

## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** Prison Pharmacy Technician

**HOURS:** 37.5

**BUSINESS UNIT:** Secure

**SALARY:** Band 5

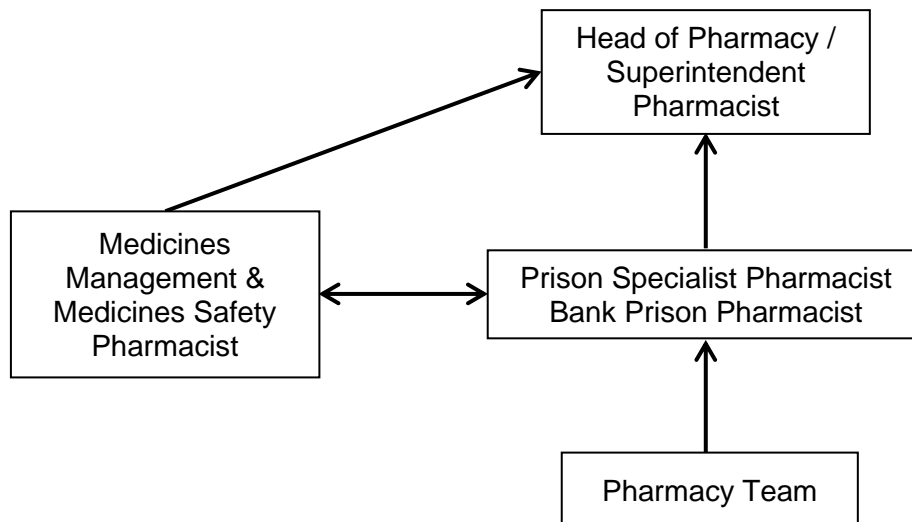
**CONTRACT:** Permanent

### **JOB PURPOSE:**

The post holder will, under the guidance of the Specialist Prison Pharmacist at the prison they are working in, assist in the provision of a safe, efficient and cost effective pharmaceutical service to prisoners (hereafter known as service users) within the prison they are working in over a 7 day shift working pattern inclusive of Public Holidays. This role will also involve providing medicines optimisation, medicines supply and administration, general health education advice and specialist technical services to the service users and healthcare staff.

### **JOB DIMENSIONS:**

To dispense, supply or administer medication including controlled drugs.  
Support the delivery of medicines management services, primary care, health promotion and education.

**ORGANISATION CHART:****KEY RESPONSIBILITIES:**

<b>1</b>	<b>Communication and relationship skills</b>
1.1	To establish effective working relationships with the pharmacy team, GPs, non-medical prescribers and all other members of the health care team to promote the objectives of prison healthcare
1.2	To establish relationships with other health care professionals so that they are kept informed and to ensure a partnership approach to medicines optimisation that promotes seamless patient care
1.3	To delivering training to prison health care staff and GPs, to ensure that medicines optimisation services provided to patients are of a consistently high standard across the organisation
1.4	To represent the organisation at prison-related public awareness events when required in order to promote a partnership approach to medicines optimisation
1.5	To present information on prescribing data, projects and audits to prison health care team, GP professional meetings and multidisciplinary forums
1.6	To attend, present and contribute to team meetings on issues relevant to prison pharmacy services, prescribing, medicines optimisation and service development

1.7	Build good relationships with key stakeholders, including external agencies, to assist in ensuring the delivery of safe and effective health and social care
<b>2</b>	<b>Knowledge, training and experience</b>
2.1	Must have a BTEC/NVQ level 3 or equivalent in pharmaceutical sciences and have professional registration with GPhC (or competent to complete)
2.2	Experience of supervising a technical pharmacy area or service
2.3	Experience of working within a team
2.4	Experience of change optimisation
2.5	Experience of participating in clinical research or undertaking clinical audit
2.6	Familiar with utilising prescribing data
2.7	Knowledge of medicines optimisation issues
<b>3</b>	<b>Analytical skills</b>
3.1	To deliver professional advice and support to members of the prison healthcare team and patients regarding their medicines and general health education so they are appropriately informed whilst working within their level of competency
3.2	To perform and/or assist the pharmacist with medicines reconciliation and use reviews when required by the service
3.3	To assess a prescription prior to dispensing, supply or administration of medication to ensure it is correct, clinically appropriate and legal
3.4	To be able to risk assess patients for their medicines possession status within SCH policy and advise the prescriber accordingly
3.5	To know own limitations and when to refer to another healthcare professional
3.6	To accuracy check prescriptions .
<b>4</b>	<b>Planning and organisational skills</b>
4.1	To be responsible for the organisation, planning and managing own time, within an agenda set by the Specialist Prison Pharmacist
4.2	To demonstrate professional accountability and responsibility
4.3	To recognise professional and personal limitations

4.4	To be aware of and comply with the establishment requirements in order to ensure security of prison environment at all times
4.5	To comply with Health and Safety regulations and SCH policies
4.6	To observe the principles of clinical governance
4.7	To implement standard operating procedures relating to procurement and stock control systems for pharmaceutical and related supplies in order to minimise waste and maximise cost-effectiveness
4.8	To be responsible for maintaining an efficient procurement and stock control system for pharmaceutical and related supplies in order to minimise waste and maximise cost-effectiveness
<b>5</b>	<b>Physical skills</b>
5.1	Be able to interpret and assess a prescription prior to dispensing, supply or administration
5.2	Be able to drive between sites if required
5.3	Be able to use computer systems, equipment and programmes with the healthcare department
5.4	To clean equipment and other items as required so they remain safe, serviceable and ready to use at all times
<b>6</b>	<b>Responsibility – patient/client care</b>
6.1	To develop and implement specialist technician medicines optimisation services to assist patients to get the best from their medicines
6.2	To seek solutions to issues raised by patients or healthcare staff for sourcing medicines related problems
6.3	To enable patients to manage their own condition and illness
6.4	To empower service users to adjust and manage complex issues around their medicines use
6.5	Respecting people dignity, wishes and beliefs and involving them in decision making around their health and obtaining consent
6.6	Supporting people with complex needs or learning difficulties
6.7	Administration of single doses of medication including controlled drugs (Not in possession)

6.8	Supply dispensed and already labelled in possession medication including patients discharge medication
6.9	Assesses patients own drugs
6.10	Facilitate the supply of medication for patients attending court or being transferred
6.11	Provide original pack supply e.g. Homely/discretionary medication
<b>7</b>	<b>Responsibility – policy and service</b>
7.1	To ensure that pharmaceutical care is consistently delivered in accordance with the Medicines Act, GPhC guidance, Commissioner service specification and in line with recommendations outlined in “A pharmacy service for prisoners” and ‘Safer Prescribing for Prisoners’
7.2	To ensure you are familiar with Standard Operating Procedures and that they are adhered to from dispensing, supply through to administration (where applicable) and that you are following the system for cost-effective and efficient procurement of pharmaceuticals and related supplies and to ensure expenditure is in line with the drug budget
7.3	To ensure that all major MHRA drug alerts are acted upon in the prison healthcare setting over an appropriate timeframe and to advise on any medication changes that occur as a result
7.4	To complete medication reviews and support other health professionals where required with medication reviews
7.5	To ensure Controlled Drugs Management is in line with Controlled Drugs Standard Operating Procedures and CD Home Office licence requirements
7.6	To ensure delivery of professional advice and support to members of the prison healthcare team and patients regarding, pharmaceutical information, medicine management issues, medicines legislation and general health education so that they are appropriately informed
7.7	To support delivery of Spectrum Medicines Management services
7.8	To participate in prison related project groups/committees and team meetings as required by the services
7.9	To co-operate with the Spectrum audit cycle and participate in any ad-hoc audits within the given timelines
7.10	To support the local managed introduction of new drugs

7.11	As a member of the Medicines Management Team feedback any identified changes to policy or service and support implementation of local guidelines and integrated care pathways when required
7.12	To ensure that prison health care develop and implement a robust repeat prescribing policy and system that is convenient for patients, promotes safe and efficient practice and minimises waste
7.13	To ensure that there is a full awareness of compliance with Care Quality Commission(CQC) outcomes particularly Outcome 9 Management of medicines
7.14	To seek solutions to issues raised by patients or healthcare staff for sourcing medicines related problems
7.15	Maintain security at all times by complying with the prison security instructions
<b>8</b>	<b>Responsibility – finance and physical</b>
8.1	To contribute to the management of the identified prison pharmacy budget and ensure expenditure is maintained within the allocated resource
8.2	To work on priorities for action for specific therapeutic areas of financial risk
<b>9</b>	<b>Responsibility – staff/HR/leadership/training</b>
9.1	To assist in the delivery of training to prison health care team to ensure that medicines optimisation services provided are of a consistently high standard across the organisation
9.2	To provide mentorship and support for other members of the pharmacy team
9.3	To ensure professional registration is kept up to date
9.4	Make a minimum of nine Continued Professional Development (CPD) entries per year on the GPhC online CPD record system
<b>10</b>	<b>Responsibility – information resources</b>
10.1	To ensure the integrity, maintenance and effective storage of accurate paper and computer pharmacy related records through data entry to enable retrieval in an efficient manner
10.2	To support the retrieval, manipulation, analysis, recording and interpretation of prescribing data from prison healthcare systems.
10.3	To ensure all patient interventions are recorded on the pharmacy computer under individual's unique identifier and in accordance with the working procedures of the Spectrum Community Health and the prison

10.4	To be responsible for keeping accurate, retrievable records of all data collection data collection exercises, audits and pharmaceutical queries in the pharmacy team query log
10.5	Under the guidance of the Specialist Prison Pharmacist, assist in the preparation of evidence based user-friendly resources and information to support health professionals in the implementation of national guidance e.g. NICE and to promote rational cost-effective prescribing
10.6	To maintain confidentiality of information at all times in accordance with the Data Protection Act and Caldicott guidance
10.7	Support and develop the use of electronic prescribing and the recording of administration
<b>11</b>	<b>Responsibility – research and development</b>
11.1	To co-operate and participate with any research or development activities as required
11.2	To undertake, participate and share the outcomes of clinical audits in order to facilitate improvement and changes in practise.
<b>12</b>	<b>Freedom to act</b>
12.1	Ensure that Spectrum's Pharmacy teams have the ability to work autonomously in order to carry out Pharmacy Services duties this will include: <ul style="list-style-type: none"> <li>• Clinic management</li> <li>• Individual workload management</li> <li>• Crisis intervention</li> <li>• Rapid assessment-reception</li> <li>• Crisis management</li> </ul>
12.2	Ensure that they work within the organisations policies, protocols, procedures and code of conduct and the work is managed and reviewed throughout the day
12.3	Guidance is achieved by consulting peers within the relevant Cluster of prisons or external reference points when necessary.
12.4	The post holder will be a manager within their own area of work and must work within and be guided by principles and broad occupational policies and regulations
12.5	The post holder will be required to interpret policies and guidance and apply them to health and justice settings where there is no specific mention within the guidance /policy of health and justice
<b>13</b>	<b>Physical effort</b>
13.1	The post requires a combination of sitting, standing and walking sometimes in a restricted position for a substantial proportion of the working time

13.2	There is some requirement for physical effort, e.g. an occasional need to move pharmacy boxes and stock. These typically weigh approximately 10kg per box
<b>14</b>	<b>Mental effort</b>
14.1	The post requires frequent amounts of concentration for clinical checking, reviewing prescriptions, performing calculations (some complicated) etc
14.2	Post holders will be frequently interrupted by urgent and non-urgent clinical queries received verbally or by telephone at any time, including during breaks
<b>15</b>	<b>Emotional effort</b>
15.1	The post holder maybe exposed to distressing or emotional circumstances due to their work with patients and the environment they are working in
15.2	The post holder may also be exposed to distressing or emotional circumstances when investigating drug misadventures or explaining to patients/others the consequences of a medicine related incident
15.3	The post holder may be exposed and have to deal with aggression or severely challenging behaviour
<b>16</b>	<b>Working conditions</b>
16.1	The post holder will spend all their working day within a prison environment. The majority of the day will be within clinical areas which mean that they may be in the vicinity but not having to deal with personally, body fluids, smells etc. Exposure to cytotoxic drugs will be rare
16.2	The post holder will also be exposed to noise on occasion and may witness but not be involved in control and restraint of prisoners

## SAFEGUARDING

The post holder will be expected to undertake safeguarding training (Children and Adults) appropriate to their role and adhere to policies and procedures relevant to the area they work in.

**VDU USER?** Yes



COMMUNICATION WITH OTHERS	
KEY RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none"> <li>Prison Healthcare Teams</li> </ul>	<ul style="list-style-type: none"> <li>Patients and carers</li> </ul>
<ul style="list-style-type: none"> <li>Colleagues within the Strategic Leadership Group</li> </ul>	<ul style="list-style-type: none"> <li>Secondary care providers</li> </ul>
<ul style="list-style-type: none"> <li>Medicines Management &amp; Medicines Safety Pharmacist ( Community Services) and other Specialist Prison Pharmacists</li> </ul>	<ul style="list-style-type: none"> <li>Prison pharmacy support network</li> </ul>
<ul style="list-style-type: none"> <li>Lead GP</li> <li>Other GPs</li> <li>NMPs and ANPs</li> </ul>	<ul style="list-style-type: none"> <li>Heads of Service and managers from other partner organisations</li> </ul>
<ul style="list-style-type: none"> <li>Spectrum Prison Healthcare Managers</li> </ul>	<ul style="list-style-type: none"> <li>General dental practitioners</li> </ul>
<ul style="list-style-type: none"> <li>Prison Governor and other members of the prison team</li> </ul>	<ul style="list-style-type: none"> <li>Other Health Professionals</li> <li>Pharmaceutical Industry</li> </ul>

Signed

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Employee

Date

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## PERSON SPECIFICATION

Requirements	Essential	Desirable
<b>Qualifications</b>	BTEC/NVQ level 3 or equivalent in pharmaceutical sciences  Appropriate accredited technician checking qualification	
<b>Knowledge</b>	Knowledge of medicines optimisation issues  Pharmacy legal requirements and controlled drug legislation	Knowledge of pharmacy computer systems.  Has a good understanding of security issues in relation to the prison environment  Substance misuse knowledge
<b>Skills</b>	Good clinical pharmacy knowledge including terminology  Computer literate- able to use Word and Excel.  Excellent verbal and written communication skills  Able to prepare reports and bulletins  Influencing skills  Able to use Microsoft PowerPoint and Outlook (or competent to complete) Patient counselling skills  Has a good understanding of data protection and confidentiality issues  Ability to work in a complex and challenging environment  Able to demonstrate a good standard of literacy and numeracy	Able to interpret and understand prescribing information   Medicines supply / administration direct to the patient   Smoking cessation advisor   Experience of Immunisation and vaccinations   Experience of capillary blood testing procedures
<b>Experience</b>	At least 3 years post-qualification experience of working in community/hospital pharmacy  Experience of working with potentially aggressive people  Experience of working within challenging and complex situations  Able to provide examples of diversity in practice	Experience of working with substance misusers/services   Experience of working in a prison environment or similar setting

<b>Other Requirements</b>	Professional registration with the General Pharmaceutical Council (GPhC) as a pharmacy technician Able to work independently when required Excellent time and management skills Ability to manage and prioritise own workload Ability to recognise own personal /professional limitations Ability to work independently Self-motivated Able to establish good working relationships and work well as a team member Is able to demonstrate a flexible approach and adapt to changing environments Takes personal responsibility for own Continuing Professional Development	
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Candidates will only be invited for interview if they meet the essential criteria for this post. The desirable criteria will be used to shortlist where the application of the essential criteria only, produces a large number of applicants.