Job Description

Job Title:	Clinical Trials Dispensing Technician
Band:	4
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Clinical Trial Co-ordinator
Accountable to:	Chief Pharmacist

Find out more about working with us:
https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/

Job Summary	To work as part of the Clinical Trials and Pharmacy teams in providing an efficient, effective and safe clinical trial service to patients and customers in accordance with departmental and Trust standards and procedures. To assist in the provision and development of the Pharmacy clinical trials service to the University Hospitals of Leicester. To deputise for the Clinical Trial Co-ordinator at each site as necessary, and to assist and support them with the Pharmacy supply element for clinical trials across the Trust. To provide technical support to pharmacy clinical trials for team colleagues and coaching junior staff in technical and dispensing tasks. To dispense and check the accuracy of dispensing in accordance with departmental and Trust standards, in conjunction with UHL clinical governance objectives and those of the Royal Pharmaceutical Society (RPS) and in accordance with Good Clinical Practice (GCP) and the Clinical Trial Regulations.

KEY WORKING RELATIONSHIPS

The main working relationships will be internal and external to pharmacy:

- Clinical trial Co-ordinators, Lead Technicians, Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Administration and Clerical Officer
- Clinical Research Assistants (CRA's) and trial monitors
- Research and Innovation (R&I) department
- Principal Investigators (PI's) and their research teams
- CPO Manager and other CPO staff
- Pharmacy Storekeepers, porters/clinical distributors, receptionists
- Members of Pharmacy dispensary and aseptic unit
- Service Managers
- Principal Pharmacist for Clinical Trials
- Any other Clinical Trial related personnel

KEY RESULT AREAS

1. To deputise for the Clinical Trial Co-ordinator at each site as necessary to co-ordinate clinical trial services and assist the dispensary team leaders and duty technicians with clinical trial dispensing and checking as required.
2. To ensure the flow and appropriate prioritisation of clinical trial work through the department to optimise efficiency and maintain “turn around” target times to ensure the provision of a prompt and responsive clinical trial service.
3. Dispensing of clinical trial prescriptions in accordance with professional and ethical standards laid down by the RPS and in accordance with departmental standards and Standard Operating Procedures (SOP’s) for accuracy and timeliness, as well as Good Clinical Practice (GCP) and the Clinical Trial Regulations.
4. Checking the accuracy of clinical trial prescriptions dispensed by other pharmacy staff, identifying and ensuring correction of all dispensing errors or items not acceptable for release, to prevent these reaching the patient, as well as ensuring compliance with GCP and the Clinical Trial Regulations.
5. Documenting errors and supporting process review and improvement to reduce internal and external error rates in accordance with clinical governance guidelines
6. To participate in multi-disciplinary team meetings with Clinical Research Assistants (CRA’s) for commercially funded studies and research teams for investigator led studies as required.
7. To assist with the maintenance of Pharmacy study files to ensure all members of Pharmacy staff can dispense, check and counsel patients on their investigational medicinal products (IMP’s) safely and efficiently.
8. To ensure all records (including drug accountability logs and environmental monitoring) and working practices are to the necessary standards required by GCP (and GMP where required), the Clinical Trial Regulations and the Research Governance Framework.
9. To participate as a member of the clinical trial team by contributing to team and service monitoring, review and development, ensuring procedures are followed, standards achieved and improvements implemented.
10. Ensure all SOP’s are followed to achieve professional, regulatory, Health and Safety requirements and to support safe and effective dispensing practice.
11. To maintain a clean and tidy working environment ensuring that all IMP’s and documentation are stored appropriately in designated places, work benches/areas and walkways are kept clear and equipment is cleaned.
12. To ensure where appropriate for clinical trial stock that transactions are entered accurately on to the pharmacy computer system at the time of issue in order to minimise stock discrepancies and out of stock situations.
13. To assist in the maintenance of IMP ordering and storage, stock rotation and performing expiry date checks to minimise financial loss to the Trust and Trial Sponsors and prevent out of stock situations.
14. Raise, record and issue invoices for clinical trials services to ensure regular income is collected.

15. Arrange and facilitate monitoring visits from external Clinical Trials Associates and internal auditors in accordance with defined procedures
16. Assist Clinical Trials Co-ordinators in arranging and facilitating close down visits to ensure all processes are complete, including retention, organisation and archiving or appropriate documentation according to UHL SOPs.
17. To cover duties of absent Technicians and Assistant Technical Officers (ATO's) as required to maintain clinical trial and core services. To undertake other such reasonable duties as may be required from time to time.
18. To participate in weekend, late duty and bank holiday work in accordance with departmental rotas.

Service Delivery & Development

- To participate in the training and assessment of all new staff and be a role model for trainee technicians and pre-registration pharmacists, ensuring systems and procedures are understood, and competency and standards are achieved.
- To identify and pursue personal training and development needs with the object of improving personal performance and keeping abreast of new developments. To take responsibility for specific areas of work or projects as may be agreed from time to time in accordance with continuing professional development guidelines.

Governance

- Comply with the principles of GCP
- Comply with all UHL policies and procedures including those relating specifically to pharmacy, in particular the Leicestershire Medicines Code.
- The General Pharmaceutical Council (GPhC) Code of Ethics for Pharmacists and Pharmacy Technicians must be adhered to at all times

Patient/Customer Service

- To work as part of the Pharmacy Team in providing an efficient, effective, and safe pharmaceutical service to patients and customers

GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:
https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx

Person Specification

Post: Clinical Trials Dispensing Technician
Band: 4

Criteria	Essential	Desirable	Stage Measured at A – Application I – Interview T – Test
Commitment to Trust Values and Behaviours	• Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Training & Qualifications	• NVQ level 3 and BTEC in Pharmaceutical Sciences or equivalent • Be registered as a practising Pharmacy Technician with the GPhC (or awaiting registration).	• Post qualification experience in Clinical Trials	Application form Interview
Experience	• Requirements of good dispensing practice • Good organisational skills • Able to follow Standard Operating Procedures • Literate & numerate • Computer literate	• Technician checking • Supervisory skills • Staff training • Post qualification experience in Clinical Trials • Requirements of Clinical Trial regulations & GCP	Application form Interview
Communication and relationship skills	• Excellent written and oral communicational skills. • Strong interpersonal skills • Enthusiastic/motivated/ motivator • Team worker/ability to work alone • Liaising with service users • Patient /customer awareness		Application form Interview

Analytical and Judgement skills	• Accurate with high attention to detail • Ability to make decisions, use initiative and solve problems • Ability to follow instructions/ work under supervision • Knows own limitations and when to refer	• Basic knowledge of the Principles of Good Manufacturing Practice (GMP) & Quality Assurance (QA)	Application form Interview
Planning and organisation skills	• Methodical and well organised/ Time management skills • Committed to "self-improvement" • Desire to deliver a quality service • Reliable • Ability to work under pressure	• Involvement with service improvements	Interview
Equality, Diversity and Inclusion	• Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs. All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others		Interview
Other requirements specific to the role	• Patient counselling • Calm under pressure • Generates new ideas for service improvement • Flexible over hours/weekends • Courteous, reliable • Be able to undertake the duties of the post	• Willing to develop the role of Pharmacy Technical staff and the service.	Interview