

## **JOB DESCRIPTION**

**Job Title: Medicines Systems Team Support Pharmacy Technician**

**AFC band: Band 5**

**Hours: 37.5 hours Permanent**

**Managed by: Lead Specialist Medicines Systems Technician**

**Accountable to: Lead Pharmacist for Surgery and Digital**

### **Key Job Role:**

- To support day-to-day activity and provide system management on a variety of IT systems involved with the prescribing, supply of medicines and transfer of patient information to wards, departments and GP practices including Wellsky electronic prescribing, medicines administration (ePMA) and stock control and OmniCenter.
- To support the safe and effective deployment and operation of Medicines IT systems such as Wellsky ePMA and Omnicell Automated Dispensing Cabinets across Gateshead Health NHS Foundation Trust.
- To support the organisation with training of all staff required to use the Wellsky ePMA system, Omnicell Automated Dispensing Cabinets and Wellsky Pharmacy stock control system. This will include medical, nursing and pharmacy staff.
- To develop and prepare management and clinical reports to be used by other practitioners to support clinical practice and performance management.
- To continually develop the pharmacy systems and associated policies and procedures to support a safe, effective, and efficient service.
- To contribute to the development of all Medicine systems for the benefit of the service.
- To work alongside procurement staff to ensure smooth purchasing, invoicing, and contract management processes.

### **Dimensions:**

- Our ePMA system currently has around 1800 active users and underpins all prescribing and administration in Gateshead Health NHS Foundation Trust.
- This post is a member of the Medicines Systems Team and supports the deployment and maintenance of both the Omnicell and Wellsky ePMA and pharmacy stock control system across the organisation.
- The Wellsky ePMA system is in place to support clinical practice and underpins all prescribing and administration of medicines in Gateshead Health NHS Foundation Trust.
- The Omnicell system supports patient safety and operational efficiency in Gateshead Health NHS Foundation Trust.
- The Wellsky pharmacy system is used to provide full dispensing and pharmacy stock control interfacing with Omnicell with future developments to interface with Wellsky ePMA.
- The post-holder will be expected to fulfil all of the basic technician competencies required as part of registration with the General Pharmaceutical Council and will be required to act at all

times in accordance with all statutory and professional obligations as outlined in the standards of conduct, ethics and performance.

### **Key Responsibilities:**

- To oversee the daily operation of the Wellsky ePMA & pharmacy stock control system and Omnicell including carrying out routine maintenance to maintain continuity, performance of the systems and business continuity plan (BCP) checks.
- To assist in developing and delivering a training program for the successful operation of the medicines systems across the Trust.
- To develop and maintain support services to users through the Trust Intranet, face to face, telephone and virtual channels.
- To support the development of local test plans and undertake acceptance testing on new software releases in accordance with the system specifications.
- To assist in developing policies and procedures to ensure safe medication practice within the medicines systems working alongside clinical specialists.
- To support the development of reports to support clinical, financial, and other information requirements.
- To support the management of additions and removals of users as determined by trust reports.
- To keep the pharmacy stock control system up to date by managing the addition of pharmacy data (products, contracts, orders, suppliers, barcodes, etc.) in a timely manner with full traceability.
- To help ensure that medicines systems meet the risk management and security requirements of the organisation.
- To support the roll out and training of staff when interface developments occur between medicines systems.
- To provide advice and expertise in all aspects of medicine systems team practice.

### **Communication and Relationships:**

- To deliver the training for the ePMA systems to doctors, nurses and pharmacy staff.
- To deliver the training for Omnicell system to doctors, nurses and pharmacy staff as applicable.
- To deliver Wellsky PSC training to pharmacy staff as appropriate.
- To liaise with the lead specialist pharmacy technician regarding all aspects of medicines systems.
- To support any IT medicines projects by liaising with the IT department and pharmacy in relation to all aspects of the deployment and management of the medicines systems.
- To be a member of the medicines systems team, contributing if needed out of hours, to ensure all tasks are completed to deadlines.
- To liaise with the Pharmacy team regarding all aspects of medicines systems.
- To support the communication strategy for any medicines systems developments or upgrades.
- Will communicate with and support users of the systems to resolve any issues they may experience.

## **Knowledge and Skills:**

### **Essential**

- NVQ Level 3 & BTEC in Pharmaceutical Science or equivalent.
- GSCE (or equiv) grade A\*-C or 9-4 In Maths and English.
- Registered pharmacy technician with the UK General Pharmaceutical Council.
- Knowledge and experience of hospital medicines management systems.
- Understanding of the Data Protection Act and Caldicott.
- Advanced IT skills using Microsoft® Excel, Access and Word.
- Excellent interpersonal skills.
- Hospital Pharmacy Practice.
- Multidisciplinary team working.

### **Desirable**

- Experience of teaching, training and presentation.
- Knowledge of Pharmacy IT systems.
- Knowledge of WellSky® PSC, WellSky ePMA, Omnicell®.

## **IT Skills:**

- Will use a standard keyboard & mouse.
- Will use e-mail, intranet, internet, video conferencing and Microsoft Office software.
- Will use and manage all medicine systems.
- To support use of Crystal® Reports and Crystal® Reports Distributor.

## **Analytical and Judgmental Skills:**

- To support medicines management standards by producing drug usage reports.
- To draw upon experience, knowledge, and specialist training to contribute to the resolution of risks and issues arising from the use of an ePMA system.
- To contribute to the design and implementation of system audits, service development initiatives and statistical and financial drug interactions.
- To assist in the development of all electronic prescribing files and parameters and to audit data integrity.
- To support in the management of all upgrades of medicine systems including the ePMA system (and linked systems) and ensure all software functions have been tested before going live and advise on any potential impact on the organisation.
- To assist in ensuring that patient safety and service delivery are maintained in the event of failure of the electronic prescribing system and facilitate system recovery.
- To liaise with senior pharmacists and technicians to implement medicines sets and to check all medicines and medicines sets for accuracy, ease of use and patient safety.

## **Planning and Organisational skills:**

- To be responsible for planning and delivering own workload.
- To be responsible for the delivery against agreed deadlines.
- To be able to respond quickly to variations and problems as and when they arise.

- To be rapidly responsive to emerging problems.
- Organise and supervise junior staff if required.

### **Physical Skills:**

- Must be able to move around the organisation to various sites.
- Must be able to physically organise educational environments including maneuvering tables, chairs and other furniture, educational equipment, information technology equipment to facilitate training across the Trust.
- Apply advanced keyboard skills and information technology in the generation of training materials, minutes and reports and presentations.
- Demonstrate a high level of competency in the use of presentation aids and communication skills in the delivery of training to small and large groups of staff from a variety of professional backgrounds.
- Must be comfortable sitting in an office chair for long periods of time.
- Must be comfortable traveling up and down 1-2 flights of stairs on foot.
- Must be able to talk to a large crowd for 45 minutes plus, and to simultaneously use visual aids (primarily on a computer) comfortably and effectively during these presentations.

### **Patient / Client care:**

- Incidental patient contact through medicine systems duties on wards.
- Contact with users of system on a daily basis.
- To support developing and maintain reporting tools that can be used to analyse data and improve patient care.

### **Policy and Service Development:**

- To support policy and service development as required and to contribute and comment on the development of a suite of policies in relation to medicines systems as required.
- Participate in and contribute to project team meetings for medicines system upgrades and/ or various Trust systems.
- Implement and support the introduction of SOPs and policies with respect to ePMA and Omnicell Medicines Systems.
- Advise staff about changes to prescribing linked with ePMA.
- Will always adhere to national, Trust and local policies, guidelines and protocols.

### **Financial and Physical Resources:**

- To be aware of the formulary restrictions and ensure this is reflected in the Medicines systems.
- Ensure security of all medicines on a daily basis at ward level and in the pharmacy.

### **Human Resources:**

- Trains and supervises a variety of staff on the use of the medicines systems.
- Act as a role model demonstrating high standards both professionally and personally.

**Information Resources:**

- Will have access to medicine systems at the highest level and be responsible for the access of others.
- Will be able to use medicine systems for processing and retrieving confidential information and reports (e.g., patient details, financial information).
- To develop training resources to guide colleagues in providing configuration support for the ePMA and medicines systems.
- Will be expected to use e-mail, telephone and virtual meeting software to communicate with colleagues both internal and external to the Trust.
- Enters patient data onto ePMA and the pharmacy system.
- Will be expected to maintain familiarity and usage of the pharmacy computer system to configure and test “day to day” scenarios.

**Research and Development:**

- To participate in audit and research as required.
- Supports the research of others throughout the Trust, through a detailed understanding of the data opportunities within the medicines system.

**Freedom to act:**

- The post-holder will be expected to act independently for the majority of their role within the procedures of the service but must seek clinical or line management support when faced with complex issues.
- The post-holder is expected to anticipate problems and resolve these in a proactive independent manner.
- The post-holder is professionally accountable for their own actions and are managed not supervised.
- Works under defined occupational policies and procedures.
- Works within the scope of their professional registration, and the law.

**Mental:**

- Frequent long periods of concentration required during data entry and management and training sessions.
- Work pattern is unpredictable, tasks are frequently interrupted to deal with application and system support issues, which must be dealt with immediately.
- Frequent periods of concentration when developing and validating reports including statistical information.
- A high degree of speed, accuracy and attention to detail is expected in all duties.
- Requires some capability to deal with and manage stress - implementation of new electronic systems brings a significant amount of stress, particularly around the go-live date.

**Emotional:**

- Regular contact with staff and service users who may be experiencing technical difficulties.

- Will be required to support complex change projects with the implementation of new clinical systems, often dealing with conflict and members of staff who are resistant to change.
- Could be exposed to verbal aggression from staff.
- Could be exposed to upsetting clinical environments involving very unwell patients.

#### **Working conditions:**

- The post holder uses a VDU every day.
- Regular direct environmental risk with exposure to body fluids & foul smells when working at ward level.

#### **General Pharmacy Requirements:**

- To undertake any other duties commensurate with the post of a pharmacy technician as specified by the Chief Pharmacist.
- Will support out-of-hours upgrades and clock changes to the medicine systems (unsocial hours in order to minimise risk to the patients).

#### **Trust Standards**

#### **Legislation:**

- To carry out duties and comply with HASAW by taking reasonable care for the health and safety of myself and others who may be affected by my acts or omissions at work. To cooperate with my employer as far as is necessary to meet requirements of medicines related legislation.

#### **Data Protection & Confidentiality:**

- To be subject to the stipulation of the Data Protection Act and the Trust's Confidentiality Policy.

#### **Control of Infection:**

- All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection Policy. There should be a specific discussion of control of infection within the KSF/ Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands campaign.

#### **Privacy & Dignity & Respect and Quality of Opportunity:**

- The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

**Professional Code of Conduct:**

- To abide by the Code of Practice of Professional body as published by the relevant regulatory body.

**Appendix 1:**

**Department Structure**

