**JOB DESCRIPTION**

**JOB TITLE Specialist Pharmacy Technician –Dispensary Services**

**GRADE/BAND 6**

**LOCATION Trustwide**

**RESPONSIBLE TO Pharmacy Technician Team Manager**

**ACCOUNTABLE TO Associate Director of Pharmacy Patient Services**

**JOB PURPOSE**

1. **Professional**

* Write and implement departmental Trust-wide departmental policies, procedures and guidelines.
* Maintain a professional appearance in line with the Trust dress code
* Uphold the Trust’s values and behaviours (available on the Trust web site) and behave in a manner fitting with the responsible position of the post holder, maintaining the public confidence
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person he/she comes into contact with in the course of his/her business
* Uphold the privacy and dignity of the patient and respect the equality of patients at all time

1. **Key Responsibilities**

* Manage the workforce within the area of responsibility.
* Manage and schedule, on a day-to-day basis, the workload of the Dispensary Services section in accordance with established policies.
* Ensure that all requests for medicines supply are dealt with in a timely manner.
* Monitor and investigate incidents and complaints, sharing learning with other staff
* Perform Individual Performance Reviews for all designated staff
* Direct and supervise all staff working in Dispensary Services.
* Monitor daily staffing availability with the other Specialist Technicians and make any necessary adjustments to the planned rota
* Lead the recruitment and selection of new new staff within within service area
* Write Standard Operating Procedures for the service area
* As a senior member of staff, deal with any service problems which require urgent solutions, taking the actions necessary to maintain the service to all users.
* Attend governance meetings, , and other relevant meetings as required.
* Be committed to improving patient care and patient experience and ensure these are not compromised in all aspects of service delivery.
* Manage service changes to the area of responsibility, ensuring continuity of service when there are changes to service areas, change in function, or when services are extended and/or developed.
* Authorise annual leave for staff within service area.
* Interpret and analyse information and provide regular updates and reports as necessary to the Associate Director of Pharmacy, Pharmacy Management Group, Trust senior managers and other relevant staff groups in the area of responsibility. This may include pharmaceutical data, staffing or service issues.
* Carry out dispensary duties as required for the needs of the service. These duties include:
  + Dispensing and issuing medicines to patients in a timely and efficient manner, including specialist hospital only medicines, clinical trial medicines, cytotoxic medicines, and controlled drugs.
  + Ability to prepare/dispense injectable medicines.
  + Check dispensed items as an accredited checker to ensure medicines are dispensed accurately.
  + Provide advice and information to patients on how to take their medicines effectively and safely.
  + Inform Pharmacy Procurement staff about urgently required medicines, and notify patients and other health care staff about supply problems / delays.
  + Investigate stock discrepancies, adjusting stock levels and ensuring adequate stock levels.
  + Dispense oral chemotherapy medicines taking necessary precautions detailed in relevant Standard Operating Procedures.
  + Manage absence for managed staff within the area of responsibility, including sickness and annual leave.
  + Participate in the weekend, Bank Holiday and late night rotas.
  + Ensure managed staff have access to and complete appropriate statutory and mandatory training.
  + Ensure managed staff have appropriate supervision and are competent to undertake tasks requested of them.
  + Identify training requirements of managed staff and ensure training plans are actioned.
  + Provide training support or develop training programs for staff working within the area of responsibility.
  + Act as an NVQ assessor as appropriate.
  + Identify own development and training needs and keep up to date with all national codes of practice, standards and relevant legislation.
  + Attend courses and study days to maintain and extend knowledge of specialist subjects pertinent to the role. Actively participate in continuing professional development

1. **Resources and Finance**

* Critically examine working practices within the department to identify cost improvements and effective measures, develop and implement action plans
* To maintain the record of premium rate activity on the definitive list.
* To validate all claims for premium rate work against the relevant record in the definitive list.
* The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables in the course of business, ensuring minimal waste and minimal cost

1. **Organisational Responsibilities**

* Maintain the confidentiality of the Trust in respect of patient and staff information obtained at all times, and use such information only as authorised for specific purposes. Report any concerns about the use of such information to the senior manager.

All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborn. This includes all employees:

* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy.
* Attending all mandatory safeguarding training in accordance with their role.
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns.

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1. **Personal Responsibilities**

* The post-holder is responsible for taking reasonable care with regard to himself/herself as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the Trust’s policies on Health and Safety at Work.
* To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
* To undertake in-service training relevant to the post.
* Comply with Trust Policies and Procedures.

1. **Area of work**

* The post holder will be required to undertake training events at any site across the Trust.
* The post holder may be required to work on other wards/ department within the Trust at short notice to cover unplanned sickness or to cover planned sickness or annual leave on other wards/departments.

1. **Staff Development, Training and Education**

* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date.
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan.
* If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity.

1. **Health and Safety**

* Work in accordance with Health and Safety regulations at all time.
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy.
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer.
* Assist when required to do so, in any risk assessment activity undertaken.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business, which he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopted a “bare below the elbow policy” in January 2008. The trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g. the patient’s own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the

post holder.

This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

##### Continuing Professional Development

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

# Smoke Free Policy

The Mid Yorkshire Hospitals NHS Trust has a Smoke Free Policy

Smoking is not permitted: -

1. Inside any building owned or used by or in areas used by Mid Yorkshire Hospitals NHS Trust staff in buildings shared with other organisations
2. In the grounds and car parks of premises of The Mid Yorkshire Hospitals NHS Trust
3. In the entrances of any The Mid Yorkshire Hospitals NHS Trust buildings
4. In the immediate areas outside The Mid Yorkshire Hospitals NHS Trust
5. In vehicles owned or leased by The Mid Yorkshire Hospitals NHS Trust

Staff are not permitted to smoke whilst in uniform and / or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service.

**WYAAT**

Mid Yorkshire Teaching NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for Mid Yorkshire Teaching NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

**PERSON SPECIFICATION**

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| **POST TITLE: Specialist Pharmacy Technician Dispensary Services POST REF NO: 000455 LOCATION: Pinderfields Hospital** | | | |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | NVQ3 or BTEC in Pharmaceutical Sciences or equivalent.  Registered with the General Pharmaceutical Council | Evidence of post-qualification study in relevant technical subjects to Diploma / degree level or equivalent.  Teaching or Education and Training qualification  NVQ A1 Assessors award  Able to demonstrate detailed knowledge of legislation and current NHS standards relating to supply of medicines. | Curriculum Vitae/  Application form |
| **Experience** | Portfolio of evidence for Continuing Professional development.  Detailed knowledge of clinical trial dispensing and recording procedures  Accredited Accuracy Checker  Training of others  Stock control  Working to Standard Operating Procedures | In-depth knowledge of national NHS standards for Dispensing.  Development and introduction of SOPs | Curriculum Vitae/  Application form/ Interview |
| **Knowledge and Awareness** | Extensive experience), to include a significant period relevant service area  Knowledge of hospital pharmacy procedures  Knowledge of specialist dispensing procedures including clinical trials  Experience of Medicines Management | Organising and supporting Ward top-up services | Curriculum Vitae/Application form/ Interview |
| **Skills and Abilities** | Proven problem solving and supervisory skills.  Excellent attention to detail  High-level problem solving skills  Excellent organisational and communication skills (verbal and written)  IT skills including basic operations in Microsoft Word and Excel | COSHH regulations and H&Safety at Work Act  Evidence of management course  Knowledge of Pharmacy Information Systems  Chairing meetings, constructing agenda and taking professional minutes | Curriculum Vitae/Application form/ Interview |
| **Personal Attributes** | Conscientious  Ability to plan and manage workload for the team  Excellent attention to detail  Enthusiastic and reliable  Professional  Able to communicate well verbally with other healthcare professionals and patients some of whom may have barriers to understanding.  Supportive to staff and colleagues  Able to cope with conflict and handle difficult and complex situations, including dealing sensitively with all patients some of whom may be severely ill or distressed by their condition.  Good time management and prioritisation skills  Must possess initiative |  | Curriculum Vitae/Application form/ Interview/References/Occupational Health examination |
| **Other** | Pleasant and helpful manner.  Able to work well with and motivate a team | Able to mix well with current staff establishment | Curriculum Vitae/Application form/ Interview |