

Chief Pharmacy Technician Controlled Drugs  
**JOB DESCRIPTION**

<b>Job Title:</b>	Chief Pharmacy Technician Controlled Drugs
<b>AfC Band:</b>	Band 6
<b>Directorate/Service:</b>	Pharmacy
<b>Accountable To:</b>	NCA Group Director of Pharmacy
<b>Responsible To:</b>	Pharmacy Technical Support Services Manager
<b>Base Location:</b>	Salford Pharmacy
<b>On-Call Requirement:</b>	No
<b>AfC Job Code:</b>	N/A

### Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

### Structure Chart



## Job Summary

Responsible for the ordering, organisation, and supply of controlled drugs within the dispensary, and receipt and supply of controlled drugs within the pharmacy store. This includes supply to named patients, wards, departments, external customers, and other service users. Also has joint responsibility for cover of chief technician duties in the dispensary.

## Key Role and Responsibilities

### Communications and Relationships

- Communicates with patients regarding their medication, and medical devices. The patients may have language difficulties, physical or mental disabilities.
- Communicates with pharmacy, medical and nursing staff, and external customers to ensure that all controlled drug prescriptions and orders comply with current legislation and Trust and departmental policies.
- Ensures that all departmental procedures regarding the delivery of controlled drugs are followed by portering and ward staff.
- Liaises with all relevant pharmacy and ward staff regarding availability and supply problems with controlled drugs and medical devices.
- Co-ordinate's destruction of expired and unwanted controlled drugs within pharmacy with Home Office approved authorised witness.
- Dealing with queries from hospital staff and outside sources, and problem solving on a day-to-day basis.

### Analytical and Judgmental Skills

- Ordering and receipt of controlled drugs through the pharmacy computer system.
- Routine inputting of patient information onto the pharmacy computer system.
- Uses hospital computer systems to access patient information.
- Reviews workload statistics to monitor and develop service provision.
- Preparation of routine computer reports.

### Planning and Organisational Skills

- To attend meetings of acute pain team, and related meetings.
- Monitors use of controlled drug pumps and syringe drivers on wards to ensure return to pharmacy when use is completed, following CNST guidelines.
- To review, develop and implement policies and procedures for specialist area under the direction of the Pharmacy Technical Support Services Manager.
- To liaise with Pharmacy Technical Support Services Manager to develop service provision.
- To liaise with chief technician, staff development and training, to co-ordinate training and assessment of pre-registration pharmacy technicians and other technical and ATO staff undertaking training.

- To plan and prioritise own workload and that of staff under supervision in response to departmental, hospital and external stakeholder demands.
- To attend staff meetings and participate in discussions concerning the running of the pharmaceutical service.

### **Responsibility for Patient Care**

- To work as a member of the acute pain team to provide and monitor pain systems to post-operative patients.
- Provides technical support and expertise related to the Acute Pain Service.
- Dispensing and checking of Controlled Drug orders and prescriptions in accordance with current legislation and departmental protocols.
- To ensure medical devices supplied by the pharmacy department are correctly set, in accordance with local policies and procedures, to deliver the appropriate dose of medication.
- Deputising for issuing of password access and demonstrating use of electronic controlled drug dispensing and storage module to Accident and Emergency Department nursing staff in the absence of the Chief Technician for Pharmacy Systems and Information.
- Organisation of dispensary staff in order to ensure that work is carried out in accordance with relevant legislation, local policy and agreed standards of practice.
- Accuracy checking of medications that have previously been clinically checked by a suitably qualified pharmacist, in accordance with departmental policy.
- Dispensing and checking of Controlled Drug orders and prescriptions in accordance with current legislation and departmental protocols.
- To ensure that medications are distributed to patients, wards and departments in a timely manner.
- To ensure medical devices supplied by the pharmacy department are correctly set, in accordance with local policies and procedures, to deliver the appropriate dose of medication.
- Checking of formulas, calculations, weights and volumes, and final product approval for use in extemporaneous production unit.

### **Responsibility for Policy/Service Development**

- To contribute to the writing and review of policies, guidelines, QRGs and memorandums where appropriate.  
Responsibilities for Financial and Physical Resources.
- Maintaining adequate supplies of controlled drug pumps and syringe drivers. This includes ordering pumps and arranging maintenance and repairs.
- Ordering and receipt of controlled drugs for the dispensary, including stock level and balance checks. Uses own judgement to adjust order levels and prioritise orders.
- Receipt of controlled drug deliveries in the pharmacy store.
- To always maintain the security of the pharmacy department.
- To ensure safe and secure handling of medicinal products by self and staff under supervision, in accordance with departmental guidelines.

- To ensure safe and secure use of equipment and IT systems by self and staff under supervision, in accordance with Trust and departmental guidelines. This includes co-ordinating the training of all relevant pharmacy staff in the correct handling and setting of controlled drug pumps and syringe drivers, and compiling evidence of training, in accordance with CNST guidelines.
- Handling of cash and electronic payments for prescription charges.

### **Responsibilities for Human Resources**

- Training of technical staff, pharmacists and pre-registration pharmacists in dispensary-controlled drug procedures and use of pain control pumps.
- To assist in the recruitment, selection and appraisal of dispensary-based staff.
- To ensure that annual appraisal and personal development planning of dispensary senior assistant and assistant technical staff is undertaken
- Demonstrates dispensary-based pain team procedures to nurses, medical students and other relevant staff.
- Contributes to supervision and training of ATOs, student technicians, pre-registration pharmacists, work experience students, and staff members undergoing dispensary induction.
- To maintain own clinical professional development (CPD) by keeping abreast of any new trends and developments and incorporating them as necessary into your work.
- To be an active member of the department by the attendance and presentation at staff meetings and training sessions.

### **Responsibility for Information Resources**

- Adhere to Department and Trust guidelines around Electronic Patient Records as the primary patient record. Adhere to information governance regulations for pharmacy systems shared drives, databases, research, and patient facing information.

### **Responsibilities for Research and Development**

- Audits the use of specific drugs as required by the Director of Pharmacy.
- Responsible for the collection of workload data regarding own area. This includes audits of drug and equipment usage for Acute Pain Team members.
- Dispensing and checking of clinical trials.
- Audits own work as necessary.
- Participates in departmental audits as required.

### **Freedom to Act**

- Receives instructions but carries out routine duties at own discretion: guided by national protocols, legislation, and departmental policies and procedures. Can seek advice from line manager, senior technical staff, or pharmacists.
- Undertakes routine duties at own discretion: guided by national protocols, legislation, and departmental policies and procedures. Can seek advice from line manager or senior pharmacists.

### **Partnership Working**

- Liaises with members of the acute pain team and nursing staff to ensure optimum use of controlled drug pumps and syringe drivers.
- Liaises with the Chief Technician for Pharmacy Systems and Information and relevant staff to investigate and rectify any controlled drug stock level discrepancies.
- Communicates with external customers regarding supply problems.
- Communicates and liaises effectively with all members of the pharmacy team, ward and departmental staff.
- To liaise with chief technician, dispensary services, and Chief Technician, ward services, to ensure smooth running of the dispensary.
- To communicate and liaise effectively with other members of the multi-professional and pharmacy team.

### **Making Every Contact Count**

- Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing.
- Staff should use their interactions with the public to give them additional advice on health and wellbeing.
- Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

### **Electronic Patient Record**

- Salford Care Organisation uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.
- Most of the clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.
- Access to this comprehensive EPR is via a unique login and password. All Clinicians working at Salford Royal must receive EPR training.

## PERSON SPECIFICATION

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	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>BTEC in Pharmaceutical Sciences (or equivalent)</li> <li>BTEC accuracy checking qualification (or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>Management qualification</li> </ul>
<b>Professional Registration</b>	<ul style="list-style-type: none"> <li>Professional registration with the General Pharmaceutical Council.</li> </ul>	
<b>Knowledge, Training &amp; Experience / Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Hospital experience</li> <li>Experience and understanding of working in a controlled drug area.</li> <li>Supervisory experience.</li> <li>Training experience.</li> </ul>	
<b>Physical &amp; Mental Requirements</b>	<ul style="list-style-type: none"> <li>Required to use a VDU for several hours on a daily basis to input patient data</li> <li>Frequent concentration for reviewing prescriptions and carrying out calculations: generally predictable work pattern with frequent interruptions.</li> <li>Combination of sitting and standing, walking; light physical effort/ occasional moderate effort- walking between locations; occasional restricted position.</li> <li>Occasional lifting and moving of pharmacy fluid boxes.</li> <li>Occasional exposure to distressing circumstances- working with distressed patients/ verbal aggression from patients and service users.</li> </ul>	

	<ul style="list-style-type: none"> <li>Occasional exposure to unpleasant working conditions- some exposure to hazardous substances.</li> </ul>	
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## Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
<b>CARE</b>  We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
<b>APPRECIATE</b>  We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
<b>INSPIRE</b>  We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.



## Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

<b>Infection Prevention</b>
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
<b>Safeguarding</b>
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
<b>Health and Safety</b>
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
<b>Confidentiality and Data Protection</b>
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
<b>Equality and Diversity</b>
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> <li>eliminating discrimination, harassment and victimisation</li> </ul>



- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

### **Code of Conduct**

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

### **Leadership and Development**

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

### **Flexibility**

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.