

Job Description

Title: Senior Pharmacy Technician- Medicines Management

Band: 5

Staff Group: Pharmacy Care Group

Reports to: Lead Pharmacy Technician- Medicines Management

Job Purpose:

To work alongside our Clinical Pharmacists supporting the Medicines Management service to the wards, to ensure Patients receive the highest standards of care in the management of their medication.

Duties will include medicines reconciliation, assessment of patients own drugs (POD's), checking of medication for discharge and counseling of patients.

To be involved in developing and delivering enhanced medicines management services and training.

Key Responsibilities

- Proactively and positively contribute to the successful overall performance of the Trust.
- Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
- Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
- Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
- Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
- Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health.
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control

standards always

- Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
- Challenge poor practice that could lead to the transmission of infection.

Specific Core Functions

- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks.
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Ensure that approved budgets are spent effectively and in accordance with agreed procedures.
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated.
- Build and sustain effective communications with other roles involved in the shared services as required.
- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives and aims.
- Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues.
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies, and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives regarding issues such as Carbon reduction and waste minimisation; and encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Other

Job Holders are required to:

- To support medicines reconciliation by confirming and documenting medication taken by patients' pre - admission to hospital, using a range of sources in line with the current trust Medicines Reconciliation policy.
- To assess the suitability, quality, and identity of PODs for extended use on the wards and as discharge medicines as per work instructions.
- To appropriately resolve any discrepancies or interventions involving the patient's drug history and refer to the ward pharmacist or appropriate health care professional where necessary.

- Liaise with staff and / or patients / relatives on the wards to establish discharge plans and needs and to enable adequate prioritisation for supply of prescriptions, optimise the process and provide a safe and efficient service.
- Prepare supplies by dispensing or checking, for inpatients and TTOs in a timely, legal, and ethically acceptable manner to meet customer needs.
- To identify and address any compliance / concordance issues, liaising with other healthcare professionals where necessary.
- To provide information / counselling on the use of medicines to selected patients and / or carers, taking into consideration the level of understanding and emotional well-being.
- As part of the pharmacy team organise, where necessary, compliance aids for individual patients prior to discharge from hospital e.g. medication reminder cards (green cards).
- To liaise with other health care professionals within primary and secondary care with regards to pharmaceutical discharge needs of patients, particularly for patients who are at risk of readmission because of poor compliance / concordance or where follow up regarding supply is necessary.
- To act as a training facilitator and assessor to provide competency-based training and assessment to pharmacy technicians, student pharmacy technicians, ATOs and pre-registration pharmacy graduates using competency-based training packages, providing feedback, and setting up action plans for development where necessary.
- To highlight any performance related issues of staff to the Deputy Operations Manager - Medicines Management / Lead Pharmacy technician- Medicines Management and assist in the resolution of these issues.
- To undertake any ward based or departmental projects identified through appraisal or by the Deputy Operations Manager- Medicines Management / Lead Pharmacy Technician- Medicines management or as being necessary for the development of medicines use.
- To assist in the development of new pharmacy services within the section.
- To develop, co-ordinate and participate in the auditing of medicine use and the ward-based service.
- To be subject to a biennial ward assessment to ensure competence to practice is maintained.
- To provide training to pharmacy and nursing staff involved in medicines management and the POD scheme.
- To undertake any mandatory external training opportunities that are considered relevant to the role.
- To undertake mandatory in-house training to ensure the health, safety and security of patients and staff.
- To maintain a portfolio of CPD and keep abreast of future professional developments.
- To act as a role model for junior members of staff.
- To act as an ACPT within the dispensary when necessary.
- Participating on weekend and bank holiday working as per pharmacy staff rota.

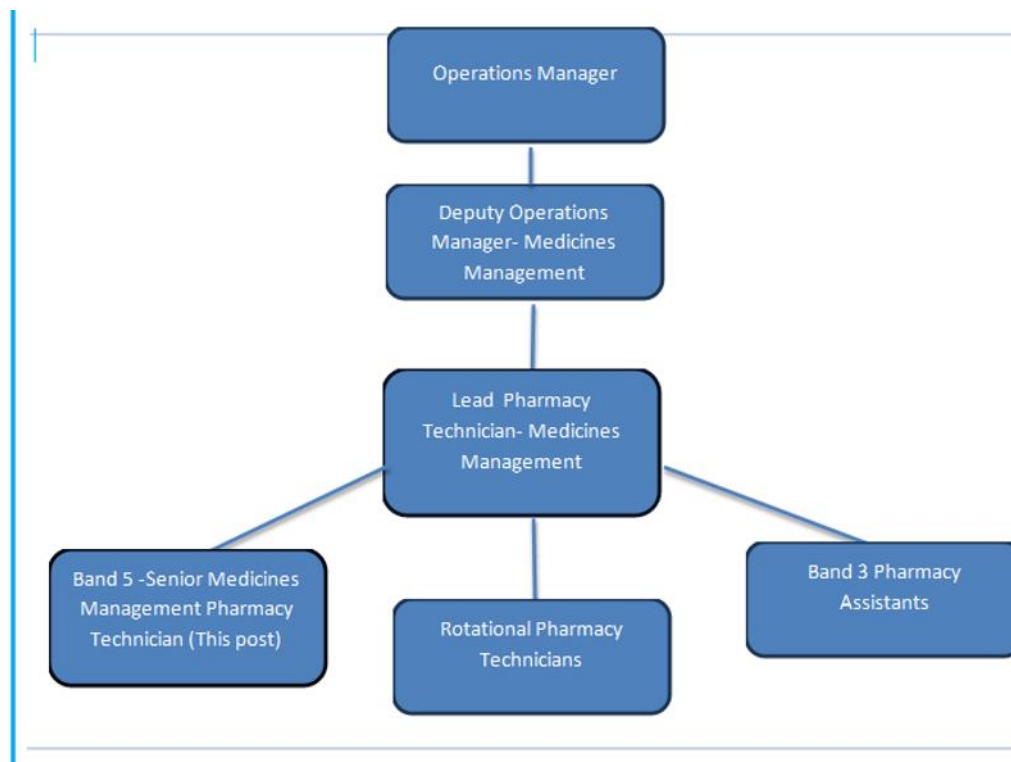
- Contributing to pharmacy stock control within the department and on the wards, including participating in stock checks, tracing and resolving stock discrepancies, and assisting the storekeeper in sourcing urgently required drugs.
- Any other duties identified by the Lead Pharmacy Technician- Medicines Management or Deputy Operations Manager- Medicines Management.

Other

Job Holders are required to:

- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
- Act in such a way that always the health and well-being of children and vulnerable adults is safeguarded familiarisation with adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

Organisational Chart



Other

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility

 Management Essentials We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers. This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust. Please click here for further information on the Management Essentials programme.	 Leadership Insights Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership. If, this is of interest to you, you will be able to enrol upon commencement with the Trust. Please click here for further information on the Leadership Insights programme.
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Person Specification

Qualifications

Essential

- GCSE English, Maths, Science and 2 other GCSEs or equivalent
- BTEC (Pharmaceutical Science) or recognised equivalent and/ or NVQ level 3 (Pharmaceutical Science)
- Registered as a pharmacy technician with the General Pharmaceutical Council (GPhC)
- Medicines Management Technician Qualification.
- Recognised Accredited Checking Technician Qualification

Desirable

- Foundation Degree in Medicines Management
- Accredited facilitator for either ACPT, MMT or communication skills
- Practice supervisor/ Educational Supervisor course.
- NVQ assessor

Experience

Skills and Knowledge

Essential

- Be able to communicate effectively in both written and verbal formats with staff and patients.
- Good interpersonal and counselling skills
- Good organisational skills
- Attention to detail.
- Supervisory skills - able to help a team prioritise and work safely and effectively under pressure.
- Range of IT skills
- Knowledge of computer-based system.

- Able to use initiative whilst knowing when to refer.
- Mandatory CPD to maintain fitness to practice.

Desirable

- Previous ward-based experience.
- Skilled in delivering training.
- Able to contribute to writing procedures and training packages.

Personal Qualities

- Reliable, punctual, and honest
- Flexible
- Positive attitude to ongoing training and assessment.
- Computer literate
- Enjoys working with the public, patients and fellow healthcare professionals
- Able to work flexible hours to meet the needs of the service

Working Together for Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, act, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to always act in such a way that the health and well-being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: