

JOB DESCRIPTION

JOB DETAILS	
Job Title	EPS Assistant Technical Officer (ATO)
Reports to	Chief Technician EPS
Band	Band 2
Department/Directorate	Pharmacy/Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> The post holder will undertake duties to support the provision of a safe and effective pharmaceutical re-packing and over-labelling service subject to internal and external requirements and in accordance with licence MS12903. Participate in the procurement, production and supply of EPS 'to take out' (TTO) medication packs including schedule 4 & 5 controlled drugs in compliance with good manufacturing practice guidelines (GMP) and the relevant legislation. To work at Exeter Pharmaceutical Services (EPS) production unit (RD&E Hospital Wonford) and EPS Distribution unit (RD&E Hospital Heavitree). Working at the Heavitree site will involve lone-working.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To undertake all activities following EPS standard operating procedures (SOPs). To participate in the re-packaging and over-labelling of medicines in accordance with GMP guidelines. To receive medicines from suppliers, check deliveries against EPS supplier orders and report any discrepancies, completing electronic and paper stock records. To set-up EPS re-packaged and over-labelled batches including the generation of labels and patient information labels (PILs). To shrink-wrap completed EPS batches using a shrink-wrap machine. To pick EPS customer orders ready for Supervisor checks. To pack up checked orders for dispatch to internal and external customers, including the generation of consignment documentation. To answer the EPS telephone and deal with enquiries, referring when necessary. To maintain accurate EPS inventory by stock rotation/monitoring of stock and by keeping accurate records. To take part in regular stock checks. To complete and maintain accurate production, receipt and dispatch records and assist with filing and archiving paperwork. To maintain clean and tidy aseptic facilities and safe systems of work and undertake daily and weekly cleaning requirements according to EPS SOPs. Understand own limitations and refer any issues or non-conformance appropriately to the Production managers and/or the Chief Technician EPS in order to ensure patient safety. To deal with all laundry requirements to ensure a continuous supply of clean EPS clothing. To process waste (pharmaceutical, non-pharmaceutical and cytotoxic) in accordance with Trust policies and remove to designated collection areas. To undertake environmental monitoring in compliance with quality assurance procedures. To comply with such security and Health & Safety procedures as are current within the Trust and the department. To participate in education and training programmes as appropriate, including EPS ATO initial and annual competency assessments and a Level 2 qualification in Principles and Practice for Pharmacy Service Assistants or similar qualification offered via apprenticeships. To participate in other duties appropriate to grade at the request of the relevant manager.

- To participate in flexible working arrangements including late duties and bank holidays as appropriate.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

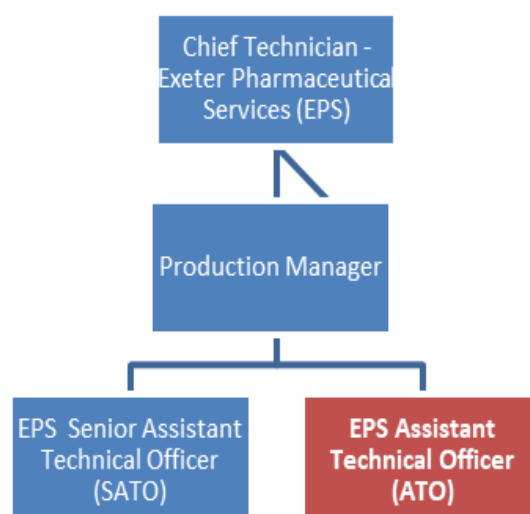
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

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"> • Chief Technician EPS • Production Managers • EPS SATOs • Pharmacy Quality Assurance Team • Royal Devon Pharmacy Distribution Team • Royal Devon Pharmacy procurement Team 	<ul style="list-style-type: none"> • External customers • Suppliers

ORGANISATIONAL CHART



FREEDOM TO ACT

Works within range of Trust policies, GMP guidelines and pharmacy standard operating procedures (SOPs) to support service delivery.

Work is overseen by the Chief Technician EPS or EPS Production Managers.

Post holder prioritises how to complete work tasks within a rota system.

To take part in flexible working arrangements including weekends and bank holidays as required, Responsible for escalating concerns where support is needed.

COMMUNICATION/RELATIONSHIP SKILLS

Communication will include provision of and receipt of information from pharmacy colleagues, and healthcare professionals from within the Trust and external organisations e.g. receiving enquires via telephone or face to face, taking messages and ensuring these are passed on to the appropriate person

Communication will typically include factual information but may involve 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

Frequently responds to simple/routine enquiries within area of knowledge which involve straightforward facts or situations. Examples may include responding to telephone enquiry about delivery of product lines or stock enquiry.

Communication of general issues and those of concern to senior member of staff and use initiative to escalate issues in the absence of the manager.

PLANNING/ORGANISATIONAL SKILLS

Responsible for planning own day to day work tasks to meet pharmacy service requirements as directed by Production manager or SATO.

PATIENT/CLIENT CARE

Provides appropriate levels of information to healthcare professionals, customers and pharmacy colleagues e.g. order status and product availability.

Prepares TTO patient medication packs for supply to internal and external NHS customers.

POLICY/SERVICE DEVELOPMENT

Responsible for following EPS Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy service provision.

FINANCIAL/PHYSICAL RESOURCES

Responsible for supporting management of accurate stock levels within EPS.

HUMAN RESOURCES

Responsible for demonstrating duties to new or less experienced members of staff as required for role.

INFORMATION RESOURCES

Frequent inputting, storing and using data using EPS computer systems. This may include production information, checking stock levels, ordering and receiving medicines.

Frequent modifying, maintaining and analysing information using EPS computer systems.

RESEARCH AND DEVELOPMENT

Complete and participate in audits within area of work as appropriate e.g. GMP audit.

PHYSICAL SKILLS

High level of accuracy required for production and distribution of TTO patient medication packs.

Manual dexterity required to complete tasks involved in the preparation of TTO patient medication packs.

PHYSICAL EFFORT

Periods of sitting for data input, frequent standing for production/ dispatch duties.

Repetitive lifting which may include boxes up to 10kg.

Frequent moving of pharmaceutical goods and products.

Frequent periods of walking within EPS unit collecting stock, and moving work between areas.

MENTAL EFFORT

Frequent concentration is required for inputting information into EPS systems, production and stock management duties.

Frequent planning of workload to respond to urgent requests and meet turnaround times.

Work pattern is generally predictable.

Frequent exposure to repetitive tasks requiring high levels of concentration.

EMOTIONAL EFFORT

Rare exposure to distressing or emotional circumstances such as challenging customer behaviour usually by telephone.

Ability to understand and empathise with staff and patients in healthcare setting.

WORKING CONDITIONS

Frequent exposure to busy working environment with limited working space at times working in close proximity to colleagues.

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.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING GCSEs (grades A-C or 9-4) in Mathematics and English Pharmacy service skills NVQ2, or equivalent level or willing to work towards qualification.	E E	
KNOWLEDGE/SKILLS Knowledge of pharmacy systems Good general computer skills Good communication skills Good telephone skills Good attention to detail	E E E E	D
EXPERIENCE Retail/hospital pharmacy work or other healthcare work Experience of working with pharmacy computer system Experience of working in a Production or Distribution environment		D D D
PERSONAL ATTRIBUTES Able to work as a team member Methodical Flexible Honest Good organisational skills Good attention to detail High level of accuracy Able to multi-task Able to concentrate for long periods of time	E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to work effectively and accurately in a busy environment	E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	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)	N				
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)	Y			✓	
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y			✓	
Emotional Effort	Y	✓			
Working in isolation	Y		✓		
Challenging behaviour	Y	✓			