

RECRUITMENT INFORMATION PACK

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Senior Pharmacy Technician, Homecare Medicines Service
Support



Job particulars

Job Title	Senior Pharmacy Technician, Homecare Medicines Service Support
Pay Band	7
Location	Royal London Hospital and Whipps Cross University Hospital – but may be expected to travel to different hospital sites across the Trust
Reports to	Lead Pharmacist, Homecare
Responsible to	Group Chief Pharmacist

Job purpose

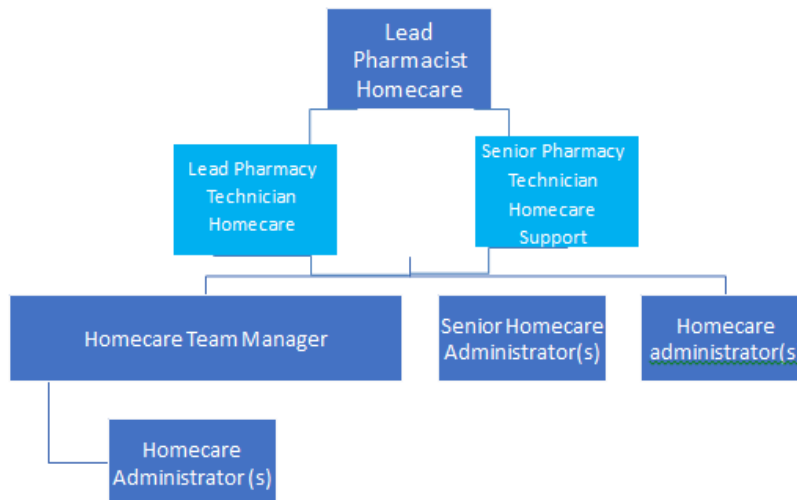
To support the Lead Pharmacist, Homecare in leading, managing and coordinating Pharmacy Homecare services ensuring service provision is in line with recommendations of the Hackett report and RPS Professional Standards for Homecare Services in England.

Key working relationships

Internal	External
Heads / Deputy Heads of Pharmacy, Site Lead Pharmacy Technicians	Patients, carers and visitors
Pharmacy Homecare Team	Homecare companies
Pharmacy department managers and other members of the pharmacy team	Regional procurement leads – e.g. LPP
Trainee pharmacists, pre-registration trainee pharmacy technicians and trainee pharmacy assistants	Pharmaceutical companies
Procurement Team	NHS England Pharmacy Team
Accounts Payable Finance Team, Finance Managers & Management accountants	Other Trust Pharmacy Teams
Human Resources, Recruitment, OH Teams	Regional homecare lead, National Homecare Medicines Committee
Informatics, Elcfs, SYSADMIN Teams	
Multidisciplinary Team Members	



Structure chart



Main duties, responsibilities, and results areas

To support on the operational management and development of Pharmacy Homecare services in collaboration with the Lead Pharmacist, Homecare.

To work closely with and support the multi-disciplinary teams and the Lead Pharmacist, Homecare to review established Homecare services and support in the provision of necessary information to assure that services are managed in line with best practice, contractual agreements and national guidance.

To assist the Lead Pharmacist, Homecare to work with the multi-disciplinary teams, clinical lead pharmacists, and the pharmacy commissioning team to ensure any new Homecare services are properly established with the appropriate contractual and financial arrangements.

To continually review Homecare services against capacity and demand to ensure sufficient staffing is available to provide Homecare services to patients that are safe and effective.

To ensure that all Homecare services are underpinned with excellent governance standards as set out in the Royal Pharmaceutical Society (RPS) standards for homecare services.



Homecare services

- To support the Lead Pharmacist, Homecare to ensure that all new services are fully appraised and risk assessed prior to implementation to ensure the service can be introduced safely.
- To assist the Lead Pharmacist, Homecare to ensure that all current homecare services are underpinned with regular stakeholder review meetings.
- Regularly review homecare providers statements of accounts and meet regularly with homecare providers to develop, foster and maintain good working relationships.
- To ensure that all financial transactions and invoices are completed appropriately and timely to meet standard NHS terms and conditions and minimising any debt.
- To ensure that all financial transactions accurately reflect contract pricing.
- To ensure that all statements of account are accurately managed and any concerns or issues are escalated as appropriate.
- Liaise with Trust Finance Department staff with regard to queries relating to homecare orders placed by the pharmacy departments.
- To support benchmarking activities against peers and national standards to ensure compliance and best practice.
- Provide appropriate professional leadership and advice on matters of the pharmacy homecare service
- To support the implementation of any recommendations or national guidance relating to Homecare from bodies such as The Royal Pharmaceutical Society or the National Homecare Committee.
- To support where needed in the investigation of any incidents or complaints relating to Homecare services to identify any risks or areas for improvement
- To support on any identified improvement plans in response to incidents, complaints and/or KPI deviations.
- Through close working with Pharmacy System managers and Procurement staff, ensure the correct, timely information is held within the pharmacy finance and dispensing systems in relation to homecare contracts (i.e. ensuring the Trust is purchasing the correct line at the correct price)



- Responsible for collation of homecare medicines related submittable data (including the quarterly admin charges report) is achieved accurately and timely for submission to commissioners.
- To support the pharmacy commissioning team with investigation and follow up of data queries relating to homecare medicines.
- Ensure the ordering of homecare medicines is as per local policies and in accordance with Regional Contract or Purchasing Agreements.
- Ensure accurate and timely invoice reconciliation and transfer to finance for payment. Systems must exist to identify and deal with invoices where prices charged are not as expected.
- Responsible for ensuring there are clear and effective procedures, regularly updated related to the Homecare service
- Responsible for ensuring the addition of all new homecare medicines onto the Pharmacy system
- To work alongside the Lead Pharmacist Homecare with the Formulary team to ensure that all medicines used in Homecare are in line with the Formulary.
- To work with the Lead Pharmacist, Homecare on transformation projects relating to homecare.
- To work with the Lead Pharmacist Homecare on the development and implementation of digital systems to deliver the pharmacy homecare service.
- To attend regional homecare network committee meetings
- To ensure the Homecare Orders file is checked daily to identify and resolve any errors.
- To ensure the Oracle upload file is checked daily to identify and resolve any errors or rejected lines.
- To ensure the Invoices file is checked monthly to identify and resolve any errors.

General

- Participate in, and encourage, an open communication climate, providing feedback to staff on performance and developmental issues.
- Value, seek and acknowledge the contributions of colleagues.
- Continually improve quality.



- Actively promote cost-effective purchasing, distribution, storage/ stock control and appropriate use of medicines in the best interests of patients.
- Assist in planning, formulation and implementation of policies and quality standards.
- Create opportunities for, and participate actively in continuing professional development (CPD) activities.
- Develop links with other hospital staff, as appropriate for service needs.
- Participate in staff appraisal system (minimum of once a year).
- To work with the stores, distribution & procurement team to maintain an effective supply chain.
- To support the department in setting standards through review and updating procedures and auditing against those standards in line with the department's audit programme.
- Adhere to the General Pharmaceutical Council's Standards for Pharmacy Professionals.

Education, Training and Development

- Ensure induction & training package for homecare staff is kept updated
- Responsible for training and supporting all grades of staff on the pharmacy homecare service.

Management

- Provide professional support, advice and training on Homecare issues to pharmacy and other staff.
- Line-manage direct reports to include performance management, appraisals, objective/target setting, personal development plans and attendance monitoring.
- Undertake and manage formal trust HR policies e.g. disciplinary, sickness, grievance etc.
- Ensure all staff in the operational areas are fully compliant with statutory and mandatory training
- Ensure training is delivered for pharmacy staff on Homecare and associated subjects.
- Provide management, mentorship, support and assistance to other staff in connection with Homecare services.

Other Duties

- Participate in other departmental duties as required and appropriate e.g. late duties, weekend and Bank holiday rotas as required pro rata
- This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder



Working conditions

Criteria	Description
Physical	<ol style="list-style-type: none"> 1. The post holder may be sat at a computer station for prolonged lengths of time. 2. The post holder is required to travel between Trust sites and to regional meetings.
Emotional	<ol style="list-style-type: none"> 1. The post holder will be exposed, more than once a month, to circumstances that are distressing or emotional. 2. The post holder has to be able to work successfully under pressure of time and resources. 3. They may have to deal with staff who are angry/upset/tearful 4. Exposure due to staff management etc. <p>Deals with e.g., long term sickness, redeployment & redundancy, grievance & discipline and difficult change management issues.</p>
Working Conditions	<ol style="list-style-type: none"> 1. The post holder works across sites in acceptable working conditions. 2. Frequent VDU use
Mental	<ol style="list-style-type: none"> 1. Frequent requirement for concentration when undertaking for example data review, report writing, root cause analysis, 2. The post holder requires high level of concentration at all times, as they deal with heavy demands from a variety of sources. 3. The work is often unpredictable and the post holder may have to adapt to change in short time frame and be able to deliver outcomes. 4. The post holder may/will require stamina. 5. Concentration required for analysing data, writing reports, attending hearings etc. 6. Will be frequently interrupted due to the operational nature of the role

Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). www.nhsemployers.org/. This supports us to develop a sustainable workforce and bring the very best out in people.

Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding



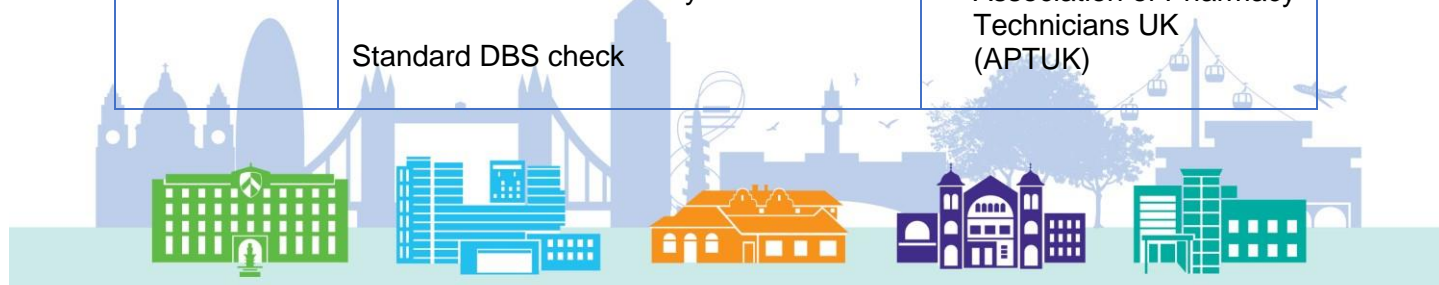
children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). www.nmc-uk.org/

Person specification

Domain	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> • Post qualification experience in hospital pharmacy. • Experience of performance management and effectively managing staff • Experience of working with Suppliers and or third party providers • Recruitment and selection training / experience 	Experience of audit and report writing
Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills • IT literate and able to use Microsoft office. • Excellent verbal and written communication skills • Interpret and dispense prescriptions accurately • Organisation and prioritisation of workload • Ability to identify prioritise and solve problems • Ability to motivate self and others • Time management skills • Can meet deadlines • Methodical attention to detail • Good numeracy skills. Able to perform pharmaceutical calculations. • Can reflect and critically analyse own performance • Willing to learn and develop • Effective team worker • Ability to work as an individual • Ability to cope under pressure • Proactive, takes own initiative • Sensitive & supportive • Diplomatic • Strong professional values • Can identify own limitations • Organisational skills • Good negotiating skills 	Advanced excel and database skills



	<ul style="list-style-type: none"> • Able to co-ordinate the duties of other staff. • <u>Presentation skills</u> 	
Knowledge	<ul style="list-style-type: none"> • Understanding of GPhC Revalidation requirements • Knowledge of medicines management systems at ward level • Up to date knowledge of legislation relevant to pharmacy practice, e.g. controlled drugs, Health and Safety at Work • Understanding of stock control systems • Knowledge of drugs, side effects and where to find further information • Knowledge of Safe and Secure Handling of Medicines requirements • Understanding of the importance of adherence to SOPs and legislation • Demonstrates a good understanding of patient safety initiatives • Awareness of NHS Standing Financial Instructions and Standing Orders • Knowledge of financial / operational procedures and budget management • Knowledge of current legislation, Department of Health guidelines and National Homecare Medicines Committee concerning homecare services. • Knowledge of hospital pharmacy stock control systems eg JAC/CMM 	<ul style="list-style-type: none"> • Understanding of development opportunities available to pharmacy technicians • Understanding of contract law, contracting and purchasing legislation • Knowledge of EU, procurement directives and legislation • Knowledge of Homecare Frameworks and ability to monitor and ensure compliance. • Knowledge and Understanding of Procurement and Homecare KPIs
Qualifications	<ul style="list-style-type: none"> • Level 3 Diploma in Principles and practice for pharmacy technicians or equivalent. • Registration as a Pharmacy Technician with the General Pharmaceutical Council (GPhC) <ul style="list-style-type: none"> • Accuracy Checking Pharmacy Technician (ACPT) qualification 	<ul style="list-style-type: none"> • HEE LaSE Medicines Optimisation qualification or equivalent • Practice Supervisor, Train the trainer or equivalent qualification • ILM Level 3 Leadership and Management qualification or equivalent
Other	<p>Able to participate in on-call, late duty, weekend and bank holiday rotas</p> <p>Standard DBS check</p>	<ul style="list-style-type: none"> • Membership of the Association of Pharmacy Technicians UK (APTUK)



Update	<p>Reviewed and Updated: Safia Pheerunggee, Lead Pharmacist – Homecare</p> <p>Written by: Tase Oputu Lead Pharmacist Medicines Commissioning & Pathways SLT review: Nick Cooley, Deputy Chief Pharmacist, Tejal Patel Deputy Chief Pharmacist</p>	<ul style="list-style-type: none"> • March 2024 <p>December 2022</p> <p>March 2024</p>
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