

## SWANSEA BAY UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

#### JOB DETAILS:

<b>Job Title</b>	Advanced Pharmacy Technician
<b>Pay Band</b>	Band 6
<b>Division/Directorate</b>	Pharmacy and Medicines Management
<b>Department</b>	Pharmacy

#### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Patient Services Manager or Pharmacy Technical Services Manager at Base Hospital
<b>Reports to: Name Line Manager</b>	Relevant Senior Pharmacy Technician
<b>Professionally Responsible to:</b>	Pharmacy Manager at Base Hospital

#### Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

#### Job Summary/Job Purpose:

The Advanced Pharmacy Technician will be responsible for leading the day-to-day management of a defined aspect of the pharmacy service, ensuring the service provided is guided by and compliant with national, local and professional legislation, standards and guidelines. They will work independently to plan, organise and manage the medication needs of a group of patients in a clinical setting, using clinical systems to monitor relevant patient and drug parameters. The role will involve the need to communicate with all levels of staff, which may require the assimilation, management and presentation of highly complex, sensitive information. Communication with patients, relatives and carers will also be key to the role to ensure better understanding, enhanced compliance and improved outcomes.

## **DUTIES/RESPONSIBILITIES:**

### **PRINCIPAL AREAS OF RESPONSIBILITY AND DUTIES**

#### **Clinical and Patient Focused Care**

1. To lead the day-to-day management of a defined aspect of the pharmacy service, ensuring service provided is guided by and compliant with national, local and professional legislation, standards and guidelines.
2. To ensure that services in own area are patient centred and are delivered in a manner which meets the needs of patients and other stakeholders.
3. To work independently to plan, organise and manage the medication needs of a group of patients in a clinical setting.
4. Using hospital clinical systems and patient notes, to monitor relevant patient and drug parameters, reporting exceptions as agreed with lead pharmacists. For example,
  - Analyse and interpret individual patient laboratory data in order to provide Therapeutic Drug Monitoring, biochemical and haematological monitoring ensuring safety and efficiency of medicines.
  - Identifying and reporting adverse drug reactions and side effects.
  - Report Adverse Drug Reactions to the Committee of Safety of Medicines.
  - Identifying and solving drug problems for individual patients (within scope of competency).
  - Proactively make recommendations to medical and nursing staff on medicines management issues (within scope of competency).
5. To communicate with staff at all levels, both internally and externally to the Organisation. This will require the assimilation, management and presentation of highly complex, sensitive information.
6. Within scope of competency, to provide information to medical, nursing and allied healthcare professional staff, based on a combination of knowledge, interpretation of evidence and adaptability of individual patients.
7. To provide information to patients, relatives and carers on drug treatment. Identify any specific problems with patient understanding or ability to take medication and provide suitable solutions.
8. To explore and implement ways to effectively educate and involve patients in medicines management, leading to better understanding, enhanced compliance and improved outcomes.
9. To provide technical assistance in respect to patient specific queries, enquiries relating compliance with medicines legislation or complaints regarding medicines management or availability of medicines, which may involve dealing with distressed patients.
10. To use specialist knowledge to assess/teach service users to access and comply with their medicines as required e.g. may involve manipulating objects and small equipment such as tablet splitters, aids to independence/concordance aids etc and undertaking medicines

counts etc with the aim of ensuring patients are able to take their medication as prescribed.

11. To explore and implement ways to effectively educate and involve patients in medicines management, leading to better understanding, enhanced compliance and improved outcomes.
12. To respect the dignity, individuality, values, cultural and religious diversity of patients and contribute to the provision of a service sensitive to these needs.
13. To provide information to teams (e.g. GPs, Community Nurses and Community Pharmacists) of specialist arrangements or unusual drug requirements prior to patient discharge.
14. To provide information on formulary adherence and to monitor specified drugs as requested.
15. To develop and update Standard Operating Procedures to support own practice work
16. To attend regular multidisciplinary meetings to plan and contribute to clinical audit and make recommendations on medicines management issues in specialist area.
17. To identify, plan and undertake research, investigational and service improvement projects.
18. To undertake and take responsibility for own Continuous Professional Development

#### **Dispensary**

To actively undertake inpatient and outpatient dispensing services adhering to dispensing services standard operating procedures (SOPs). This will involve:-

1. Perform duties as appropriate as an accredited checking technician in accordance with departmental guidelines, performing final accuracy checks on clinical screened prescriptions.
2. Providing a safe, accurate and timely dispensing service.
3. Processing work in a timely fashion such that prioritised work is done first.
4. Dispensing and labelling prescriptions for discharge, inpatients, outpatients, casualty and ward diaries and other departmental systems.
5. Processing requisitions and other stock requests including controlled drugs.
6. Processing requests for intravenous fluids and checking correct stock issued by others.
7. Returning items for credit.
8. Maintaining a clean and tidy environment for dispensing.
9. Being responsible for the stock top-up services for specific wards.

10. Assisting in the documentation and preparation of emergency drug boxes.
11. Assisting in preparation of packs used in emergency situations that are not commercially available e.g. Emergency ED Medical Drug Packs.
12. Encourage and support compliance with the HB formulary, the Medicines Policy, Intravenous policy, controlled drug and other medicines policies.
13. To contribute and lead the production of Standard Operating procedures for the department.
14. Organising destruction of controlled drugs as per policy.
15. To be responsible for issue, receipt and appropriate documentation of controlled drugs as per department policy.
16. To report and record dispensing errors and incidents.

#### **Medicine Management / Ward Based Service**

1. To actively undertake the provision of a ward based / patient-focused pharmaceutical service adhering to Medicine Management / Ward Based Service Standard Operating Procedures. This will include:
2. Actively undertake discharge prescription assembly at ward level and checking of prescriptions dispensed by other staff at ward level.
3. Being responsible for prioritising the daily workload of the discharge prescriptions in the speciality team, liaising with Senior Pharmacy Technician for ward services.
4. Being responsible for checking suitability and utilisation of patient's own medication ready for discharge from hospital at ward level.
5. Ensuring efficient and cost-effective medicine supply for the patients' inpatient stay and ready for discharge as appropriate.
6. Medicines reconciliation and optimisation– to obtain drug histories from at least two relevant sources and annotate drug chart appropriately with information obtained. Liaise with ward Pharmacist to action any queries/discrepancies.
7. Being responsible for stock monitoring, and cost-effective review for designated directorate on rotation.
8. Liaising effectively with medical, nursing and pharmacy staff at ward level to deliver an efficient medicines management / ward based service.
9. Transcribe prescriptions for discharge medication
10. To liaise with ward and pharmacy staff to facilitate the efficient transfer of medication when patients move wards.
11. Where necessary communicate with GPs and community pharmacists to ensure plans are in place for a continuing supply of medicines.

12. To undertake medication reviews in line with the MENUS documentation.
13. To liaise with the speciality clinician team regarding medicines management issues to facilitate safe and seamless discharge.
14. To undertake domiciliary visits to aid medicines optimisation where necessary.

#### **Core Services**

1. Prioritise based on urgency of supply of all medicines.
2. Provide routine information on medication including specialist storage and supply issues to patient, relative and carers on the drug treatment.
3. Identify any specific problems understanding or ability to take medication and provide suitable solutions. This will be to a level appropriate to knowledge and experience appropriate to the position.
4. Communicate information to all grades of HB staff requiring information about supply of medication and pharmacy procedures.
5. Ability to accurately read and dispense prescriptions for all pharmaceutical products with a high degree of accuracy.
6. Ability to use pharmacy computer system (including dispensing medication, stock control and input of patient demographic data) and other electronic systems such as electronic prescribing and Welsh Clinical portal.
7. Adheres with medicines legislation, Health & Safety At Work Act, COSHH regulations (when handling hazardous chemicals) and all other relevant legislation and the Health Board's personnel policies and procedures.
8. To ensure the maintenance of required departmental, ethical and professional standards.
9. Responsible for the secure storage of all pharmaceutical products.
10. To participate as required in the general provision of pharmaceutical services within the HB.
11. To be aware of and act in accordance with the HB financial procedures.
12. To participate in the HB's individual performance review process.
13. To participate in the HB's on-going education, training and development programme.
14. To assist in the training of relevant personnel.
15. Ability to deal with difficult situations (such as terminally ill patients, emergency supply of medicines or verbal aggression).
16. Manage deliveries to and collection from wards as requested.
17. To cover the workload of any colleague

18. In common with all HB employees, the post holder will be required to maintain complete confidentiality in relation to patients, staff and the HB's business.
19. Be responsible for security of keys and return to designated place.
20. Maintain a clean, tidy and safe working environment.
21. Photocopy as required.
22. Need to participate in routine housekeeping duties, including clean and dusting of shelves and general filing duties.

### **Pharmacy Duties**

#### **General Pharmacy Duties**

1. To participate in rotas for bank holiday, weekend and extended hours working.
2. To contribute to the effective and efficient provision of services provided by pharmacy.
3. To ensure compliance with pharmacy protocols and procedures.
4. To provide patient specific dispensing service.
5. To receive, store and supply controlled drugs in accordance with the Misuse of Drugs Act and Health Board Policy.
6. To dispense clinical trial materials according to protocols.
7. To provide a professional and courteous service to patients attending the dispensary. This may include those who are upset, confused or angry.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	<p>Knowledge of pharmaceutical technical procedures acquired through training NVQ 3 and BTEC or equivalent in pharmaceutical science plus additional knowledge for checking dispensed prescriptions &amp; supervising a technical area.</p> <p>Accredited Medicines Management Technician</p> <p>Accredited Checking Technician.</p>	<p>BTEC Level 4 Professional Diploma in Pharmacy Clinical Services</p>	<p>Application form and pre employment checks</p>
<b>Experience and Knowledge</b>	<p>Significant experience of working in a hospital pharmacy department or equivalent.</p> <p>Ability to supervise other staff.</p> <p>Ability to manage the day to day provision of pharmacy service within area.</p> <p>Ability to know when to refer to Pharmacist</p>	<p>Teaching experience</p> <p>Proven track record of competence.</p>	<p>Application form and interview</p>
<b>Skills and Abilities</b>	<p>Ability to work independently with full range of local pharmacy codes and procedures.</p> <p>Good verbal/written communication skills.</p> <p>Problem solving Able to cover other specialist area(s) in deputising role.</p>	<p>Ability to speak Welsh</p> <p>Organisational ability.</p> <p>Computer literate.</p>	<p>Interview</p>
<b>Values</b>	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else’s shoes. Sees and treats others as individuals (patient, families, colleagues) and</p>		<p>Application Form Interview References</p>

	<p>treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others' views and appreciate others' inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others' behaviours impact on people's experiences and the organisation's reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		
<b>Other</b>	<p>Good communicator, motivated, able to work as part of a team.</p> <p>Innovative and well organised.</p> <p>Recognises need for sensitive and confidential handling of patient related information.</p> <p>Able to cope with emotional demands of patient involvement.</p> <p>Ability to concentrate when frequently under pressure and subject to interruptions.</p> <p>Act as a role model and provide advice to junior staff.</p>	<p>Assertive</p> <p>Tactful</p> <p>Persuasive</p> <p>Member of 'Specialist' Professional Group.</p> <p>Access to transport</p> <p>Ability to work extended hours.</p> <p>Able to work in different locations in Health Board on same day.</p> <p>Ability to visit wards</p>	Application form and interview



	<p>Confident and calm.</p> <p>Commitment to continuing personal development (CPD).</p> <p>Professional Approach</p>	<p>frequently located some distance from each other.</p>	
--	---	--	--

## **GENERAL REQUIREMENTS**

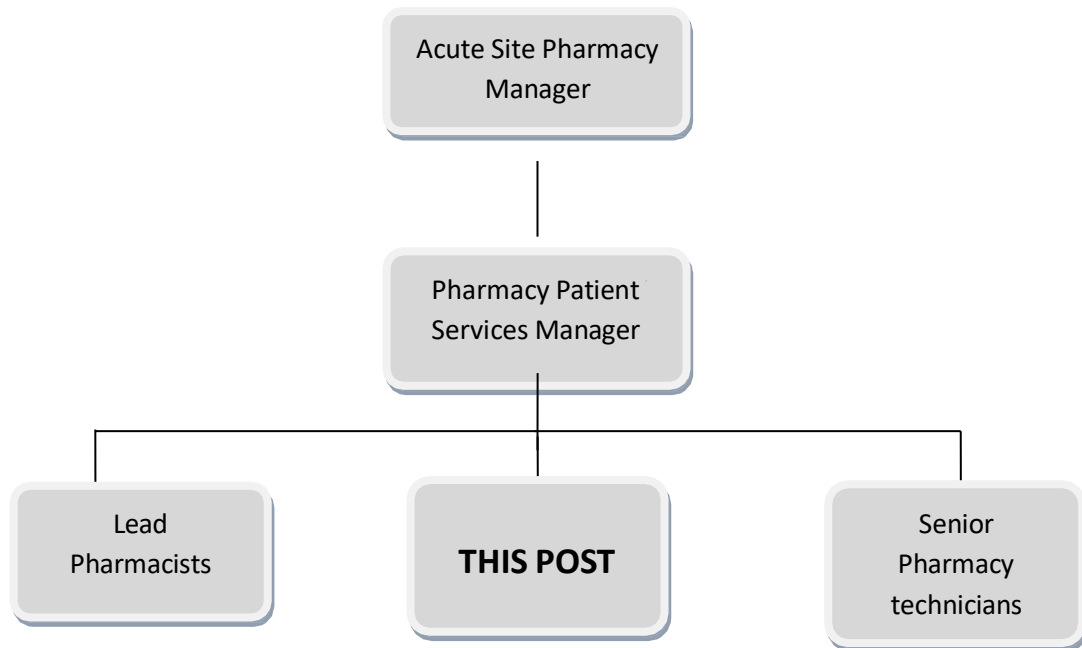
Include those relevant to the post requirements

- **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 organisation.
- **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 organisation'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 organisation 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 their organization'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.
  - **General Data Protection Regulation (GDPR):** 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 General Data Protection Regulation 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 and the HB Disciplinary Policy.
  - **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (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 organisation). The post holder should consult 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 HB/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 HB/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 organisation has an Equality Policy and it is for each employee to contribute to its success.
  - **Dignity at Work:** The organisation 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 organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
  - **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
  - **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
  - **Infection Control:** The organisation 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 Health Board/Trust Infection Prevention & Control Policies and Procedures.
  - **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/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.

Job Title: Advanced Pharmacy Technician

### Organisational Chart



CAJE REF: RVC/2021/0342