

## Job Description

<b>JOB TITLE</b>	<b>Senior Pharmacy Technician – Dispensing Services RDH</b>
<b>GRADE</b>	<b>Band 5</b>
<b>REPORTS TO</b>	<b>Chief Pharmacy Technician - Level 1 Dispensary</b>
<b>ACCOUNTABLE TO</b>	<b>Principal Pharmacy Technician</b>
<b>DEPARTMENT</b>	<b>Pharmacy</b>
<b>DIVISION</b>	<b>CDCS</b>
<b>DATE</b>	<b>March 2021</b>

### JOB PURPOSE

To support management, planning and delivery of the dispensary training to all staff within the dispensaries.

To assist in the management of the Pharmacy stock checking and reporting process

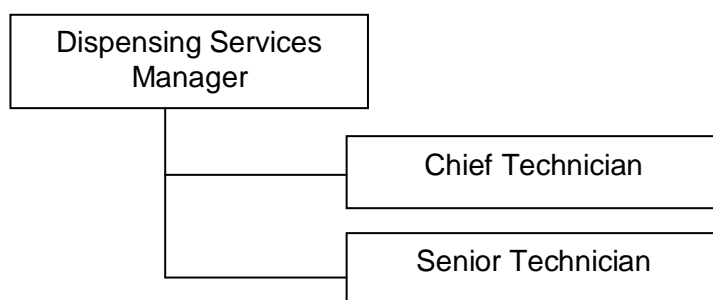
To assist the Chief Technician in the day to day management of the dispensary and to deputise for the Chief Technician when required.

### DIMENSIONS

Responsible for supporting the day to day organisation of the dispensary and supervision of staff.

Responsible for assisting with the planning, delivery and record keeping of dispensary training to all staff within the dispensary

## ORGANISATION CHART



## KEY RESULT AREAS

- To support the management, development and delivery of the dispensary service, including the day to day running of the service and workflow, accurate management of stock and dispensary related training of pharmacy technicians and support staff ensuring standardisation of practice and learning
- To support the Principal Technician, Dispensing Services Manager and Chief Technicians with service development, including the implementation of change and the development of dispensary related pharmacy technician and support staff training for new and existing roles.
- To support the Chief Technicians and to work closely with the Senior Technician for Training in delivering relevant technical aspects of training to all staff groups, within dispensary areas, and monitor validations to an end point. This will involve organising training programs to ensure that all staff involved in the service delivery are trained and competency assessed on a regular basis and that paper/electronic training records are maintained
- To support the Senior Technician for Training in reviewing and updating dispensary related pharmacy technician and support staff training and validation material
- Create a culture in which learning and personal development is valued and have the ability to identify development needs in others and support and coach pre-registration technicians, new staff and staff undertaking training to meet their training needs
- To act as a NVQ Expert witness or (QCF) assessor (AVA or equivalent) for the level 3 and level 2 dispensary elements of the Pharmacy Services qualifications and support the delivery of NVQ level 2 technical certificate ensuring quality and consistency of standards are maintained
- Assist the Chief Technicians with the recruitment of dispensary staff and the annual appraisal of delegated staff
- Responsible for carrying out and documenting risk assessments and audits as instructed by the Chief Technician within dispensary
- To be responsible for the collection and presentation of quality indicators related to dispensary workload and training
- To cover, where appropriate, in the absence of other Senior Dispensary Technicians and to deputise for the Chief Technician as required
- Undertake sufficient pharmacy practice to remain competent and to satisfy the requirements for professional development and registration with the General Pharmaceutical Council. This will include undertaking pharmacy practice in the dispensary and controlled drug room, performing final dispensing

accuracy checks of dispensed items which have been professionally checked by a pharmacist in accordance with departmental procedures.

- Participate in the departmental out of hour's service delivery, which requires weekend, late night and Bank Holiday rostered working.

### Decision Making

Makes decisions involving the day to day running of the service and delivery of technician and support staff training. Decisions are made within the framework of the Trust, Business Unit and sectional policies and procedures.

### PERSON SPECIFICATION

	Essential	Desirable
<b>Education, Training and Qualifications</b>  <b>CPD Requirements</b>	<ul style="list-style-type: none"> <li>• Registered Pharmacy Technician (GPhC)</li> <li>• NVQ Expert witness or Assessor qualification AVA or A1 or D32+D33 with experience of assessing Pharmacy QCF qualifications – or willingness to work towards within 12 months</li> <li>• Evidence of Continuing Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>• Management qualification</li> <li>• Training qualification e.g. City and Guilds stage 1 teaching certificate or equivalent</li> <li>• Internal verifier qualification IQA or V1 or D34 with experience of verifying pharmacy QCF qualifications</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Current knowledge of hospital pharmacy practice, including dispensing services</li> <li>• Working knowledge of NHS Trust and departmental section procedures and priorities</li> <li>• Detailed Pharmacy technical knowledge, including Law and Ethics, pharmacy practice etc</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of NVQ Pharmacy Services standards</li> <li>• Awareness of opportunities for extended roles for technicians and support staff</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a hospital pharmacy, in dispensing services</li> <li>• Recognised and practising as an</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supervising staff and carrying out appraisals</li> </ul>

	<p>accuracy checker with CPD (re-validation) to show maintenance of these skills and knowledge or willingness to work towards within 12 months</p> <ul style="list-style-type: none"> <li>• Significant pharmacy experience including experience in dispensing services</li> <li>• Experience of training pharmacy staff</li> <li>• Computer literate with detailed functional knowledge of word, excel and pharmacy computer system</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literate in the use of PowerPoint</li> <li>• Coaching / mentoring experience</li> </ul>
<b>Skills and Ability</b>	<ul style="list-style-type: none"> <li>• Able to clearly and concisely communicate verbally and electronically with the Pharmacy team</li> <li>• Able to produce accurate written work to a high standard</li> <li>• Able to work under pressure, organise own work and meet deadlines</li> <li>• Able to demonstrate that they can work on their own initiative but know limitations of own authority and knowledge</li> <li>• Able to identify and solve problems</li> <li>• Good attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Can plan, organise and deliver training sessions one to one and small or large groups</li> <li>• Able to plan and prioritise tasks in accordance with departmental and individual needs</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Has a positive approach and is able to involve and motivate others</li> <li>• Able to demonstrate that they are approachable and a team player</li> <li>• Act as a role model for Pharmacy technicians and support staff</li> <li>• Has a flexible approach</li> </ul>	<ul style="list-style-type: none"> <li>• Able to build a rapport with people</li> <li>• Able to communicate in a coaching style</li> <li>• Innovative and forward thinking</li> </ul>

	Essential	Desirable
<b>Communication and relationship skills</b>	<ul style="list-style-type: none"> <li>• Able to communicate clearly verbally and electronically with the Pharmacy team</li> <li>• Demonstrate that they are approachable and a team player</li> <li>• Demonstrate that they can give feedback negative/positive in an appropriate way</li> <li>• Skills required to communicate with technicians and pharmacists within the department to ensure the effective delivery of planned training</li> </ul>	<p>Demonstrate that they can:</p> <ul style="list-style-type: none"> <li>• Build a rapport with learners</li> <li>• Adapt verbal communication to a learners individual needs</li> <li>• Give feedback in difficult situations</li> <li>• Listen and respond to learners needs</li> <li>• Communicate in a coaching style</li> </ul>
<b>Knowledge, training and experience</b>	<ul style="list-style-type: none"> <li>• Registered Pharmacy Technician (GPhC)</li> <li>• Accuracy Checker – Accredited scheme or evidence of in-house scheme or willingness to work towards within 12 months</li> <li>• Significant pharmacy experience including experience in dispensing</li> <li>• Worked within a hospital pharmacy and has an understanding of the pharmacy environment, areas of work (Dispensary) working patterns, priorities and standards</li> <li>• Working knowledge of Trust and departmental section procedures. Detailed Pharmacy technical knowledge, including Law and Ethics, pharmacy practice etc.</li> <li>• NVQ Expert Witness or Assessor qualification AVA or A1 or D32+D33 with experience of assessing Pharmacy QCF qualifications – or willingness to work towards within 12 months</li> <li>• Experience of training pharmacy staff</li> <li>• Computer literate with detailed functional knowledge of word, excel and pharmacy computer system</li> <li>• Can display experience of CPD</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of health service culture and developments</li> <li>• Coaching / mentoring experience and / or qualification</li> <li>• Management qualification</li> <li>• Training qualification e.g. City and Guilds stage 1 teaching certificate or equivalent</li> <li>• Has experience of supervising staff and carrying out appraisals</li> <li>• Computer literate in the use of PowerPoint</li> <li>• Internal verifier qualification IQA or V1 or D34 with experience of verifying pharmacy QCF qualifications</li> </ul>

<b>Analytical and judgemental skills</b>	<ul style="list-style-type: none"> <li>Analytical and judgement skills to evaluate staffing problems and solve day to day staffing and technical service problems</li> <li>Good attention to detail</li> <li>Ability to identify and solve problems</li> <li>Able to record, interpret and monitor data and respond to information accordingly</li> </ul>	<ul style="list-style-type: none"> <li>Innovative and forward thinking</li> <li>To be able to interpret information and make decisions based on fact with rationale to support decisions</li> <li>Ability to identify an individual's training needs</li> </ul>
<b>Planning and organisational skills</b>	<ul style="list-style-type: none"> <li>Skills to assist the planning of new services, improved methods of working, responding to changes in the working environment</li> <li>Organisational skills to manage the preparation of training rotas</li> <li>Able to organise own work to meet deadlines</li> <li>Able to plan and prioritise tasks in accordance with departmental needs</li> <li>Evidence that they can work flexibly</li> <li>Able to adapt plans and organise rotas balancing learners and departments needs</li> </ul>	<ul style="list-style-type: none"> <li>Can interact with other team members to organise and plan inductions and training</li> <li>Can plan, organise and deliver training sessions one to one and small or large groups</li> <li>Able to plan and prioritise tasks in accordance with departmental and individual needs</li> </ul>
<b>Physical skills</b>	<ul style="list-style-type: none"> <li>Demonstrable skills for dispensing and final checking of medicines</li> <li>Efficient keyboard skills to permit the use of the pharmacy computer system and for production of procedures and reports.</li> </ul>	
<b>Responsibilities for patient / client care</b>	<ul style="list-style-type: none"> <li>Involved in the dispensing of pharmaceutical items to patients</li> <li>Involved in the provision of pharmaceutical advice to patients</li> <li>Responsible for the delivery of high quality training program to ensure patient safety</li> </ul>	

<b>Responsibilities for policy and service development and implementation</b>	<ul style="list-style-type: none"> <li>Responsible on a day to day basis for ensuring all members of staff undertaking training are aware of and act in accordance with SOPs and relevant departmental procedures.</li> <li>Advise line manager of the impact on training materials from changes to procedures in pharmacy services</li> <li>Support the implementation of policies, propose changes to policies</li> <li>Review policies and practices, that impact on other sections</li> </ul>	
<b>Responsibilities for financial and physical resources</b>	<ul style="list-style-type: none"> <li>Involved in the secure handling of cash within the dispensary, according to financial guidelines</li> <li>Assists in the day to day storage and stock control of pharmaceutical products, to ensure security of storage, efficient stock rotation, and to minimise wastage</li> </ul>	
<b>Responsibilities for human resources</b>	<ul style="list-style-type: none"> <li>Support the delivery of the training and education of dispensary services</li> <li>Assists in trainee technician NVQ training</li> </ul>	
<b>Responsibilities for information resources</b>	<ul style="list-style-type: none"> <li>Responsible for maintaining electronic training materials and ensuring accurate record are maintained</li> <li>Create reports, KPIs</li> </ul>	
<b>Responsibilities for research and development</b>	<ul style="list-style-type: none"> <li>Assists the collection of data for regular audits of performance and presents information to the line Manager</li> </ul>	
<b>Freedom to act</b>	<ul style="list-style-type: none"> <li>Free to act within Trust and departmental policies and procedures and pharmaceutical legal requirements.</li> <li>Managed by the Dispensary Chief Technicians and appraised by the Trust IPR process.</li> </ul>	

<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Job requires regular office work and rostered operational duties involving standing, bending, stretching and lifting light objects</li> <li>• Walking between locations</li> <li>• Light physical effort.</li> <li>• Undertakes repetitive actions and long periods of standing / sitting when checking or training</li> </ul>	
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Frequent concentration needed for day-to-day activities, checking of dispensed items</li> <li>• Workload can be unpredictable, with interruptions and require a prompt response</li> <li>• Ability to perform and work under pressure to deliver objectives and plans</li> </ul>	
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Able to handle conflict and complaints</li> <li>• Able to support distressed staff (e.g. in event of accident, error or complaint)</li> <li>• Decisions made can affect well-being of patients</li> <li>• Face to face contact with patients which occasionally may be stressful and difficult</li> </ul>	
<b>Working conditions</b>	<ul style="list-style-type: none"> <li>• Complies with Health and Safety legislation and local policies and procedures.</li> <li>• Occasional exposure to unpleasant odours from drugs.</li> <li>• Handling of cytotoxic drugs and other hazardous products</li> <li>• Routine use of VDU equipment</li> </ul>	

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

<b>Signed: (Member of staff)</b>		<b>Date</b>	
<b>Signed: (Line Manager)</b>		<b>Date</b>	



University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



### Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



### Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



### Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

### Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of

opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

### **Freedom to Speak up**

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

### **Data Protection**

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

### **Confidentiality**

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

### **Infection Control**

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

### **Health and Safety at Work Act**

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

## **Smoke free Trust**

The smoke free policy applies to staff, patients, resident's visitors and contractors.

## **Research:**

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".

