



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

JOB DETAILS:

Job Title	Senior Assistant Technical Officer - Pharmacy Dispensary and Technical Supervisor
Pay Band	Band 4
Hours of Work and Nature of Contract	37.5hrs Fixed Term Contract
Division/Directorate	Primary Care and Networks
Department	Pharmacy
Base	Various Mass Vaccination Centres

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Pharmacy Technician Primary Care
Reports to: Name Line Manager	Senior Pharmacy Technician Primary Care
Professionally Responsible to:	Clinical Director Pharmacy

OUR VALUES:

Ein GWERTHOEDD yw...

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr hyn a wnaeth

People first

Personal responsibility

Passion for improvement

Pride in what we do

Our VALUES are...

People first

Personal responsibility

Passion for improvement

Pride in what we do

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

Job Summary/Job Purpose:

To be responsible for coordinating the safe and accurate dispensing and distribution of vaccines and associated medicines to mass vaccination teams within ABUHB. Work will be carried out under the control and direction of Senior Pharmacy technicians and pharmacists.

To use WIS and other computer systems in order to carry out all tasks in an accurate and timely manner. Ensuring a safe and efficient pharmacy service can be provided whilst delivering the highest quality patient care through personal actions and continuous improvement.

To be responsible for providing technical support and maintenance of pharmacy services within each Mass Vaccination Centre (MVC). This includes receipt and storage of vaccines, supervision of colleagues preparing vaccines, flow of vaccines through each MVC to maximise availability of vaccine while simultaneously minimising wastage of medicinal products.

To assist in the recruitment of staff, delivery of key performance indicators, production of rotas and error trend analysis.

To assist in the training provision to all technical staff within the MVC team.

To manage, supervise and co-ordinate Non-Registered Diluters (NRDs) staff working in MVC including staff appraisal, work allocation, sickness management, staff appraisal, annual leave management and acting as appointment panel member.

To supervise and co-ordinate Non-Registered Diluters (NRDs) staff working in the pharmacy area of each MVC, ensuring that all stock is booked in and received correctly, and all paperwork and WIS is updated accordingly.

To be responsible for providing technical support and maintenance of the Omnicell Automated Cabinets at GUH. This includes data programming, database maintenance, bin modification, expiry date checks and staff training. Quarterly updates of inventory following the in-house SOP, new additions, discontinued items and all supply issues under the instruction of a senior member of staff.

To act as a technical specialist and first line trouble-shooter for all aspects of professional pharmacy issues at MVCs; cold chain maintenance, quality control of vaccine and support immunisation team

To be responsible for the appropriate receipt, storage and security of all medicines in designated storage areas, ensuring compliance with legal requirements, COSHH regulations, Health and Safety regulations and in accordance with manufacturers recommendations.

Duties/ Responsibilities:

Pharmacy Area MVC

To be responsible for the running and coordination of the pharmacy service at each MVC. Ensuring accurate and safe preparation and supply of medicines all patients using that facility:

- Ensuring cold chain storage of vaccines is maintained at all times
- Ensuring the presentation and labelling of medication complies with departmental, statutory and professional requirements.
- Organizing staff to work in a timely fashion such that prioritized work is done first.
- Ensuring vaccines are prepared and available to immuniser team as determined by patient demographic and flow
- Escalating and pharmacy related concerns to senior colleagues

To actively and dynamically manage the pharmacy staff and throughput of work as required. Ensuring the workflow through the pharmacy area is carried out in a timely manner and turnaround time targets are met.

To act as a technical specialist and first line troubleshooter for all aspects of pharmacy services within each MVC; storage, preparation and handling of vaccines and associated medicines e.g. oral antihistamines and adrenaline preparations

To be responsible for the appropriate receipt, storage and security of all medicines in designated storage areas, ensuring compliance with legal requirements, COSHH regulations, Health and Safety regulations and in accordance with manufacturers recommendations.

To ensure that all activities relating to storage and distribution of medicines are in accordance with standards set out in the Guide for Good Distribution Practice (GDP).

To support future IT developments, including WIS, and ensure all staff are appropriately trained to use the equipment.

To supervise the appropriate receipt, storage and security of all medicines in designated storage areas, ensuring compliance with legal requirements, COSHH regulations, Health and Safety regulations and in accordance with manufacturers recommendations.

To investigate stock receipt errors where the operator has either booked in more, or less than actually received, causing balance and invoice discrepancies. To obtain delivery note documentation, checking physical stock balance and amending goods received where appropriate. To complete error form, report to Senior Technician(s) and be part of the team who provide any further training requirements.

To communicate accurate information to patients, members of the pharmacy team and other healthcare professionals by:

- Liaising with mass vaccination staff and related mobile and district nursing teams.
- Deal with routine enquiries relating to requests from colleagues, wards and

departments. Referring drug related queries to the supervising pharmacy technician.

- Deal with all service users visiting the department as quickly and efficiently as possible, whilst being sensitive to the various problems and needs of patients, staff and other visitors, in a professional manner.
- Being sympathetic to the needs of the individual, especially critically or terminally ill patients.

To provide / undertake training to operate a pharmacy service for the mass vaccination programme:

- Supply of medication.
- Prioritise workload for self and the discharge team.

To recognize the demands of MVC staff, negotiating a way forward when conflicting demands arise that may result in needing to prioritize the order in which medication is supplied to wards for patients waiting for treatment.

To make decisions when pharmacy orders need to be hastened and communicate with staff to determine appropriate actions to expedite supply of medicines, remaining calm despite pressures and problems.

To assess situations that are highly complex and to take the appropriate actions, including escalating to the all Senior Pharmacy Technician to ensure a resolution. This may include resolving issues around availability of prescribed medicines.

To control the management of consumables such as diluents, syringes, patient information leaflets etc. ensuring adequate stock and appropriate levels.

To be responsible for maintaining accurate stock levels and expiry date checking, reporting and investigating discrepancies in close liaison with the Senior Pharmacy Technicians in Patient Services and in Distribution.

To ensure accurate record keeping, filing and are in accordance with standards set out in Departmental Procedures.

To assist in any recalls of medicines that form part of either a Hazard Recall or a Manufacturers Recall.

To assist the senior technicians in the devising and completing of workplace audits to ensure best practice, efficiency and appropriateness of the service.

To assist the senior technician in investigating reported Datix incidents/near miss and controlled drug discrepancies and/or complaints as directed.

To undertake general “house-keeping” duties to maintain a clean, tidy and safe working environment

To work in accordance with the Pharmacy Departments Standard Operating Procedures (SOPs) and Trust policies

To assist in the development and review of SOPs as directed by the Senior Dispensary Technician, ensuring compliance with the Standards of Good Professional Practice.

Any other duties as required by the Professional or Technical staff within the area

of responsibility.

To participate in any research activities in the section.

To work closely with the Royal Gwent Hospital (RGH) Pharmacy Medicines Distribution Service, ensuring a comprehensive top-up and medicines management service is provided to all wards, departments and other users within GUH, under the control and direction of the Senior Pharmacy Technician, Pharmacy Systems and Distribution or other Senior staff

Staff Management/Training

To ensure staff working in the Dispensary are trained and performing to their maximum potential whilst providing a safe, efficient and high quality service. Assist with the supervision and training of support staff and students within the limits of competence and experience.

To participate in assessing staff that provide a pharmacy dispensing service by shadowing and mentoring. To identify any training needs required and ensure the Senior Technician is aware of any training needed.

To provide training for all staff undertaking NVQ Level 2 or equivalent within the section, including evidence and witness statements as needed.

To supervise on a daily basis, duties undertaken by ATOs participating in Patient Services, ensuring all work undertaken is carried out in accordance with departmental SOPs and policies.

To assist in the management, supervision and co-ordination of ATO staff working within Patient Services area including work allocation/checking, sickness management, staff appraisal and acting as appointment panel member when necessary.

To design and implement rotas for the allocation of duties to staff in the section, ensuring equity of task allocation. Liaise with other supervisors within Pharmacy Patient Services to prioritize and accommodate unpredictable work demands.

To undertake PADRs with ATO staff in the section ensuring staff have an appraisal and development plan. Assist in ensuring staff undertake and keep up to date with Mandatory Training.

To be trained for and act as Manual Handling coach for the section. Ensure staff using mechanical handling equipment are trained and be responsible for the safe use of equipment within the section.

To contribute to departmental audits as appropriate.

To contribute to the development of Patient Services by identifying areas for improvement suggesting developments and changes in process/services/policies/procedures. Be responsible for implementing any changes within own area of responsibility.

Documentation

To be able to recognize when requests for drugs are outside the standard products supplied and to refer such requests to the Senior Pharmacy Technician.

To write, develop and review SOPs for processes within the section.

Identify and resolve problems, evaluate potential causes and choose from a range of options the necessary remedial action.

To produce reports, for use by Senior Management, using the Pharmacy Computer system, Omnicell database and Excel spreadsheets.

To be responsible for the production of reports in spreadsheet and chart format on any aspect of departmental activity, workload, performance, capacity or drug costing/expenditure as requested by Senior Managers or Pharmacy Management Team.

To be proficient in the use of Microsoft Office application.

Medication storage and security

To manage the availability of medicines for patients through efficient and effective distribution of pharmaceuticals using the pharmacy system, in conjunction with procurement staff.

To organize, manage and document a system of stock reconciliation i.e. balancing physical stock/robot stock/pharmacy computer system balances. Demonstrate a robust audit trail and report any stock discrepancies to the Senior Technician. Ensure a check of expiry dates of medications is undertaken and stock is rotated. Maintain a database of the cost of pharmaceutical waste.

To audit supply chain where there are discrepancies in stock balances, advised by other members of the Pharmacy team, and identify reasons for discrepancies.

To be responsible for ensuring the safe use and maintenance of mechanical handling equipment, seeking advice on appropriate replacement equipment when required.

To perform a safety check and initiate the fast load program on the Pharmacy RDS, including high risk drug Midazolam.

Other:

To ensure that all duties are carried out according to SOPs and work is managed by the Senior Technician – Patient Services.

To maintain the printer and fax machine, and order print supplies where appropriate.

Frequent light effort for several long periods during the day, occasional moderate effort for several short periods.

To deal with frequent interruptions which are unpredictable, requiring changing planned activities in response to interruptions e.g. staff issues, urgent supply requests. To ensure concentration is maintained at all times whilst checking stock details, preparing orders etc.

Exposure to unpleasant working conditions, including handling of cytotoxic drugs and various other agents under COSHH regulations.

Any other duties as required by Professional or Technical staff within the area of responsibility.

To lead and have responsibility for First Aid and Fire Warden within the section.

Relationships:

- Responsible to the Senior Pharmacy Technician –Primary Care
- Accountable to the Clinical Director Pharmacy
- Liaise with pharmacists, technicians and ancillary staff, undertaking duties within the pharmacy team and wider MVC team
- Communicate with Medical, Nursing, Professional and Technical staff on pharmaceutical matters.

Location:

Various MVCs but may be required to undertake pharmaceutical duties at other sites, if required, within the Health Board.

Hours of Duty:

37.5 hours per week, public and statutory holidays, as arranged on a rota basis.

Rehabilitation of Offenders Act:

Attention is drawn to the Rehabilitation of Offenders Act 1974 and the Rehabilitation of Offenders Act 1974 (Exceptions) 1975. By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) 1975, spent convictions are to be disclosed.

Data Protection Act:

All staff are reminded of their duties and responsibilities as employees under the Data Protection Act, 1984, and in particular to ensure that personal data is not negligently or unlawfully handled, nor disclosed to unauthorised persons.

PERSON SPECIFICATION

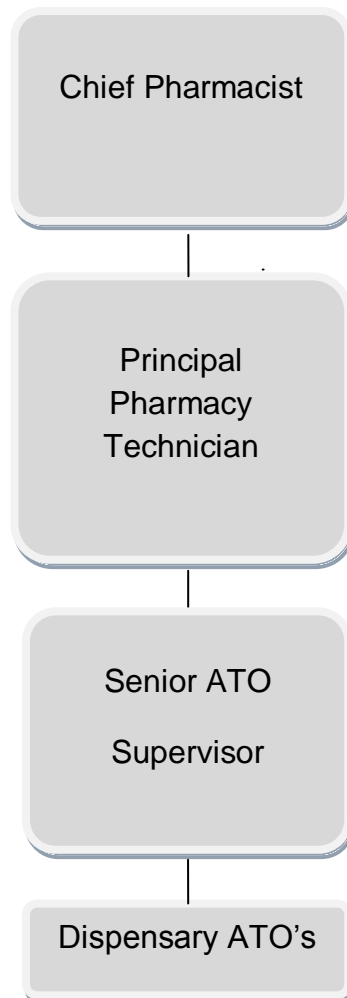
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Good standard of general secondary education BTEC/Diploma or equivalent demonstrable experience Computer literate Computer skills. i.e. be able to use Microsoft Office/Excel	GCSE at C Grade or above in Maths, English and science or equivalent qualifications NVQ Level 3 in Pharmaceutical Science/BTEC or equivalent experience	Application form and pre employment checks
Experience	Basic knowledge of the functions of the NHS Experience of leading a team Good knowledge of legal requirements for dispensing and supplying of medicines, including controlled drugs Aware of Health, Safety & Wellbeing and their implications for staff Good knowledge of stock control and stock management Experience of working within a multidisciplinary environment Knowledge of Key Performance Indicators	Supervisory experience Demonstrated ability to meet deadlines and work to targets	Application form and interview
Aptitude and Abilities	Good inter-personal skills. Good verbal and written communications skills. Attention to detail. Able to follow and work to procedures. Able to organize, prioritise and manage own time/tasks and those of others Able to meet deadlines. Good physical skills – dexterous and accurate Ability to work reactively to the demands of the services Able to work flexibly within a team whilst also having the aptitude to supervise and direct the team when needed Able to handle conflict effectively and differences of opinions maturely	Ability to speak Welsh	Interview
Values	Highly motivated. Flexible and adaptable to changing demands and situations. Conscientious, responsible and reliable. Ability to work under pressure Ability to work independently, using own initiative Honest Proactive and takes responsibility. Willing to learn, open to change.		Application Form Interview References
Other	Special requirements to perform in the role e.g. Ability to travel		Application form and interview

	within geographical area. Able to work hours flexibly. Anything else not covered above.		
<u>GENERAL REQUIREMENTS</u> 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.		
➤	Data Protection: 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 Legislation 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 or Trust 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.

Organisational Chart

Supplementary Job Description Information**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Frequent light effort for short periods of time Bending, stretching, and lifting of objects in Dispensary. Carrying boxes.	Daily		
Combination of sitting, standing, walking occasional moderate effort for several short periods Occasional restricted position sat at desk for long periods of time.	Daily		

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Frequent concentration, work pattern unpredictable Predictable work patterns may be interrupted by urgent requests for advice, to problem solve staff and/or service provision issues.	Daily		

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional distressing or emotional circumstances Dealing with clients/patients who may be irritable, awkward and aggressive	Weekly		
Occasional distressing or emotional circumstances Managing staff problems, providing emotional support to distressed staff members, occasionally communicating personal/confidential information including disciplinary or grievance matters	Weekly		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Occasional/frequent unpleasant conditions Exposure to verbal aggression from clients/patients	Monthly		