

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Lead Technician Education & Training – Technical Services
<b>Reports to</b>	Lead Technician – Technical Services
<b>Band</b>	Band 6 (subject to formal matching)
<b>Department/Directorate</b>	Pharmacy / Clinical Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>• Ensure effective management of education and training for the apprenticeships currently available within the Technical Services</li> <li>• Ensure effective management of education and training for pharmacy technical staff for example Pre-process &amp; In-process checking course (PIPC), Product Approver, Pearson BTEC Level 2 Certificate in the Principles and Practice for Pharmacy Support Staff.</li> <li>• Together with the Chief Technicians within the technical sections establish and implement an effective education, training and development strategy for their staff</li> <li>• Provide effective support to enable development of the roles within technical services</li> <li>• As an accredited PIPC checker and/or product approver to undertake pre-&amp; in-process checks and/or final product approval of medicines</li> </ul>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> <li>1. Lead in the formal training of SMTs (apprenticeship) and pharmacy assistants, fulfilling the role of tutor and Educational Supervisor to enable them to achieve the formal and professional qualification necessary to undertake their role.</li> <li>2. Co-ordinate the work-based training and act as a mentor, for pharmacy staff undertaking relevant qualifications</li> <li>3. As Lead Educational Supervisor, lead in development and standardisation meetings with other assessors in all areas of the pharmacy department- technical services. Allocate responsibilities and workload, provide support and guidance, and review assessment techniques of those involved in the assessment process, including pharmacists, senior technicians, technicians, SMTs and assistants.</li> <li>4. Attend and actively contribute to Regional &amp; National Education update meetings to share information and good practice and to ensure the standardisation of assessment and documentation.</li> <li>5. Actively participate in delivery of regional training on behalf of PWDS as required</li> <li>6. Undertake line management responsibilities for the SMT, including leading on the recruitment and selection process, managing performance issues, sickness management and any associated grievance and disciplinary issues.</li> <li>7. Liaise with relevant organisations to ensure registration with the awarding body and college following appropriate training</li> <li>8. Manage the induction training programme for new staff ensuring competencies are achieved and recorded within the first 6 months employment</li> <li>9. Within a framework of continuous professional and personnel development, assist in ensuring that training and developmental needs of all supporting staff are identified and that all identified needs are met, to improve effectiveness, job satisfaction and motivation. Co-ordinate overall training programmes for these staff.</li> <li>10. Ensure that appropriate training records are maintained for all trainees, and that paperwork is completed</li> </ol>

11. Complete regular audits of training file completeness and maintain a register of staff competent for tasks to assist in rota planning
12. Act as a mentor to staff in the department, and establish a mentoring scheme involving senior technician/pharmacists
13. Undertake research as required focusing on SMT, technician and assistant technical officer's (ATO) role development
14. Together with the Section Managers establish and implement an effective education, training and development strategy for the areas and the department as a whole ensuring this is fed into the workforce plan on an annual basis alongside the rest of the pharmacy department.
15. Manage the local technician checking accreditation scheme (in accordance with the requirements of the Regional Accredited Checking programme), ensuring competencies are maintained and records are up to date indicating compliance.
16. Undertake observations of staff working against written procedures and highlight any issues to the relevant pharmacist/technician/SMT to facilitate correction of the procedure or retraining as appropriate.
17. Undertake dispensing & manufacturing of medicines as required in accordance with standard procedures including pre-and in-process checking.
18. As an Accredited Checking Pharmacy Technician undertake product approval as part of the rota in the aseptic unit.

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: Education and Training

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

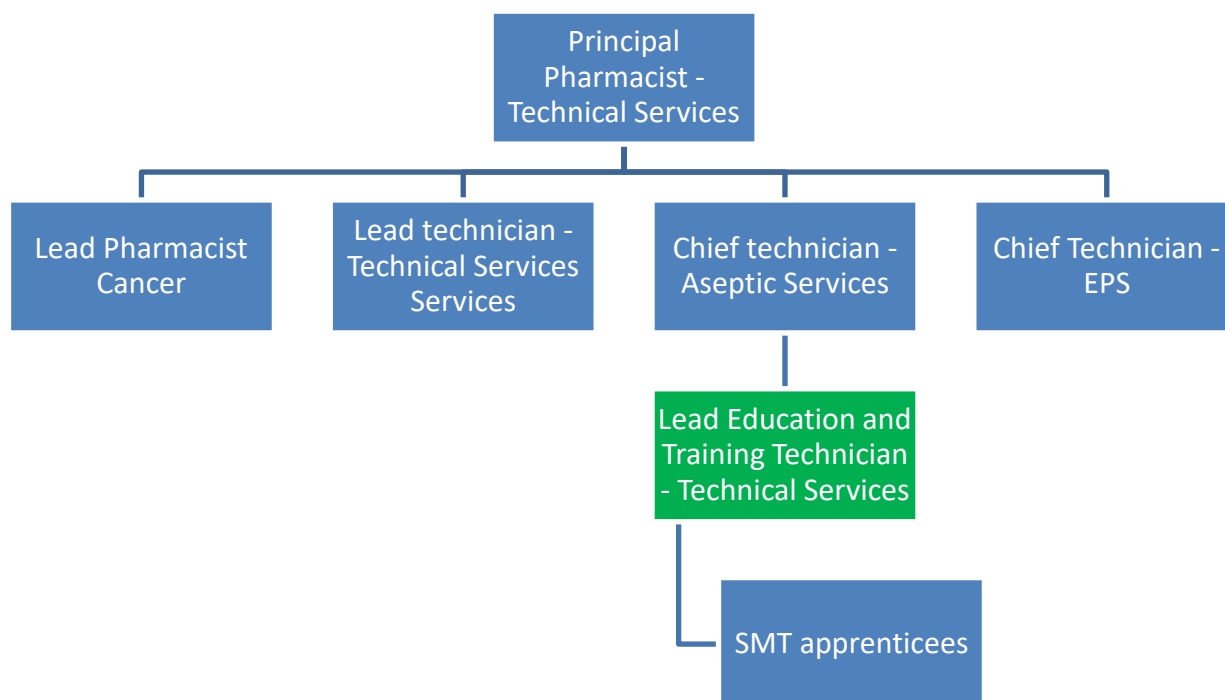
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

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>• Principal Pharmacist Technical Services</li> <li>• Lead Technician - Technical Services</li> <li>• Chief Technician – Aseptic Services</li> <li>• Chief Technician – EPS</li> <li>• Aseptic staff</li> <li>• EPS staff</li> <li>• Pharmacy team</li> <li>• Education and Training Lead Technician - Pharmacy</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

- Works within a range of technical pharmacy procedures to support service delivery within aseptic unit.
- Work is managed by a Lead Technician-Technical Services.
- Responsible for planning own workload and escalating concerns where support is needed.
- Deputise to the Chief technician – Aseptic Services in their absence
- Deals with complaints & investigations, referring to managers as required and works to clearly defined occupational policies.

## COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will need to be a skilled communicator, providing and receiving highly complex information during training. Communication includes daily with staff, external education provider, patients and carers on sensitive matters.
- Promotes team working within the Technical Services team.
- Addressing comments and concerns from staff in a timely and respectful manner.
- Acts as a professional role model, develops positive relationships with key personnel both internally and externally to the department.
- Presenting complex information to staff at all levels in the departments (written and verbal) and at regional and national meetings
- Liaises with wards and departments regularly to ensure patients treatments are provided in a timely manner when treatment is taken off hold. Gives achievable estimated arrival times to ward staff as when treatment will be ready to collect.
- Must be able to be motivational and persuasive to ensure training requirements are met within time frames by individuals and the team, recognising different training styles needed for trainees to support completion of training packages.
- To show empathy and re-assurance at all times with trainees, to ensure they have support to complete training when barriers develop. Negotiating and problem solving to resolve.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Analyses, interprets prescription information, resolves service provision problems, reviews students work and provides feedback.
- Make judgements which require analysis of several facts and consideration of a variety of options to ensure safe service provision.

- Performs accuracy checks on documentation, including worksheets and labels which may contain complex calculations
- Performs in-process accuracy checks during cleanroom supervision sessions as required.
- Reviews training packages when required.
- Is aware of alert and action limits for environmental monitoring and subsequent measures needed to rectify issues in line with SOPs and policies

#### **PLANNING/ORGANISATIONAL SKILLS**

- Manage and organise complex day to day activities ensuring responsibilities are covered; this may require plans to be adjusted in response to workload demand and capacity
- Ensure that activity is handed over, covered or cancelled for any periods of planned absence.
- Plans the competency rota for the SMT apprenticeship team, organises supervision of assistants and new starters.
- Assists the Highly Specialised Technician in planning, organising and managing the workload in accordance with the capacity plan, ensuring adequate numbers of appropriately trained staff are available to perform tasks required for a given activity level and feeding back information to managers when breaches and constraints occur.
- Ensures adherence to environmental monitoring schedules in accordance with departmental procedures.

#### **PATIENT/CLIENT CARE**

- Maintains compliance with Rules and Guidance to Good Manufacturing Practice and any other local, regional and national guidance documents.
- Ensures compliance with relevant Medicines legislation
- Assists with the maintaining Quality Assurance Standards in accordance with National, Regional and local requirements.
- Participates in ensuring that the aseptic service complies with clinical governance strategies, including risk management assessments of working practices, reporting of clinical incidents, pharmacy error reporting schemes, intervention monitoring and risk reduction strategies.
- Provides specialist technical services advice which contributes to individual patient care.
- Conducts regular documented GMP Observations, referring to Highly Specialised Technician, Chief Technician, Lead Technician and Accountable Pharmacist where non-compliance or deviation identified.
- Is trained and named on the intrathecal register to undertake appropriate preparation and documentation tasks relating to intrathecal chemotherapy services following local, trust and national guidance for the safe administration of intrathecal chemotherapy.
- Acting as an advocate for the team, stakeholders and patients, ensuring their needs are met.

#### **POLICY/SERVICE DEVELOPMENT** Acting as an advocate for patients, families, and staff, ensuring their needs are met

- Develops and implements policies and procedures relating to pharmacy provision which may impact wider organisational services e.g. cancer services.
- Develop, review and maintain Standard Operating Procedures for all activities undertaken in technical service areas. These shall be consistent with guidance from the Royal Pharmaceutical Society, MHRA and the Home Office.
- Work in accordance with all Pharmacy and Trust Standard Operating Procedures and ensure that these are followed by all staff working within Technical Services.
- Establishes and enforces effective communication systems to ensure pharmacy staff are kept informed of all technical operations in line with the change control process
- Ensure that all legal requirements are met for the handling, storage, manufacturing and dispensing of drugs, including controlled drugs, within the aseptic unit.
- Set standards for the service and individuals and monitor performance against these.
- Devise and carry out workplace audits to monitor efficiency of service and to ensure it is appropriate for customer needs.
- Reviews SOPs and worksheets and assist in implementation of any new/changed procedures.

- Complies with all legal requirements relating to the prescribing, dispensing and storage of pharmaceutical products and works to the relevant standard operating procedures at all times and in accordance with criteria set out under COSHH regulations.
- Introduce and implement new working practices in conjunction with the Senior Technical Service Team, which maximise the skills and potential of SMTs, Pharmacy Technicians and Assistants. These practices will contribute to an efficient and effective Technical Service for all users.
- To remain up to date with advances in medicine, aseptic manufacturing and pharmacy attending training courses and maintaining a CPD portfolio.

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

- Ensure that the aseptic unit and the pharmaceutical products therein, are secure and that all equipment in these areas is maintained and in good working order.
- Ensure quality and integrity of pharmaceutical stock within the aseptic unit, including monitoring of shelf life, expiry date checking, temperature controls, standard of cleanliness and integrity of product.
- Ensure that regular expiry date checking of all items in the aseptic unit is carried out to ensure effective stock rotation and minimise waste.
- Ensure that drug wastage is kept to a minimum.
- Responsible for purchase of specialist high cost medicines from approved suppliers working collaboratively with pharmacy procurement team.
- Ensure that stock control and audit trails are maintained for medicines within the aseptic unit and working with the Pharmacy Procurement, responsible for stock level maintenance.
- Ensure that consumable items within the aseptic unit (e.g. syringes, needles, etc.) are kept at an appropriate level.
- Ensures patients receive drug products as required for administration.
- Assesses pharmaceutical products returned from clinical areas. Returns to stock items which are fit for reuse or disposes of items unfit for use, in accordance with COSHH regulations and Trust procedures. Processes the returns following departmental procedures.

#### **HUMAN RESOURCES**

- Line manager of SMT apprentices, involving appraisals, performance and sickness management in line with Trust policies and procedures
- Be responsible for organising rotational systems of work for all Apprentices throughout relevant sections of the Aseptic unit.
- Responsible for recruitment of SMT apprentices and act as a member of the interview panel for other staff as requested.
- Co-ordinate and ensure the development and training of Pharmacists, SMT, Pharmacy Technicians and Pharmacy Assistants working within the aseptic unit, including the training and assessment of Pre-registration Pharmacists and student Pharmacy Technicians.
- Responsible for delivery of training and monitoring SMTs/technicians working towards becoming Accredited Checking Technicians (PIPC & PAAP).
- Ensure that the training of all support staff, trainees and new staff to the department with respect of technical functions and associated IT systems is carried out effectively and recorded appropriately
- Champion CPD for SMT/Pharmacy Technicians/ATO.

#### **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.
- Ensures completion of records, worksheets and logs including patient data, adhering to data integrity standards.
- Reports and investigates near miss and error data.
- Ensures that systems are in place for the accurate and effective management of the Aseptic Services computer system to record all issues, receipts and returns

#### **RESEARCH AND DEVELOPMENT**

- Completes regular audits activity as required for role.

- Compiles remedial action plan in response to audits and to the delivery of these plans.
- Pro-actively identifies and initiates improvements and developments to working practices, procedures and documentation.
- Assists in audits and produces written reports and provide statistical information with identified action.
- Participates in provision of clinical trial's medication and ensures adherence to Good Clinical Practice to all trial's medication supplied by the Aseptic Unit.

#### **PHYSICAL SKILLS**

- Participates in the production of all types of aseptically prepared products demonstrating the necessary high standard of dexterity, accuracy and precision required for aseptic manipulations

#### **PHYSICAL EFFORT**

- Frequent use of computers
- Frequent requirement for standing for substantial periods in restricted position for supervision of manufacturing process and product approval.

#### **MENTAL EFFORT**

- Frequent requirement to concentrate for periods while manufacturing aseptic products, supervising, calculating doses and final product approval
- Frequent interruptions to provide advice to staff, clinical colleagues and solve service provision issues.
- Responding to the demands of an unpredictable work pattern
- Long periods of concentration performing accuracy checks.

#### **EMOTIONAL EFFORT**

Occasional exposure to distressing and emotional circumstances while preparing medicines for patients or dealing with incidents involving medicines e.g. distressed patients

#### **WORKING CONDITIONS**

- Frequent use of VDU throughout day
- Dispense & Manufacture medicines in accordance to COSHH regulations.
- Frequent handling of medicines including cytotoxic drugs.
- Frequent handling potentially hazardous materials that have been returned to the aseptic unit
- Frequent exposure to cleanroom environment including restricted cleanroom clothing
- 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.

#### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

Participate in education and training programmes to further develop knowledge and skills, e.g. Clinical Prioritisation.

Contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct self 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.

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>Lead Technician Education &amp; Training – Technical Services</b>
------------------	--

<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>
<b><u>QUALIFICATIONS / TRAINING</u></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  Registered Science Manufacturing Technician or Registered Pharmacy Technician with the GPhC Assessor qualification (NVQ/A1, NHSE) Accredited Pre & In-process and/or Product Approver for aseptic products Leadership Qualification	X    X	    X X X
<b><u>KNOWLEDGE / SKILLS</u></b> Broad knowledge and understanding of Pharmacy Practice Experience of working in Hospital Pharmacy – Production Effective written and oral communication skills Excellent report writing skills Excellent interpersonal skills Mentoring skills Influencing/negotiation skills Staff management skills Evidence of ongoing CPD Excellent literacy, numeric and written communication skills.	X  X X X X X X X X	 X         
<b><u>EXPERIENCE</u></b> Detailed Pharmacy technical knowledge including Law & Ethics, pharmacy practice Experience of audit or quality improvement Experience of training pharmacy staff Self - motivated and committed as a team leader	X  X X	 X   
<b><u>PERSONAL ATTRIBUTES</u></b> Flexible Creative thinker Good team-worker Ability to think clearly and work effectively under pressure	X X X 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				
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)	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	N				
Challenging behaviour	Y		x		