

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Pharmacy Technician Non – Rotational
<b>Reports to</b>	Dispensary Manager
<b>Band</b>	Band 4 (Subject to matching)
<b>Department/Directorate</b>	Pharmacy / Clinical Specialist Service

Job Purpose
<ul style="list-style-type: none"> <li>To support the delivery of a safe, prompt and efficient service which is compliant with legislation and pharmacy professional standards as defined by the GPHC.</li> <li>To undertake duties that support the provision of quality services in Dispensary, including dispensing and checking of prescriptions and co-ordinating Controlled Drug Audits on wards and other clinical areas.</li> <li>To support the management of the pharmacy dispensary team to deliver the service providing technical guidance, training and development for staff within the team.</li> <li>To act as a mentor to Band 2 and Band 3 members of staff working in the dispensary and provide and support the training of Foundation Year Pharmacists and Pre-Registration Pharmacy Technicians in conjunction with Senior Pharmacy Technicians.</li> <li>If not already an Accredited Checking Pharmacy Technician (ACPT), participate in the South West Accuracy Checking Programme.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>Provide a patient-focused, safe, cost-effective and efficient dispensary service across the Trust which is compliant with Trust priorities, GPhC pharmacy professional standards and relevant legislation</li> <li>Greet and attend to all customers according to dispensary guidelines and Standard Operating Procedures.</li> <li>Answer the dispensary telephone and deal with enquiries in the appropriate manner following departmental policies.</li> <li>Communicate with a wide range of service users, including ward staff, external customers and patients on the supply, use and availability of products.</li> <li>Undertake computer-based training for the Epic Electronic Patient Record and dispensing system and prepare medications fit for patient use using this system.</li> <li>Dispense Royal Devon Inpatient, Outpatient, Discharge and Controlled Drug medications in preparation for checking, using the Epic Dispensing System. You will also be expected to dispense medications for specialist areas, including Devon Partnership Trust, the Hospice and speciality clinics within the Trust in accordance to SOP's, under the supervision of the Dispensary Manager.</li> <li>Hand out medicines to ward staff and occasionally patient's following the correct procedures</li> <li>Planning and prioritisation of own workload liaising with the rest of the team members to maintain consistent workflow, including meeting deadlines.</li> <li>Ensure the recording and reporting of errors (internal and external) is carried out in line with departmental and Trust requirements</li> <li>Maintain accurate data relating to stock balances and aid in the investigation of any inventory discrepancies.</li> <li>Participate in monthly date checking of the Dispensary stock.</li> <li>Participate in all aspects of the safe and effective control and supply of CDs including regular CD audits and oversee the destruction of CD's with an authorised member of the trust.</li> </ul>

- Follow departmental standard operational procedures at all times. Be able to produce departmental SOPs. Maintain and develop personal knowledge and skills.
- Support the training of new members of staff, including Foundation Year Pharmacists, Pre-Registration Pharmacy Technicians and to act as a mentor to Band 2 and 3 members of staff and identify appropriate training needs where applicable.
- Achieve objectives agreed at individual performance review with the line manager.
- To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.

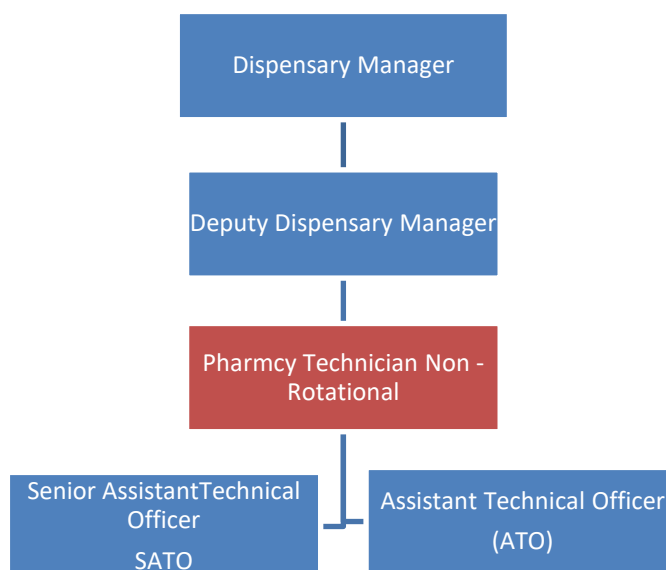
## KEY WORKING RELATIONSHIPS

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>• All pharmacy staff within acute and community services team</li> <li>• Dispensary manager</li> <li>• Deputy Clinical Pharmacy Manager</li> <li>• Deputy Dispensary Managers</li> <li>• Pharmacy Technicians – dispensary based (non-rotational and rotational)</li> <li>• Dispensary team including Senior Assistant Technical Officers (SATO), Assistant Technical Officers (ATO) And Technicians</li> <li>• Distribution team</li> <li>• Procurement team</li> <li>• Foundation Year Pharmacists and Pre-registration Student Technicians</li> <li>• Community services staff</li> <li>• Medical Staff</li> <li>• Nursing Staff</li> <li>• Non-clinical staff and managers</li> <li>• Staff within the division</li> <li>• HR staff</li> <li>• EPIC staff</li> </ul>	<ul style="list-style-type: none"> <li>• Patients/Carer</li> <li>• Other healthcare organisations such as community hospitals, DPT and the Hospice.</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Works within range of Trust policies and pharmacy standards operating procedures (SOPs) to support service delivery within the Dispensary.
- Work is overseen by the Dispensary Manager, deputy dispensary managers and/or dispensary pharmacist.
- Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to an available Senior Technician who provides supervision and management.
- Responsible for escalating concerns where support is needed.

## COMMUNICATION/RELATIONSHIP SKILLS

- Communicate effectively with healthcare professions both within and outside the Trust to ensure good team work with other pharmacy staff, ward staff and other service providers as necessary.
- Communication will include provision of and receipt of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations e.g. changes to treatment doses prescribed for patients.
- Provide routine information and guidance on the use of medicines to health and social care staff.
- Communication will typically include factual information but may involve patient sensitive and confidential information.
- May be required to adapt own communication style to overcome communication challenges.
- Communication methods will include verbal, written and electronic.
- Liaise with members of the healthcare team to identify and resolve medication related queries which may impact on provision of safe care and timely discharge.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Analyses of prescription 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 recommending prescribing changes, to prescribers, within area of competence e.g. substitution of one formulation of medication for another to support continuity of care where there are stock shortages.
- Provide suitable advice on pharmaceutical products and supply within competency.
- To be familiar with the automated dispensing robot and be confident to train others in its use.
- Assist in the investigation of complaints and deviations in accordance with department and trust policies and participate in any corrective and preventative action required.
- Escalating complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with staff members, service users or other departments/partner agencies. This will include resolving minor problems with regard to personnel, stock levels and

maintenance, and highlighting any problems to the appropriate authority, problem solving and conducting risk assessments as appropriate.

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

- Ensure that all activities relating to dispensing, storage and supply of medicines are in accordance with pharmacy professional standards
- Prioritises how to complete work tasks to ensure requests are prepared according to transport deadlines, answering the phone, dealing with queries from service users, processing emails and EPIC chat requests.
- Planning and prioritisation of own workload liaising with the rest of the team members to maintain consistent workflow by organising the workload for other members of the team when necessary.
- Participate in the dispensary checking rota.
- Participates in the supervision of Pharmacy support workers and trainees in the Pharmacy Department.

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

- Provides pharmacy dispensary clinical technical information which may include provision of advice on medicines uses and doses.
- Provides advice to healthcare professionals, patients, carers, staff on issues concerning medication and makes appropriate recommendations within area of competence and in accordance with local SOPs.
- Dispense and check a large range of medications, possibly including high risk medications, Cytotoxic products and high cost drugs to patients classed as vulnerable or otherwise.

#### **POLICY/SERVICE DEVELOPMENT**

- Responsible for following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy service provision.
- Propose changes to make improvements to working practices concerning dispensary service which impact positively on other areas e.g. wards, clinics.
- Be aware of current national issues regarding technician development and legislation.
- Work proactively and collaboratively to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.

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

- Responsible for managing accurate medication stock levels and security within the Dispensary.
- To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.
- Working with the Senior Dispensary team to identify changes needed in order to optimise stock holding, automatic ordering quantities and minimise waste.

#### **HUMAN RESOURCES**

- To carry out and to cascade training of staff team members in the Dispensary to include controlled drugs and Clozapine processes.
- Provision of day to day supervision of the Dispensary team, by allocating and checking their workload, and reporting any issues to a senior member of staff where appropriate.
- To participate in and develop Accredited Pharmacy Technician Checker Scheme and ensure expansion within the department.
- Contribute to training of other members of staff e.g. pre-registration pharmacy technicians
- Demonstrate participation in and maintaining commitment to pharmacy CPD (Continuing Professional Development) in line with professional requirements.

#### **INFORMATION RESOURCES**

- To be responsible for ensuring Dispensary Service administrative duties are carried out appropriately, including the filing and archiving of information and patient sensitive data.
- Record personally generated information on clinical systems.
- Occasional requirement to produce reports as required.
- Regular transfer of patient related information to other healthcare professionals via computerised record systems e.g. discharge summaries, incident investigations

<ul style="list-style-type: none"> <li>• Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems including pharmacy dispensing robot.</li> <li>• To be responsible for the accurate entering of patient data onto the computerised system from prescriptions annotated by an external healthcare professional.</li> <li>• Ensure Health and Safety, Good Dispensing Guidelines and COSHH regulations are followed.</li> </ul>
<b>RESEARCH AND DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>• Participates in occasional dispensary audit activity to ensure that professional standards are achieved and that performance is benchmarked and used for supporting service improvement.</li> <li>• To become an Accredited Checking Technician by undertaking appropriate ACPT training, to then perform a final accuracy check in items where a clinical check has been completed by a pharmacist.</li> <li>• Plenty of opportunities for a large range of internal training available through the trust.</li> </ul>
<b>PHYSICAL SKILLS</b>
<ul style="list-style-type: none"> <li>• Advanced keyboard skills required for speed and high degree of accuracy, eg Epic use.</li> <li>• High degree of accuracy required for preparation and dispensing of medications, eg dispensing medicines into compliance aids, cytotoxic's and controlled drugs.</li> </ul>
<b>PHYSICAL EFFORT</b>
<ul style="list-style-type: none"> <li>• Frequent use of computers.</li> <li>• Standing for extended periods of time to perform duties.</li> <li>• Repetitive lifting which may include, medicine packs, boxes.</li> <li>• Frequent moving of pharmaceutical goods and products.</li> <li>• Regular cleaning sessions of all equipment. Dispensary benches and shelves and Robot conveyor belt,</li> <li>• Occasional 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 dispensing and supply to ward area.</li> </ul>
<b>MENTAL EFFORT</b>
<ul style="list-style-type: none"> <li>• Frequent requirement for prolonged concentration when entering data onto the computer, preparing and checking prescribed medications.</li> <li>• Frequent requirement for planning of workload to respond to preparation requests for urgent medication supplies versus non-urgent medicines and preparation turnaround times.</li> <li>• Frequent planning of preparation workload to consider transport cut-off times and any external demands.</li> <li>• Frequent requirement for concentration required while working in dispensary to dispense and/or check medication.</li> <li>• Work pattern can be unpredictable.</li> </ul>
<b>EMOTIONAL EFFORT</b>
<ul style="list-style-type: none"> <li>• Occasionally deals with issues in a pressurised environment or dealing with exposure to potentially distressing circumstances e.g. palliative care medicines.</li> </ul>
<b>WORKING CONDITIONS</b>
<ul style="list-style-type: none"> <li>• Occasional handling of Cytotoxic medications</li> <li>• Working in the Dispensary for the length of your shift, unless other requirements are needed, eg allotted study time</li> <li>• Frequent VDU use for electronic clinical system and data analysis</li> <li>• Frequent exposure to working in busy dispensary environment which can be limited for space</li> </ul>
<b>OTHER RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Take part in regular performance appraisal.</li> <li>• Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</li> <li>• Prioritisation</li> <li>• Contribute to and work within a safe working environment</li> <li>• 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</li> <li>• To work in line with Trust policies.</li> </ul>

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

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

## 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 minimizing 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

<b>Job Title</b>	Pharmacy Technician Non-Rotational
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in Pharmaceutical Sciences or BTEC Level 3 Diploma in principles and practice for technicians</li> <li>Registration with the General Pharmaceutical Council as Pharmacy Technician.</li> <li>Technician Checking Accreditation</li> <li>Evidence of Continuing Professional Development in line with GPHC requirements.</li> </ul>	X  X  X X	
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Confident to work independently and as part of a team</li> <li>Excellent interpersonal skills.</li> <li>Ability to motivate and engage other members of staff</li> <li>Experience of training delivery</li> <li>Excellent IT skills</li> <li>Confident to work independently and as part of a team</li> <li>Excellent communication skill's</li> <li>Excellent organisational skills</li> <li>Ability to lead and develop a team</li> <li>Accuracy and attention to detail</li> <li>Problem solving Dispensing procedures</li> </ul>	X X X X X X X X X X X	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Working in demanding, busy environment</li> <li>Supervision and training of other staff</li> <li>Procurement and supply of unlicensed medicines</li> <li>Computerised stock control systems</li> <li>Developing pharmacy services</li> </ul>	X X X X	X
<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>Ability to work flexibly and adapt to changing priorities and demands</li> <li>Commitment to CPD of self and others</li> <li>Willing to take responsibility and able to work without direct supervision</li> <li>Ability to work effectively and accurately under pressure</li> <li>Work within GPHC Standards for pharmacy professionals, standards of conduct, ethics and performance</li> <li>Adaptable and flexible to change</li> <li>Self-motivated and motivator of others</li> <li>Willingness to undertake any necessary training and development to enhance work performance</li> <li>Good time management</li> <li>Professional attitude</li> <li>Good team worker</li> </ul>	X X X X X  X X X  X X X	

<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required.	X  X	
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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)	Y		✓		
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			✓	