

## Pharmacy Department

# Dispensary and Ward Based Pharmacy Technician

## Job Description

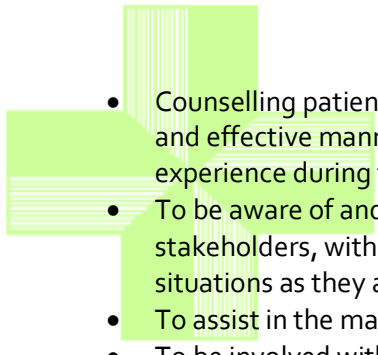
<b>Grade:</b>	Band 4 to 5 - progression post
<b>Based at:</b>	Horton/ John Radcliffe/ Churchill
<b>Accountable to:</b>	<b>Clinical Director for Pharmacy and Medicines Management and Operational Manager for Dispensaries &amp; Near Patient Services</b>
<b>Managed by:</b>	Site Operational Manager, Lead Technician for Medicines Optimisation & Senior Dispensary Technician
<b>Supported by:</b>	Medicines Management Technicians, Pharmacy Technicians, Pharmacy Assistants and Apprentices.

## Overall Objectives


To provide comprehensive technical support as part of professional team providing the pharmaceutical service to the Oxford University Hospitals NHS Foundation Trust and other organisations. To consolidate and improve personal skills in all areas of Pharmacy. To develop the appropriate skills to obtain Accredited Checking Technician and Ward Based Technician accreditations for progression to band 5, and develop leadership skills to support the Seniors Technician, acting as a co-ordinator in the Dispensary,

## Key Result Areas

1. To Participate in the following aspects of dispensary technician duties as designated by the senior dispensary technician:
  - Labelling and dispensing medicine supplies to wards and departments according to the dispensary procedures; including clinical trial dispensing using the pharmacy stock control computer system, ensuring accuracy and attention to detail in processing of prescriptions.
  - Undertaking regular expiry date checking for designated bin locations in Pharmacy – to identify expired or short dated stock.
  - Undertaking extemporaneous dispensing making relevant calculations for the formula and according to Good Manufacturing Practice.
  - Preparing Emergency Resus drug boxes, completing the relevant documentation and making appropriate charges to the wards that use them using the Pharmacy stock control computer system.



- Counselling patients that attend Pharmacy on how to take their medicines in a safe and effective manner and warning them of possible side effects that they may experience during treatment.
  - To be aware of and be involved in good customer service when dealing with all stakeholders, with the ability to deal with demanding, stressful, or emotional situations as they arise.
  - To assist in the maintenance of a tidy and efficient working environment.
  - To be involved with quality improvement, audit and development of the service including policy updates and working practices.
  - Receive prescriptions from patients/ staff and receive payment for prescription charges.
  - Work within identified processes to ensure that medicine stock levels are monitored and accurately maintained.
2. To use the Pharmacy stock control computer system and other information technology in all areas of Pharmacy. To be fully competent in the use of the Robotic Dispensing system, where applicable to site, with the ability to diagnose and resolve robot operating issues and escalate as required.
  3. Undertake the relevant medicines management training, to then provide a medicines optimisation service to designated wards on your base site under the supervision of Medicines Management Technicians.
  4. Undertake the relevant final checking training to spend periods of time in the Dispensary providing the final check of dispensed items. To act within the limitations of the role and refer where necessary.
  5. To undertake training and development in Leadership skills.
  6. To be responsible for providing co-ordinating support to the dispensary service under the direction of the senior technician or operational manager. Including taking the lead for the dispensary service when required. To assist in ensuring dispensary work is processed accurately, safely and efficiently according to procedures to support turnaround and key performance indicators. To be responsible for preparing some dispensary rotas, overseeing workload and delegating tasks to the dispensary team, with the ability to judge workload and when to escalate to prevent it reaching unmanageable levels, working together with Senior Technicians.
  7. To be responsible for a distinct area of dispensary service. To organise training, procedures and work processing for this area under the direction of the senior technician or operational manager.
  8. To supervise and be involved in the training and induction of junior dispensary staff members including Pharmacy Technicians, Assistants and Apprentices and acting as a role model.

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9. To support Quality Improvement projects, dispensary audits including planning, communication inputting and analysing data and producing reports.
  10. To provide practical support and advice to the allocated team members in relation to managing monthly Dispensary Controlled Drug stock checks, auditing and correction of levels, ensuring the correct process is followed, and a clear audit trail is maintained.
  11. To be or obtain the Certificate of Competence in Vocational Assessment and undertake assessments as designated by the Pharmacy Education and Training team
  12. To participate in and be responsible for completing a programme of continuing professional development.
  13. To participate in weekend, evening, early and bank holiday working according to rota. To act as team leader for a weekend shift and ensure tasks are delegated according to skills of individuals in the team and completed.
  14. To maintain the equipment inventory file list
  15. To become an accredited fire marshal.
  16. To be a first aid appointed person.
  17. Any other reasonable duties as requested.

### **Risk Management**

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the

- Major incidents Policy
- Fire Policy

And should make themselves familiar with the 'local response' plan and **their** role within that response.

### **Responsibilities for Health and Safety**

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health and Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

## Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the ORH Trust has the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health.

## Note

- 1) Technicians without both ACT and MMT will be appointed at band 4 and receive uplift to band 5 on completion of both the stand alone ACT and MMT accreditations. Newly qualified Technicians who have completed the Integrated Level 3 apprenticeship incorporating both ACT and MMT, will be appointed at 75% top of band 5 and receive uplift to band 5 subject to successful sign off at 6 month review. Further information can be found in the job advert and offer letter.
- 2) This Post is subject to appraisal, which is a two way process.
- 3) This job description is not definitive or restrictive in any way and should be regarded only as a guide to the duties required, and also it will be understood that at a time of rapid change within the Health Service other responsibilities may be added, as determined by the Chief Pharmacist. The job description does not form part of the contract of employment.
- 4) The post-holder will be expected to participate in flexible working if introduced.
- 5) Out of hours working may be included and participation in such arrangements will be required.
- 6) Pharmacists will be required to participate in on-call arrangements according to site and experience.
- 7) Individual's continuous Professional Development needs will be identified and supported.

## Person Specification for Accredited Pharmacy Technician

Essential Qualities	Desirable Qualities
Qualified Pharmacy Technician holding an NVQ Level 3 or other relevant qualification. Registered with GPhC	Uses own initiative and can work alone.
Comprehensive dispensary experience in either Hospital or Community.	Experience of using an automated dispensing system.
Previous experience of training/supervision of other staff	A role model that demonstrates a professional attitude at all times.
Enthusiastic and responsible attitude	Experience of pharmacy stores and distribution
Good interpersonal and communication (written and verbal) skills with staff inside and outside of the department.	Patient counselling skills
Team player who is considerate to the needs and feelings of others in the Team and works to the Trust values.	Conscientious approach to own work and able to produce evidence of CPD. Understands the changing roles of the Pharmacy Technician and what registration involves.
Able to acknowledge, appreciate and conform to change that occurs.	To be able to take part in the induction of new staff to the department as necessary. Play a key role in the Health and Safety of yourself and that of your working colleagues in the Department.
Demonstrate an ongoing commitment to CPD and PDP	Fire Marshall trained
Good time management, organisation and prioritisation skills and accurate in your work and with attention to detail.,	First aid trained
Responsive to direction and constructive feedback.	Certificate of Competence in Vocational Assessment (CAVA)
Basic all-round knowledge of Pharmacy Department	
Tidy and smart appearance adhering to the Trust dress code.	
Medicines Management trained or -willing to undertake training	
Accredited Checking Technician or willing to undertake training	
Willing to undertake recognised Leadership Training programme	

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**Produced By:** Saffron Mawby

**Date:** 19/01/2006

**Reviewed by:** Alice Smilie

**Date:** 09/11/2023

**Approved by:** Lisa Broom

**Date:** 10/11/2023