

**VELINDRE NHS TRUST
JOB DESCRIPTION AND PERSON SPECIFICATION TEMPLATE**

JOB DETAILS:

Job Title	Pharmacy Technician, Higher Level Technical Services
Pay Band	5
Hours of Work and Nature of Contract	37.5 hours / week Permanent
Division/Directorate	Velindre Cancer Centre
Department	Pharmacy
Base	Velindre Cancer Centre

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Principal Pharmacist, Technical Services
Reports to:	Senior Pharmacy Technician, Technical Services
Professionally Responsible to:	Chief Pharmacist



Job Summary/Job Purpose:

To assist in the provision of a pharmaceutical service to Velindre University NHS Trust and outside the trust under service level agreements.

To dispense SACT using isolator technology as part of the aseptic services team and to ensure the provision of a high quality, patient focussed pharmaceutical service to

patients.

DUTIES/RESPONSIBILITIES:

1. To contribute to the provision of a bespoke manufacturing service of parenteral SACTs and Clinical Trials for in-patients private patients and day-cases including worksheet preparation.
2. To work within Standard Operating Procedures (SOPs), QAAPS and EU Good Manufacturing Practice legislation and be guided by professional good practice guidelines.
3. To work as part of a team and also work independently and using own initiative to deal with problems, enquiries and urgent requests referring to the senior technician or a pharmacist if necessary.
4. To use professional judgement to make appropriate decisions based on evaluating facts and options e.g. supply problems with urgent items.
5. Under the general direction of the supervising pharmacist and senior pharmacy technician to undertake the day to day management of the aseptic preparation suite, ensuring an efficient and timely service to all users,
6. To undertake technical checking of worksheets as an Accredited Checking Pharmacy Technician and to maintain competences and accreditation in this area including critical volume checks to ensure accuracy of additions
7. To carry out quality assurance procedures such as environmental monitoring and routine cleaning of restricted areas.
8. To assist in the Quality Management System (QMS)
9. To act as an expert witness and provide training for those pharmacy staff undertaking level 2 and 3 pharmacy NVQ qualifications and act as a mentor for these staff
10. To participate in the ordering, stock control, distribution and disposal of all items used within the technical services department, including the ordering of named patient items from external suppliers.
11. To assist in the instruction and supervision of pharmacy assistants, pre-registration pharmacy technicians, pre-registration and diploma pharmacists and pharmacy students.
12. To participate in the induction and supervision of new pharmacy staff
13. To participate in staff performance and appraisal schemes and contribute to the staff training sessions.

14. To participate in staff rotas including if necessary early and late sessions, weekend and bank holidays.
15. Participate in departmental audits and service improvement initiatives

Communication

1. Communicate with clinical and non-clinical staff and patients on complex topics such as medication using the written and spoken word.
2. Is a team player with a defined roles and responsibilities.
3. Train pharmacy staff on all aspects relevant to their individual roles in aseptic dispensing

Service Management

1. Good comprehension of the English language to understand and apply instructions on prescriptions and dispensing guidelines accurately and reliably.
2. To be able to use own judgement consistently throughout day to determine which urgent tasks must next be completed to ensure patient and user satisfaction.
3. Using clinical judgement to determine suitability of treatments based on defined patient parameters.
4. Prioritises own work load and that of other junior colleagues working within the same area.
5. Ensures routine tasks are carried out within work area
6. Ability to work within tight time frames and under pressure within a busy environment.
7. Responds and manages changes in workflow priorities as the day develops.
8. Manipulation of hazardous drugs within a controlled environment using syringes, needles and other specialised equipment using aseptic technique.
9. Skill to dispense complex medications and to undertake manipulations with accuracy and speed.
10. Keyboard skills to enter complex data on a variety of databases.
11. Participates in general departmental audits.
12. Records clinical trial dispensing data.

Clinical Knowledge

1. Joint responsibility for the sessional management of their current work area.
2. Responsible for accurate dispensing of specialised medicines.

3. Advises medical and nursing staff on issues relating to medication regimes and changes to prescribing
4. Responsible for the technical accuracy of prescriptions dispensed by others and checked by self.
5. Retrieve patient blood results and interpret and act as necessary according to SOPs.

Service Improvement

1. Works within standard operating procedures.
2. To actively participate in the continual improvement of the pharmacy service
3. Implement policies and propose changes to practices, procedures for own area/ propose.
4. Implements SOPs within pharmacy technician teams,
5. Suggests and participates in service development and improvement initiatives within the SACT service

Resources

1. Responsible for safe and effective use of expensive medicines and keeping wastage to a minimum
2. Ensures security of working area including drugs and IT equipment
3. Responsible for safe use and routine cleaning of expensive specialised equipment
4. Acts as a signatory for Controlled Drugs.
5. Supervise and trains less experienced technicians, students, other staff; basic work based assessments.

Information Planning

1. Enters patient data onto pharmacy computer system.
2. Maintains records of drug usage in both the written word and on IT resources
3. Retrieve patient blood results from external systems
4. Actively participates in and maintains Quality Assurance database

Level of Responsibility

1. Works within SOPs, departmental policies, QAAPS and GCP
2. Works independently, accredited to check dispensed prescriptions of others.

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PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Registered with General Pharmaceutical Council (GPhC) BTEC Pharmaceutical Sciences, NVQ Level 3 or equivalent	Other health or pharmaceutical e.g NVQ Assessor, Accredited Checking Pharmacy Technician (technical)	Application form and pre employment checks
Experience	Recent experience in hospital aseptic services	Experience in hospital pharmacy Oncology Experience Supervisory experience	Application form Interview References
Aptitude and Abilities	Computer literate- Able to use a keyboard Attention to detail Good organisational skills Good communication skills	Further IT skills including Word, Excel, ECDL Evidence of being a team player Ability to speak Welsh Level 1	Application form Interview
Values	Demonstrates commitment to CPD	Good CPD portfolio including aspects of cancer care and pharmaceutical development relevant to technicians.	Application Form Interview References

Other		Able to work flexibly according to the needs of the department	

GENERAL REQUIREMENTS

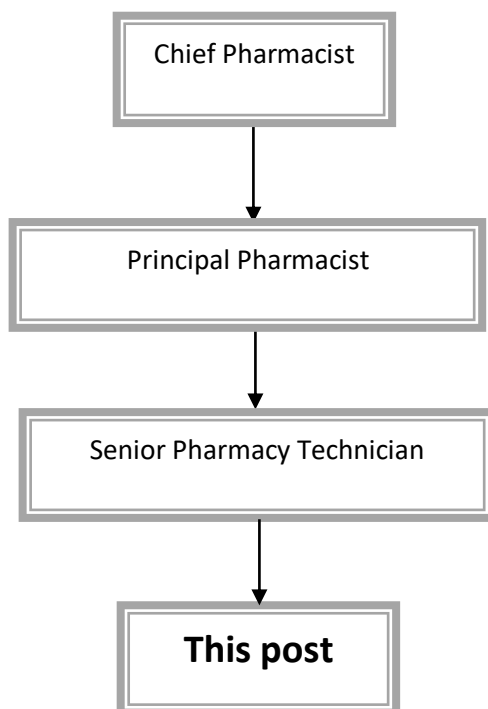
Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the Trust.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the Trust's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the Trust's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the Trust's Disciplinary Policy.
- **Records Management:** As an employee of Velindre NHS Trust, the post holder is legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the Trust). The post holder should consult with their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the Trust has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The Trust condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the Trust. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Trust's Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Disclosure Barring Scheme Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The Trust is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children and Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The Trust is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing the Trust's Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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Organisational Chart



Job Title: Pharmacy Technician, Higher Level Technical Services

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Standing/Walking most of the day	Daily	Approx. 4 hours	
Working in a restricted position at Pharmaceutical isolator	Daily	2-3 hours per session	
Use keyboard throughout the day	Daily	4-5 hours	
Some lifting / moving of light loads	Daily	1 hour	

CAJE Reference/Date: 2017/0028

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Prolonged concentration required to undertake drug calculations and the intra-venous dispensing of medication, accredited checking of worksheets and medicines	Daily	Approx. 4-5 hours	
Frequent interruptions to answer queries.	Daily	Approx. 4-5 hours	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Deals with patients with advanced cancer who may be upset or demanding.	Daily	1-2 hours	
Explains waiting times to patients and staff occasionally	Weekly	1-2 hours	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Frequent expose to hazardous conditions.	Daily	4-5 hours	
Cytotoxic drugs, chemicals in containers.	Daily	4-5 hours	