

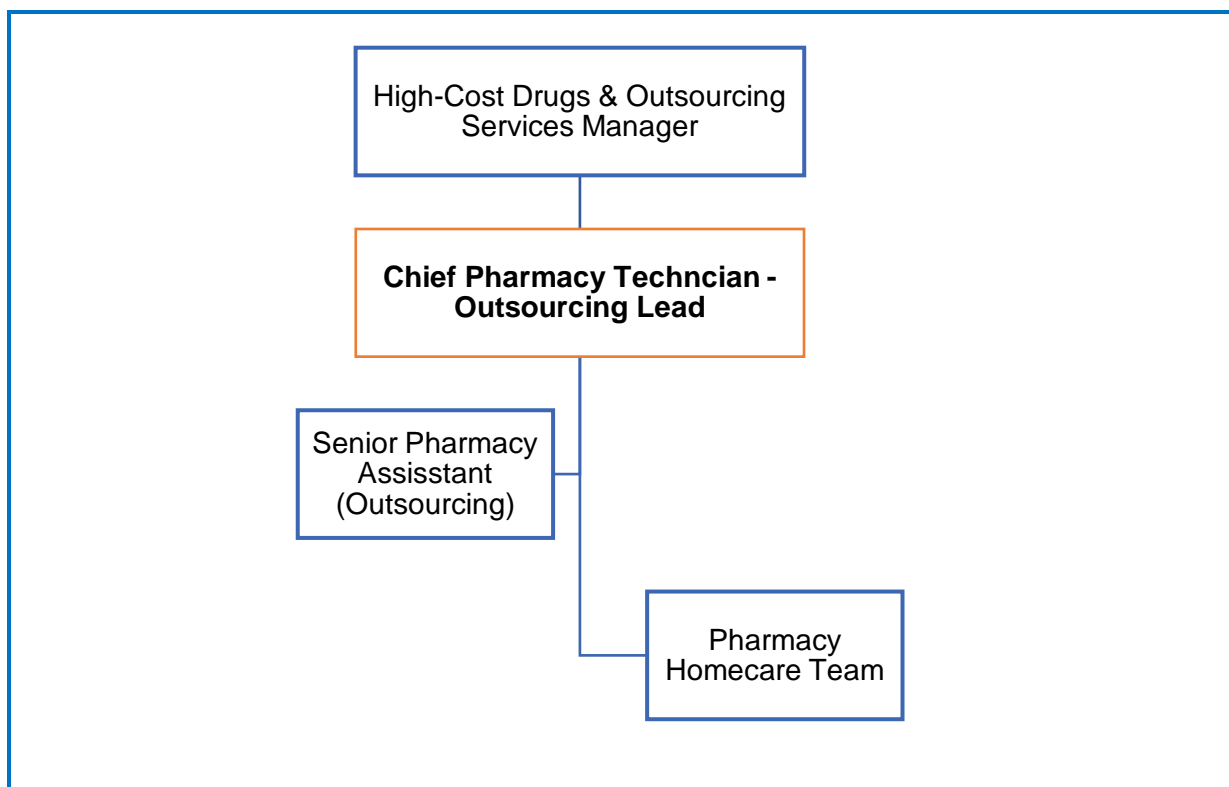
## Job Description

<b>JOB TITLE</b>	<b>Chief Technician – Outsourcing Lead</b>
<b>GRADE</b>	<b>Band 6</b>
<b>REPORTS TO</b>	<b>High-Cost Drugs &amp; Outsourcing Services Manager</b>
<b>ACCOUNTABLE TO</b>	<b>Chief Pharmacist</b>
<b>DEPARTMENT</b>	<b>Pharmacy</b>
<b>DIVISION</b>	<b>Cancer, Diagnostics and Clinical Support</b>
<b>DATE</b>	<b>March 2020</b>

### JOB PURPOSE:

The postholder is the outsourcing specialist lead for Pharmacy. Responsible for the day-to-day management of the Outsourced Pharmacy Dispensary service and other outsourced services to ensure the safe and effective supply of pharmaceutical products to patients and clinical areas.

### ORGANISATIONAL CHART



## DIMENSIONS

### Operational

Responsible for the day-to-day management of outsourced dispensing services and other outsourced services. Responsible for working collaboratively with the outsourced dispensing services provider to monitor service delivery and develop services including the phasing of additional clinics and services.

## KEY RELATIONSHIPS

### Internal

Line manager	Regular updates, performance review	Weekly
Trust Outsourcing meetings	Review of services, issues, performance	Monthly
Pharmacy Homecare team	Co-ordination of workload, collaborative working	Weekly as required
Pharmacy staff in other sections	Co-ordinate with other teams regarding workload, staffing, training, quality etc	Weekly and as required
Clinic and department staff	Co-ordination of dispensary supply issues, service developments, complaints	As required

### External

Outsourcing Partners	Review of services, issues, performance Co-ordinates supply issues, complaints and service development	Weekly and monthly
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## KEY RESULT AREAS:

### 1. Strategic Responsibilities

- 1.1 Identify areas for development of outsourced services, ensuring compliance with national and local guidelines and contract information.
- 1.2 Provide data to inform pharmacy services and clinical practice in Trust.
- 1.3 Facilitate effective engagement from clinical and support staff in order to develop outsourced services and promote new ways of working.

### 2. Service Delivery and Operational Responsibilities

- 2.1 Responsible for the day-to-day operational management of the Pharmacy Outsourced dispensing activities of the managed section to ensure the safe and efficient supply of pharmaceutical products within the following functions:  
RDH Outpatient dispensing  
LRCH Outpatient dispensing  
KTC Outpatient Dispensing  
Emergency Department Outpatient dispensing
- 2.2 Liaise with outsourced service managers and Pharmacy Governance Managers with regards to medication incidents to develop and implement robust reporting and investigation processes to identify solutions and minimise risk.

- 2.3** Investigate reported incidents and near misses relating to Outsourced Dispensed medicines, liaising closely with the outsourced service manager and clinical staff.
- 2.4** Interpret data / KPI's and provide regular analysis and reports to Pharmacy Management Team, Clinical Business Units and the Divisional Management Teams.
- 2.5** Responsible for maintaining the policies and procedures which describe the safe use of medicines within the Outsourced Service and the provision of these to the Outsourced partners.
- 2.6** Coordinate the review and delivery of objectives from the Outsourcing Pharmacy Action Plan.
- 2.7** To be the Lead Contact and the first point of contact for the Outsourcing Partners, Clinics, Pharmacy Staff and Management regarding Outsourcing issues. This will require regular attendance at meetings and providing regular updates and ensuring effective communication channels are in place
- 2.8** Work closely with the procurement and finance team to ensure communication of contract changes and appropriate invoice reconciliation takes place. Reporting findings to the Finance and Information teams.
- 2.9** Have a close working relationship with all Divisional Pharmacists, with an awareness of prescribing patterns and costs per Division.

### **3. Quality Management and Clinical Governance**

- 3.1** Leads the delivery of a high standard of medicines and information from the managed section to patients.
- 3.2** Carries out and documents risk assessments within the managed section.
- 3.3** Leads the collection and presentation of workload, quality and financial indicators for the managed section.
- 3.4** Interpret data and provide regular analysis and reports to Pharmacy Management Team, Clinical Business Units and the Divisional Management Team.
- 3.5** Monitors outsourced service against agreed KPI's
- 3.6** Co-ordinates the recording, reporting and review of errors and incidents that occur within the outsourcing area to ensure they are reported in accordance with Trust, Departmental and Outsourcing providers policies and procedures.
- 3.7** Regularly review medication errors occurring within outsourced services, present these to the Pharmacy, Governance, Quality and Risk group and support clinical pharmacy teams to identify actions to reduce risk.
- 3.8** Co-ordinates the recording, reporting and review of complaints and patient feedback that occurs within outsourced services to ensure they are reported in accordance with Trust, Departmental and Outsourcing providers policies and procedures.

### **4. Education and Training**

- 4.1** Provides Outsourcing updates to pharmacy staff on induction.
- 4.2** Liaises with Outsourcing managers and senior pharmacy staff to develop and implement education and development programmes to increase awareness of outsourcing issues, policy, and meet training needs to minimise risk. Also develops 'exchanged' training programmes between the Trust and outsourced providers.
- 4.3** Undertakes an agreed programme of education and training and professional development to enable effective delivery of the responsibilities and duties expected of the post.

## **5. Research and Development**

- 5.1** Assists in the development, implementation and review of audit of safe medicines practice of outsourced dispensing.
- 5.2** Undertakes audit and practice research; publishes and presents results widely.
- 5.3** Participate in other departmental / Trust audits as required.

## **6. Pharmacy Practice**

- 6.1** Undertake general technical duties as required, including dispensary core duties such as accuracy checking, taking responsibility for final checking ward controlled drug orders.
- 6.2** Participates in the weekend and bank holiday rota.
- 6.3** Undertake regular pharmacy practice to remain competent and to satisfy the requirements for mandatory professional development and registration with the General Pharmaceutical Council.

## **PLANNING AND ORGANISATION**

A high degree of planning and organisation are required to fulfil the roles and responsibilities of the post. Most work is conducted through regular, scheduled weekly or monthly meetings and office time. Unplanned work with short deadlines or requiring an urgent response can occur. Advises the project group on strategic issues relating to the managed section and planned improvements to service delivery.

## **DECISION MAKING**

Makes decisions involving day to day operations of the managed section. Decisions are made within the framework of hospital, departmental and sectional policies and procedures. Decisions outside this framework are authorised by the Pharmacy Management Team members.

**PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES**

	Essential	Desirable
<b>Education, Training and Qualifications CPD Requirements</b>	Registered Pharmacy Technician [GPhC] NVQ level 3 in pharmaceutical science and First level managerial training Responsible for own Continuing Professional Development Assist in the development of junior staff	Approved final checker
<b>Experience &amp; Knowledge</b>	Significant qualification experience including operational and line management experience Working knowledge of Trust and departmental section procedures	Operational experience within dispensary services
<b>Skills and Ability</b>	Effective IT / computer skills Ability to analysis and evaluate complex information, identify solutions and implement changes. Excellent organisational skills including ability to plan and prioritise own workload	
<b>Communications and interpersonal skills</b>	Excellent communication skills and interpersonal skills Ability to influence colleagues across the Trust and in outsourced providers Evidence of collaborative working	
<b>Values and Behaviours</b>	In line with Team UHDB values and behaviours	
<b>Other requirements</b>		

## Person Specification

### Communication and relationship skills (include internal/external contacts)

Good communication skills, verbal and written to communicate with practitioners and pharmacy managers. Able to articulate information and present clearly to healthcare staff. Effective computer / IT knowledge and skills.

Skills required to communicate with technicians and pharmacists within other sections and external hospitals, and ward staff, to ensure co-operation, resolve problems, to ensure dispensary policies and procedures are followed.

Skills required to receive and provide technical and procedural information to non-routine questions and resolve complaints.

Advanced interpersonal skills Accredited computer qualification (e.g. ECDL or equivalent)

### Knowledge, training and experience

NVQ level 3 in pharmaceutical science and First level managerial training.

Significant qualification experience including operational and line management experience within dispensary services.

Working knowledge of Trust and departmental section procedures. Detailed Pharmacy technical knowledge, including Law and Ethics, pharmacy practice and clinical trial procedures.

Approved final checker.

Computer Literate with detailed functional knowledge of pharmacy computer system

Responsible for own Continuing Professional Development, assist development of junior staff.

Registered Pharmacy Technician [GPhC]

### Analytical and judgemental skills

Demonstrates ability to analyse and evaluate complex information, identify possible solutions and collaborate with Outsourcing Partners and managers to implement these.

Medication error investigation requires skills to collate information, analyse root causes, investigate & communicate options and collaborate with practitioners to change practice.

Risk assessment requires a review of risks, appraisal of options and agreement with managers to action and implement changes to services or equipment to reduce risks.

Able to cope with a number of issues at any one time.

### Planning and organisational skills

Planning skills to assist the planning of new services, improved methods of working, responding to changes in the working environment, student induction and training.

### Physical skills

Technical skills required for dispensing medicines and extemporaneously prepared products in laminar flow cabinets.

Efficient keyboard skills to permit the use of the pharmacy computer system and for production of procedures and reports.

### Responsibilities for patient / client care

Involved in dispensing and final checking and release of pharmaceutical products to patients. Involved in the provision of pharmaceutical advice to patients and carers.

Demonstrates strong patient focus in risk assessment and response to medication errors. Uses incidents to identify learning and promote improvement in services to enhance the quality of patient care.

### Responsibilities for policy and service development

Responsible for preparing and updating outsourcing policies for approval by Senior Pharmacist High Cost Drugs and Commissioning.

Advise the colleagues on the impact on Outsourcing services from changes to procedures in other pharmacy sections.

#### **Responsibilities for financial and physical resources**

Responsible for security of stock (e.g medicines) and information (e.g. Incident reports). Handles prescription charges from patients.

#### **Responsibilities for human resources**

Involved in education, training, supervision and development of staff in the pharmacy department. Demonstrable commitment to continuing professional development.

#### **Responsibilities for information resources**

Responsible day to day for ensuring the correct input of all dispensary recording of patient and stock entries onto the pharmacy computer system, and pharmacy workload monitoring systems. Coordinates the interpretation of data collected from existing records.

#### **Responsibilities for research and development**

Leads the collection of data for regular audits of the outsourced dispensing service performance and presents information to the Management team  
Develops and undertakes audit relating to outsourced dispensing issues and disseminates findings appropriately.

#### **Freedom to act**

Free to act within Trust and departmental policies and procedures and pharmaceutical legal requirements. Managed by Senior Pharmacist High Cost Drugs and Commissioning and performance appraised by the Trust appraisal process.

#### **Physical effort**

Job requires regular office work and dispensary duties involving standing, bending stretching and lifting light objects.

#### **Mental effort**

Required to work within the unpredictable patterns of hospital activity, ensuring dispensary services meet required deadlines.  
Involved in the dispensing and checking process which requires constant concentration with frequent interruptions from junior staff requiring advice, and required to resolve staff and supply problems.

#### **Emotional effort**

Occasionally required to deal with complaints from rude and aggressive patients. Occasionally required to resolve staff conflicts. Dispenses medicines to terminally ill patients.

#### **Working conditions**

Working within dispensary with possible exposure to pharmaceutical products. Occasional exposure to complaints and aggression from patients.

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

<b>Signed: (Member of staff)</b>		<b>Date</b>	
<b>Signed: (Line Manager)</b>		<b>Date</b>	



University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

**University Hospitals of  
Derby and Burton**  
NHS Foundation Trust

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



## Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



## Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



## Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

## Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.



The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

## **Freedom to Speak up**

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

## **Data Protection**

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

## **Confidentiality**

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

## **Infection Control**

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

**Health and Safety at Work Act**

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

**Smoke free Trust**

The smoke free policy applies to staff, patients, resident's visitors and contractors.

**Research:**

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".