

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Specialist Procurement/Homecare Technician
<b>Reports to</b>	Procurement Lead Technician
<b>Band</b>	Band 5 (Subject to formal matching)
<b>Department/Directorate</b>	Pharmacy / Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>To assist in the management of the operational activity of the Pharmacy Procurement &amp; Homecare Departments to ensure delivery of a high quality, cost effective pharmaceutical service.</li> <li>To provide a strong operational link between the two teams to facilitate the delivery of a safe, prompt and efficient service to all RD&amp;E Trust customers which is compliant with GDP. The bias will lean towards procurement in this role.</li> <li>To provide day-to-day supervision of the procurement and homecare teams.</li> <li>Deputise for the Lead Homecare Technician and Lead Procurement Technician.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To act as a deputy to the Lead Technicians of Procurement and Homecare.</li> <li>To provide support in the co-ordination and management of the operational procurement and Homecare teams and provide leadership, motivation and direction.</li> <li>To provide an operational link between the two teams and continuously review working methods and processes to ensure that they are carried out in the most efficient, resourceful and effective way.</li> <li>To facilitate the communication of stock issues, shortages and potential alternatives between Procurement, Distribution and the ward/departmental customers.</li> <li>To maintain and regularly review the SOP's relating to Procurement and Homecare and ensure knowledge and compliance within the two teams</li> <li>To ensure good working practices/procedures are adhered to and that they comply with GDP legislation where possible.</li> <li>To support and assist the Lead Technicians with all innovations, projects and changes that are designed to improve the efficiency of the working practices in both Homecare and Procurement.</li> <li>To support the Lead Technicians with the process of conducting annual staff PDR's.</li> <li>To support the training of Pre-Registration Pharmacy Technicians and SATOs/ATO's.</li> <li>To assist in the investigation of stock balance discrepancies identified throughout the department in accordance with the SOP and liaise with the Distribution and Procurement staff to find and implement a solution.</li> <li>To collect, analyse and demonstrate KPI's for both Homecare and Procurement and act as a representative for Pharmacy Governance meetings.</li> <li>To develop and maintain training schedules for staff and ensure staff are up to date with the relevant mandatory and operational competencies.</li> <li>To participate in the departmental Drug Recall Procedure or Product Quality Complaints in conjunction with the QA manager and team.</li> <li>To process invoices within the Trust financial system and trouble shoot any discrepancies</li> <li>To assist with homecare prescription management, validation checks, and forwarding prescriptions to homecare providers.</li> <li>To maintain the homecare procurement contracts within the pharmacy system.</li> </ul>

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

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

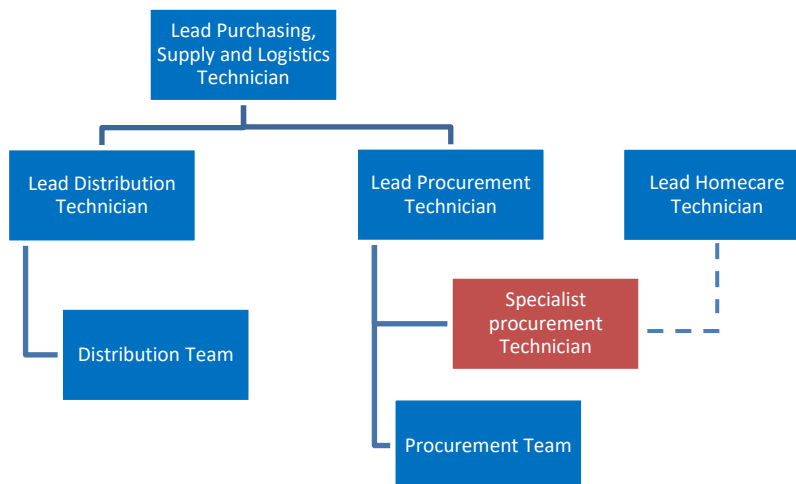
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

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>• Procurement lead technician</li> <li>• Distribution lead technician</li> <li>• Homecare lead technician</li> <li>• Store keeping staff and other procurement staff</li> <li>• Staff representing other sections with the department</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Wholesalers</li> <li>• Account managers</li> <li>• Finance/credit control teams</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.
- 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
- Work is clinically overseen by Lead technicians for Procurement and Homecare

## COMMUNICATION/RELATIONSHIP SKILLS

- To support the Lead Procurement Technician 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 procurement.
- 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 are consulted in the event of changes to normal ordering patterns, and/or new items or generic alternatives become available.
- 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 a 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 Northern 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
- Analysis of information or various information sources and guidance relating to medicines and interpret information (e.g. 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 e.g. 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 and prevent reoccurrence.
- 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 Lead Procurement Technician 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**

- 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.
- Assist in prioritising and organising 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.
- 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
- To respond to unpredictable working patterns including staff sickness, drug recalls, system issues (e.g. robot, MyCare) 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**

- 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
- Work collaboratively with clinical pharmacists to ensure that all medications meet the needs of prescribers and patients in all clinical settings and provide information and advice 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.
- Aim for continuous improvement in all areas of procurement service including staff training, awareness of environment, best operational practice and service provision

## **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 reorder 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

- Work with the senior leadership team and clinical pharmacists to deliver drug savings through the cost-effective procurement of medicines.

## **HUMAN RESOURCES**

- Provide day-to-day professional supervision of pharmacy technicians, trainee pharmacy technicians preregistration pharmacy trainee pharmacists and other pharmacy staff as required within procurement service.
- Assist in 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
- 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 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 e.g. 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

To carry out regular Health & Safety Checks for the Office and cold room storage area.

To undertake any other task deemed appropriate to the grade as directed by the Lead Procurement Technician or Specialist Procurement Technician.

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.

To participate in flexible working arrangements including late duties, bank holidays and on call as appropriate. Please note that in order to deliver a high standard of care to patients the pharmacy service operates 7 days a week and staff are therefore required to work some weekends as part of their contracted hours.

## **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.

# PERSON SPECIFICATION

<b>Job Title</b>	Specialist Procurement/Homecare Technician
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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 to degree level, or equivalent experience Registered Science Manufacturing Technician or Registered Pharmacy Technician with the GPhC Management qualification CIPS Qualification (level 2/3)	E   E	   D D
<b>KNOWLEDGE/SKILLS</b> Excellent current knowledge of pharmacy procurement Excellent current knowledge of trust IT systems Excellent organisational skills and ability to lead a team in order to provide an agreed level of service. Problem solving / error investigation Accuracy and attention to detail Excellent understanding of the NHS and hospital systems Knowledge of the appraisal system	E E E  E E E	      D
<b>EXPERIENCE</b>  Current hospital procurement experience Experience of pharmacy computerised stock control Supervision and training of staff Experience of customer service	  E E	    D D
<b>PERSONAL REQUIREMENTS</b>  Enthusiastic, dedicated and reliable Flexible approach Ability to work effectively and accurately in a busy environment Leadership qualities Resourceful Commitment to CPD	  E E E E E E	      
<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

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)	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	✓			