

JOB DESCRIPTION

JOB TITLE:	Senior Pharmacy Technician
BAND:	Band 5 37.5 hours per week (including 1 in 8 Saturdays)
DEPARTMENT:	Pharmacy
DIRECTORATE:	City and Hackney Centre for Mental Health and Forensics Directorate
REPORTING TO:	Lead pharmacist for City and Hackney and Forensic service
ACCOUNTABLE TO:	Chief Pharmacist, East London Foundation NHS Trust
HOURS:	37.5h (taking part in ELFT Pharmacy Saturday)

JOB SUMMARY

The post holder will be expected to work with the City & Hackney and Forensics Pharmacy team to help deliver high quality pharmacy optimisation service to patients of the trust. They are to maintain their ACPT qualification via their allocated dispensary slots at the Dispensary in Mile End Hospital.

KEY RESPONSIBILITIES

1. To assist with the provision of a high quality pharmacy optimisation service to patients of the Trust.
2. Co-ordinates and maintains medication supply to the wards and teams.
3. Assesses identified patient's individual pharmaceutical care needs within 72 hours of identification
4. Initiates and completes a medicine reconciliation for each identified patient
5. To support the pharmacists in attaining CQUIN and KPI targets
6. Ensures all documentation in regard to Medications Optimisation on the unit is completed accurately
7. To participate in dispensary duties where applicable
8. To maintain Accredited Checking Pharmacy Technician (ACPT) status
9. To prepare and maintain Medicines Optimisation (MOPs) accreditation
10. To prepare discharge medication (TTAs) in a timely and efficient manner
11. To communicate discharge information to patients, Community Pharmacies and GPs

MAIN DUTIES AND RESPONSIBILITIES

Patient Care/Clinical	<p><u>Clinical/Patient contact</u></p> <ul style="list-style-type: none"> • To identify new patients and take accurate drug histories on admission, as part of the medicine reconciliation process. • Ongoing support will include; monitoring of progress and review of any problems encountered. Close liaison with ward staff regarding progress as well as updating/reporting in the multidisciplinary notes is required. • Identify and support the team with patients on high dose antipsychotic therapy (HDAT) and encourage monitoring of HDAT. • To ensure the information needs of the service users are met, for example participating in medication and discharge counselling. • Implement and further develop the Self-Administration of Medicines Policy for relevant patients ensuring all appropriate service users are encouraged to participate in the scheme. This will involve a medicines management assessment for individuals to participate, setting goals, initiation and counselling including advice about
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	<p>compliance issues</p> <ul style="list-style-type: none"> • To participate in the medicines administration process to assess patients' ability to self administer • To participate with pharmacists in provision of medicine education groups within the inpatient setting and in the community. <p><u>Discharge planning</u></p> <ul style="list-style-type: none"> • To help co-ordinate and manage the discharge process for patients. This involves planning and anticipating patient discharge in liaison with the doctors, nursing and therapy staff, and the clinical pharmacist to ensure timely discharge • To provide information to the relevant Community Pharmacist and GP to ensure continued provision of pharmaceutical service • To ensure measures are taken to ensure discharge medication is available for discharge. • To assemble TTAs (following Trust procedure) on the ward as and when necessary <p><u>Medication supply</u></p> <ul style="list-style-type: none"> • To co-ordinate in liaison with the clinical pharmacist(s) the provision of the pharmaceutical supplies service to clinical wards and teams. • To provide medication in the most appropriate form (following individual patient assessment), to aid medication compliance e.g. dosette/medidose boxes, large bottles and labels etc • To assess Patients' Own Drugs (PODs) for suitability for use, following the Trust procedure • To assist in the maintenance of the PODs scheme by promoting the scheme both within the Trust and externally as well as encouraging patients to bring in their own medications from home • To ensure where possible, that medicines are ordered and dispensed 'ready for discharge' • To participate in transcribing of short term leave (STL) medication following training <p><u>Communication and teamwork</u></p> <ul style="list-style-type: none"> • Work closely with the Multidisciplinary Team on each ward, becoming an active member (ie attending "away days", participating on daily/weekly huddles) in order to maximize patients potential for independent medicines optimisation. • To provide training to all new ward nursing staff in procedures relating to relevant medicine management processes and procedures. • To communicate and work closely with Mile End Pharmacy staff to ensure the discharge process (in relation to medication) is provided effectively
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	<p><u>Dispensary Duties</u></p> <ul style="list-style-type: none"> • To dispense safely and efficiently as required, according to laid down procedures. • To participate in the dispensary service as and when required • To participate in the ACPT scheme, and to use this accreditation to check dispensed work • To ensure that all services are of the highest quality and are provided in a customer orientated, helpful and responsive manner • To be involved in the setting of standards for services provided from the satellite pharmacy ensuring those standards are met • To assist in the training of all students including pharmacy students/student technicians • To provide induction training of new staff into the pharmacy department as and when required.
Management	<ul style="list-style-type: none"> • To participate in NVQ training and if necessary train to become an Educational or Practice Supervisor • To line manage our an Assistant Technical Officer (Band 3)
Performance and Quality	<ul style="list-style-type: none"> • Carry out/participate in audits and written reports as requested • To participate in quality improvement projects in the department. • Technician will be supported to present and publish project work at appropriate conferences and in journals • To assist in the training of all new and rotating staff in procedures and practical methods of work connected with medicine management including medicine reconciliation, self-administration and discharge planning.
Financial and Physical Resources	<ul style="list-style-type: none"> • To be responsible for planning and organising own workload for their clinical areas in accordance with the requirements of the job. • To be responsible for managing medicines storage and security (prescription only medicines and medicines specified in the Misuse of Drugs Act). • To be responsible for medicines supply (e.g. stock lists) ensuring appropriate quantities are stored in accordance with the changing clinical needs of each clinical environment to minimise waste and reduce risk.
Other duties	<ul style="list-style-type: none"> • To write and update appropriate departmental procedures and enhance existing information systems • To support Mile End Pharmacy staff/ department in dispensary as and when required. • To comply with the requirements of the Health and Safety at Work

	<p>Act and COSHH</p> <ul style="list-style-type: none"> • To provide clozapine management in the absence of the Clozapine Technician being on leave • To undertake Continuing Professional Development, maintaining a CPD folder • The postholder is expected to develop good working IT skills around common office software and dispensary systems. It will be essential to keep up to date with new pharmacy technology, as utilized by the Trust, and to encourage these skills in others • To work, using systems incorporating Quality Assurance to ensure that the highest standards of service are devised and maintained • To undertake any other relevant duties as requested by your manager • To participate in other departmental duties as required by rotas, e.g. dispensary rota, weekend duties, Bank Holidays
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JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..



Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
	To maintain the confidentiality of all personal data processed by the



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General Data Protection Regulation (GDPR)	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>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 all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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BAND:	Band 5 37.5 hours per week (including 1 in 8 Saturdays)
DEPARTMENT:	Pharmacy
DIRECTORATE:	City and Hackney Centre for Mental Health and Forensics Directorate
REPORTING TO:	Lead pharmacist for City and Hackney and Forensic service
ACCOUNTABLE TO:	Chief Pharmacist, East London Foundation NHS Trust

		Evidence sought from (tick)			
Essential = E Desirable = D		E or D	App. form /CV	Inter - view	Test, presentat ion or portfolio
EDUCATION/ QUALIFICATIONS	BTEC/ City & Guilds/NVQ3 pharmacy or equivalent	E	√		
	MOPs Accredited (or working towards) ward technician	E	√		
	RegPharmTech	E	√		
	An accredited checking Pharmacy technician (ACPT) or working towards	E	√		
SKILLS/ ABILITIES	Able to work as part of a team	E	√	√	
	Excellent interpersonal skills	E	√	√	
	Demonstrates good written and oral communication skills with service users and health care professionals	E	√	√	
	Good Analytical skills	E	√	√	
	Ability to work independently	E	√	√	
	Ability to motivate self and others	E	√	√	
	Good problem solving skills	E	√	√	
	Able to monitor, review and develop service standards	D	√	√	
EXPERIENCE	Use of Microsoft Excel/Word to intermediate level	D	√	√	
	Minimum 2 years in hospital pharmacy post qualification	E	√	√	
	Success in a previous post requiring completion of work to deadlines	E	√		
	Working within a multidisciplinary team	D	√	√	
	Implemented/provided a Self Administration Scheme	D	√	√	
	Experience in tutoring and training	D	√	√	
	Drug history taking	E	√	√	
KNOWLEDGE	Ward based clinical work	E	√	√	
	Previous experience of audit	D	√	√	
	Ideas of how ward services may develop over the next few years and the factors that may effect these developments	E	√	√	
	Awareness of the issues around quality and customer care	E	√	√	
	Awareness of risk management issues	E	√	√	
Understanding of the discharge process	E	√	√		
Range of drug therapies	D	√	√		

	Awareness of pharmacy related issues in regard to Self Administration Schemes	D	√	√	
OTHER REQUIREMENTS	Enthusiastic	E		√	
	Decisive	E		√	
	Calm under pressure	E		√	
	Adaptable	E		√	
	Committed to providing high quality, user friendly services	E		√	
	Customer oriented	E		√	
	Good Timekeeping	E	√		
	Smart appearance	E	√		
	Weekend & Bank Holiday working	E	√		

S: Shortlisting I: Interview T: Test



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