stock lines used within Aseptic Services, assessing the impact of supply shortages and contract changes
- Work as an integral member of the Pharmacy Aseptic Services Team
- To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service

## KEY WORKING RELATIONSHIPS

Areas of Responsibility:

- Management of technical systems used by the Aseptic Unit
- Provision of Aseptic Compounding Service
- Management of new product implementation and contract changes

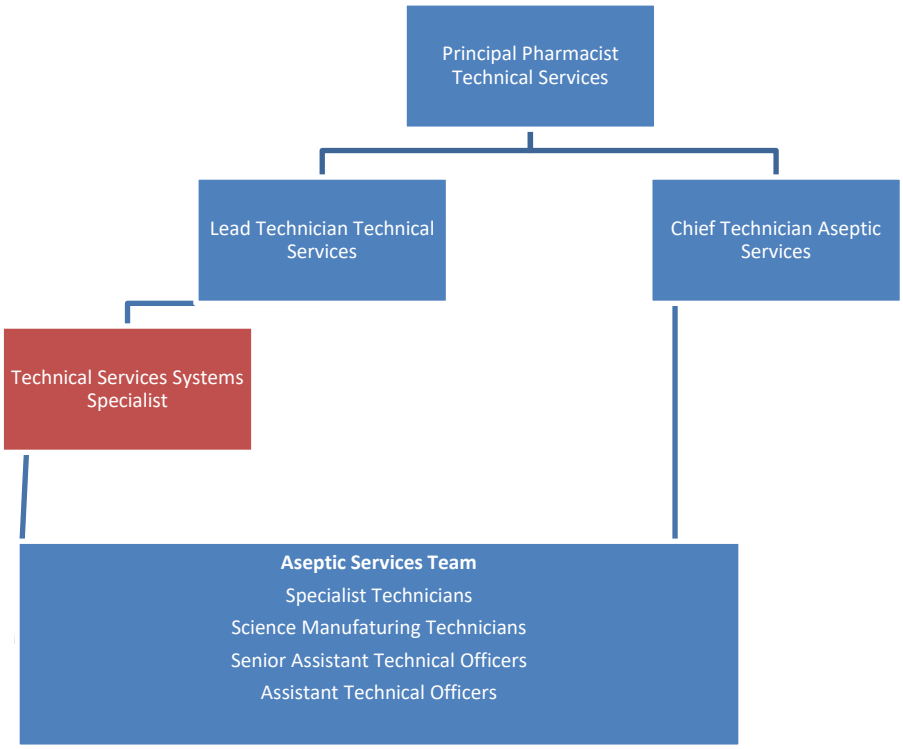
Line management responsibility for up to four junior staff members within the aseptic unit including specialist Technicians, Science Manufacturing Technicians, Senior Assistant Technical Officers or Assistant Technical Officers

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 |
|---|---|
| • Principal Pharmacist Technical Services<br>• Lead Technician Aseptic Services<br>• Chief Technician Aseptic Services<br>• Aseptic Pharmacists<br>• Aseptic Staff (registered and non-registered)<br>• Pharmacy Quality Assurance Manager<br>• Pharmacy QC Staff (Registered and Non-Registered)<br>• High cost drugs pharmacist<br>• Pharmacy Procurement Team<br>• Lead Technician Pharmacy Purchasing Supply and Logistics<br>• EPIC Analysts<br>• Dispensary Manager<br>• Cancer Services Pharmacy Team | • System Vendors and Technical Support<br>• Peninsula Purchasing Supply Authority<br>• Regional QA<br>• Primary Care Networks<br>• Staff from partner organisations (e.g. other acute hospitals)<br>• Regional/National networks and Working Groups<br>• NHS England |

## ORGANISATIONAL CHART




## FREEDOM TO ACT

- Works within a range of technical pharmacy procedures to support service delivery and regulatory compliance at departmental level.
- Work is reviewed and overseen by a Principal Pharmacist Technical Service or Deputy
- Responsible for planning own workload and escalating concerns where support needed.

## COMMUNICATION/RELATIONSHIP SKILLS

- Frequently communicates and receives complex systems related information to/from clinical teams, System vendors, Aseptic colleagues, prescribers, clinicians and other health and social professionals
- To adapt personal communication style and approach when providing advice and information to service users, to respond to individuals needs where there may be communication challenges and barriers to understanding. Service users or providers 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. short life working groups
- Communicate advice regarding pharmacy technical systems to users within the pharmacy team
- Communicate service issue to system vendors
- Communication skills may include influencing, negotiating, empathy and providing reassurance e.g. communicating with wider team professionals to convey the effects of service disruptions or business continuity plans
- Communication with procurement and purchasing to discuss potential product substitutions in regards to contract changes and medicines shortages.
- Communication provided and received will include system specific information of a complex nature on a regular basis.
- To deputise for the Aseptic Services Senior Team at any relevant meetings as appropriate.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Interpretation of technical manuals and legislation to ensure that systems used by the Aseptic Department meet current good practice
- Interpretation of Medical Product literature to ensure new products meet current validations, or require separate validation protocols
- The creation and interpretation of validation protocols and reviews to ensure new prescription build via EPIC are legally compliant and ft for use within the Aseptic department
- Use information sources to assess new products are suitable to be used within the aseptic department, including alternatives during medicine shortages
- To perform judgements on day to day service provision and suggest solutions to the wider team where improvement could be made
- To support with analysis and interpretation of scientific validation to ensure compliance with product specifications (e.g. VHP or bioburden studies)
- To gather information from multiple sources and compile into one product specification for use in the Aseptic Department
- Ensure adherence to medicines legislation, Trust policies and procedures and accurate record keeping.
- Pre/In-process checking of aseptically prepared products including judgement on GMP compliance.
- Use appropriate professional judgement skills to problem solve and determine best course of action and make recommendations to healthcare professionals within scope of competency.

## PLANNING/ORGANISATIONAL SKILLS

- Planning and organisation of complex on-going activities concerning Aseptic Unit Systems for example revalidation in accordance to Annex 1 of the Orange guide.
- Responsible for organisation and planning of pharmacy provision within own area and time management to prioritise service demands where appropriate.
- May be required to plan and organise work for more junior staff within pharmacy team.
- To plan and organise new medicine assessments and validations to ensure a timely adoption into the product catalogue.
- Organise and implement medication supplies to support supply during medicine shortages.
- Participate in the Aseptic service delivery rota.

- Develop systems for service provision which enhance the efficiency of the service and support patient care.
- Regularly review and update product and system validations.
- To respond to unpredictable working patterns including staff sickness, system issues (e.g. EPIC) and Trust operational issues (e.g. escalation, ward moves or closures).
- To support the Aseptic Services staff when necessary to ensure the department is able to meet Trust operational needs in a timely manner

**PATIENT/CLIENT CARE**

- Provides advice on system validation requirements against cGXP
- Use appropriate professional judgement skills to problem solve and determine best course of action and make recommendations to healthcare professionals within scope of competency.
- Complete validation of EPIC Beacon builds to ensure patient safety is maintained
- To build product specifications to ensure that all products used and released meet the required safety, quality and efficacy for patient use.
- Perform system validations to ensure that systems are not impacting compounded products, maintaining patient safety

**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 Aseptic Services Senior Team, be responsible for the development of the technical pharmacy service to its patients and users
- 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 systems with Aseptic Services
- To contribute to the development of validation protocols, procedures and guidelines
- To ensure that all activities, procedures and documentation meet the requirements of current legislation.
- To provide workload and activity data from multiple Systems including EPIC, Ultimate and Chemocare for use by pharmacy staff and Trust managers.
- To produce a system's report to the Principle Pharmacist Technical Services to highlight validation status and potential improvements to aseptic systems

**FINANCIAL/PHYSICAL RESOURCES**

- Responsible for purchasing vendor support packages
- Responsible for purchasing validation materials including labelling consumables
- To participate in any work to support delivering best value programs
- To aid in the review of the stock control levels for Aseptic unit 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.
- To review vendor fee and maintenance contracts to ensure best value compared to service requirements
- To assist in the procurement of off-contract supplies in the event of medicines shortages

**HUMAN RESOURCES**

- To provide line management to Aseptic Services Staff B2-5
- To assist in the recruitment and selection of pharmacy staff for the pharmacy department
- Responsible to the training of Aseptic Staff in systems use and Aseptic compounding

**INFORMATION RESOURCES**

- To interpret system technical manuals
- Regularly generate reports into system compliance of non-conformances, errors, change request for products

- To interpret product literature e.g. SmPC, stability studies, Field safety notices their impact on Aseptic products
- To be responsible for ensuring records relating to the assessment of new products or bulk are accurately completed and well maintained.
- To be a competent user of EPIC, the Trust EPR system.
- To ensure that all pharmacy Change controls are complete and compliant.
- Responsible for the implementation and maintenance of new systems within Aseptic Services including invoicing, shipping and ordering for work supplied via an MS license
- To produce a system's report to the Principal Pharmacist Technical Services to highlight validation status and potential improvements to aseptic systems
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**RESEARCH AND DEVELOPMENT**

- New product assessments for Clinical trial medications
- Ensuring Aseptic Systems comply and support clinical trial medication production
- Creation of business continuity documentation in relation to clinical trial supplies
- To complete internal audits as part of the NHS Standards requirement, on at least a monthly basis.

**PHYSICAL SKILLS**

- High level of accuracy and skill required for the preparation of Aseptically compounded medicines (e.g. cytotoxic medicines) including batch documentation and closed system preparation
- High level of accuracy required while performing product assessment, reviews and validations
- Standard keyboard skills required for speed and high degree of accuracy.

**PHYSICAL EFFORT**

- Frequent periods of sitting and DSE use
- Periods of standing within the clean rooms to dispense and check medicines.
- Frequent requirement to perform aseptic changing including the use of step over benches.

**MENTAL EFFORT**

- Frequent requirement to concentrate for periods while performing validation work and system reviews.
- Frequent requirement for concentration required while working in the Aseptic department including performing Pre/In-process checks and product approval release.
- Responding to the demands of an unpredictable work pattern to support medication supply and system validations
- Frequent interruptions to respond to medicines related queries from pharmacy and clinical colleagues

**EMOTIONAL EFFORT**

- Occasional exposure to distressing or emotional circumstances e.g. processing prescriptions and supply of medicines to terminally ill patients.
- Line management of aseptic staff as allocated by the Chief Technician Aseptic Services which can occasionally cause emotional/distressing situations

**WORKING CONDITIONS**

- Frequent requirement for the handling of hazardous medicines e.g. cytotoxic medicines
- Frequent use of DSE
- Frequent requirement to work within an Aseptic Clean Room environment

**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 (DSE) 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

| **Job Title** | Technical Services Systems Specialist |
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| Requirements | Essential | Desirable |
|---|---|---|
| **QUALIFICATION/ SPECIAL TRAINING** | | |
| Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level achieved through either:<br>BTEC in Pharmaceutical Sciences (NVQ Pharmacy services Level 3) or equivalent with registration with the General Pharmaceutical Council as Pharmacy Technician **OR**<br>An applicable Science degree, and successful completion of the Scientist Training (STP) Programme **OR**<br>Qualification that meets Level 3 Science Manufacturing Technician (SMT) Standards and registration with applicable professional body | E<br>E<br>E | |
| Accredited Pre/Inprocess accreditation | | D |
| Accredited Product Approval Accreditation | | D |
| Evidence of Continuing Professional Development in line with applicable professional body | E | |
| Coaching/Mentoring or management qualification | | D |
| **KNOWLEDGE/SKILLS** | | |
| Good Aseptic Services knowledge including regulatory requirements of Section 10 and MS licenced Units | E | |
| Knowledge of creating and implementing validation protocols | 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 | | D |
| 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 Aseptic compounding services | E | |
| **EXPERIENCE** | | |
| Significant post qualification hospital pharmacy experience | E | |
| Broad technical pharmaceutical knowledge in regards to Aseptic Compounding | E | |
| Experience working with an Aseptic Services Unit | E | |

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|---|---|---|
| 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 |
| **PERSONAL ATTRIBUTES** | | |
| 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 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 | |
| **OTHER REQUIREMENTS** | | |
| 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 Principal Pharmacist Technical Services or Deputy | E | |

| WORKING CONDITIONS/HAZARDS | | FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R | O | M | F |
|---|---|---|---|---|---|
| | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | | | | | |
| Laboratory specimens | N | | | | |
| Contact with patients | Y | | | | |
| Exposure Prone Procedures | N | | | | |
| Blood/body fluids | N | | | | |
| | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N | | | | |
| Respiratory sensitisers (e.g isocyanates) | Y | | ✓ | | |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y | | | ✓ | |
| Animals | N | | | | |
| Cytotoxic drugs | Y | | | | ✓ |
| | | | | | |
| **Risks requiring Other Health Surveillance** | | | | | |
| Radiation (>6mSv) | N | | | | |
| Laser (Class 3R, 3B, 4) | N | | | | |
| Dusty environment (>4mg/m3) | N | | | | |
| Noise (over 80dBA) | N | | | | |
| Hand held vibration tools (=>2.5 m/s2) | N | | | | |
| | | | | | |
| **Other General Hazards/ Risks** | | | | | |
| 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 | ✓ | | | |