

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Pharmacy Technician Mental Health and Learning Disability
Grade/Band:	4/5
Department:	Corporate
Responsible to:	Dispensary Manager
Accountable to:	Chief Pharmacist
Base:	The post will be based with the pharmacy team in Kingsley Green Pharmacy near Radlett, but may be expected to travel within Hertfordshire.

Hertfordshire Partnership University Foundation Trust



- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and

ultimately deliver the very highest standards of care to the service users and communities that we serve.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

The Pharmacy at Kingsley Green provides dispensary and clinical pharmacy services to mental health, learning disability and CAMHS services on the Kingsley Green site and to other units within the Trust.

The post holder(s) will undertake a range of dispensing and medicines supply functions in order to provide an efficient pharmaceutical service to wards and departments. These will be predominately concerned with dispensing, labelling, preparation, accuracy checking and issuing of pharmaceuticals, but will also involve some stock control and management as well as ward visits.

This is a band 4 or a band 5 position, depending on relevant experience and qualifications, and can be offered as a job share between two people who wish to work on a part-time basis. As a band 4 – training will be provided to help you progress to a band 5 level.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships:

The post holder(s) will be an integral member of the Pharmacy and Medicines Optimisation team. They will work with assistants, technicians, pharmacists and ward staff.

Duties and Responsibilities:

Clinical/Technical

- To undertake pharmacy reception duties including receiving prescriptions from ward staff and other clients – identifying, resolving or referring any

queries at the point of receipt and forwarding prescriptions to the correct location for dispensing.

- Dispense inpatient and leave/discharge prescriptions. Process prescriptions using the pharmacy IT Ascribe system – select, compile, package, label and record prescription items according to departmental procedure.
- Final check clinically screened prescriptions and orders prepared by other pharmacy staff, before release to the patient, ward or unit.
- Carry out comprehensive medicines reconciliations on the wards by communicating effectively with patients, carers, ward staff, doctors, other Trusts and community services, including but not limited to GP surgeries, community pharmacies and community drugs teams to obtain up to date and accurate information regarding patients' medication history.
- Accurately assess the safety and suitability of patient's own drugs (PODs) to ensure correct use in hospital in accordance with the relevant procedures.
- Conduct a thorough technical medication review of patient's medication chart, order and supply medicines at ward level using the correct documentation. Investigate any missed, delayed, or omitted medicines in accordance with relevant procedures.
- Check for prescribing and other errors within the limits compatible with the pharmacy technician skills, and escalate concerns to the attention of the clinical pharmacist or prescriber in accordance with the relevant procedures.
- Maintain the controlled drugs register, making entries, checking and reconciling stock as appropriate.
- Assess suitability of pharmaceutical products for return to stock. Return items using the pharmacy IT system, or dispose of according to departmental procedure.
- Create, check and release requisitions and orders for pharmaceutical products, medical gases and sundry products as required.
- To carry out the purchasing role when needed.
- Assist with order checking, unpacking and storage of stock, ensuring appropriate stock rotation.
- Process ward stock orders using the pharmacy IT system; pick and package orders for delivery.
- Visit wards to carry out stock top-ups.
- Take an active role in the pharmacy team and provide support to less experienced staff.
- Seek advice from senior pharmacy colleagues as appropriate in order to provide advice to clinicians.
- Take part in weekend, bank holiday and late working rotas, as required
- To participate with the annual stock take
- Ensure compliance with relevant legislation relating to the use of medicines, including the Medicines Act, Misuse of Drugs Act, etc.

Planning and Organisation

- To be an integral member of the dispensary team and to assist the senior technicians to manage the staffing resources in order to ensure an efficient and comprehensive service is provided all times.
- To deputise for other pharmacy staff as necessary
- To plan and organise dispensary activities, re-allocating tasks as necessary

Leadership and Staff Management Responsibility – Band 5 only

- As a band 5 senior pharmacy technician you would be expected to line-manage a band 3 Assistant Technical Officer (ATO) including conducting annual PDRs (appraisals) and regular supervision sessions.
- To follow all Trust policies relating to management including but not limited to sickness absence, grievances, capability.
- To take an active role in helping to lead the dispensary team, providing support to junior and less experienced members of staff.

Managers have a duty to promote and support staff personal health and wellbeing at all times, this includes both physical and mental health and wellbeing.

Managers have a responsibility to support staff by directing employees to services that are available to everyone to help in managing health and wellbeing.

They should be open and approachable as well as proactive in discussing and agreeing a process to monitor an employee's mental and physical health.

Service Development and Improvement

- To participate in the pharmacy objectives as set out by the Chief Pharmacist in the Pharmacy Strategy, and approved by the Trust, as well as The National Patient Safety Agency, the Commission for Healthcare Audit and Inspection, the Department of Health, and other professional bodies to meet clinical governance targets, develop patient care and improve clinical outcomes.
- Participate in audits of pharmaceutical services in order to review existing systems and enable improvements and development for the department.
- Participate in the completion of pharmacy medication error reflection forms when incidents or errors are detected on the wards.
- Ensure medicines related policies, procedures and SOPs are adhered to in own working areas
- Identify changes which are required to SOPs, policies and procedures in order to ensure the provision of high quality services
- Write/develop standard operating procedures (SOPs) as and when required
- Contribute to the development of Trust-wide medicines related policies and procedures as necessary.

Communications

- Respond effectively to the routine and straightforward medicines information needs of service users, carers, prescribers, nurses and other members of the healthcare team, whilst recognising own limitations.
- Ensure information is provided in a timely manner, to the appropriate individual, in accordance with the degree of urgency of the request or issue identified
- Be able to present information in a suitable format (e.g. written or verbal) and style it to suit the target audience. Overcome barriers to effective communication such as mental impairment, learning disability, non-consent/non-compliance, and patients detained under the Mental Health Act who may be aggressive or violent.

Analytical Skills

- Analyse drug charts to identify those items which need to be provided and any potential interactions or contra-indications
- Make judgements about fulfilling urgent orders and prioritisation of workload
- Assess appropriateness of medicines, dosages, production and dispensing requirements and need for medicines information.
- Identify where items are being prescribed outside of the Trust's Formulary and Prescribing Guidelines and take appropriate action.

Training and Education

- Provide education and training to pharmacy support workers and vacation students, including undertaking work place assessments as required.
- Be responsible for own continuing professional development in line with professional requirements in order to continue to update clinical knowledge and skills.

Management of Resources

- Ensure the security of medicines within the dispensary and in transit to other sites.
- Ensure the security of controlled stationary within the dispensary and in transit to other sites.

Information Resources and Technology

- Use the computerised pharmacy information system to record medicines-related clinical information including prescribed items and allergies.
- Use the pharmacy information system to generate financial and management information on prescribing expenditure for own clinical areas
- Prepare reports, financial analysis and presentations using appropriate software, as necessary.

Physical Working Conditions and Environment

The post holder will be based in the Pharmacy at Kingsley Green but will be expected to travel within Hertfordshire.

The job will require frequent use of VDU equipment every day and concentration in a sometimes noisy open plan office environment.

During the course of their duties the post-holder may be:

- Frequently exposed to distressed patients due to their illness, i.e. deliberate self-harm, overdose, abuse and the undesirable adverse effects of specific complex drug treatments, e.g. sexual side effects, weight gain and lack of insight for the need for treatment
- Occasionally exposed to unpleasant smells and body fluids on the wards
- Occasionally exposed to verbal aggression from patients on wards and from potential risk of physical aggression from patients
- Due to the nature of the units, the post holder must be adaptable and able to cope with changing requirements of patients and healthcare professional who

may need advice/information at short notice, resulting in disruption to planned work

Information Resources

The post holder will be responsible for maintaining records of medicines reconciliations, dispensary orders, medication error incidents, clinical pharmacist interventions and medication information enquiries.

The post holder will have a good knowledge of sources of medicines information in order to answer enquiries and provide advice on clinical cases.

Any Other Duties

The post holder will attend meetings and participate in audits according to the needs of the service. The post holder will be required to undertake any other duties which may from time to time be allocated by the Dispensary Manager and which may reasonably be expected to be performed by the post holder.

The post holder must have a valid driving licence and be a car owner and user.

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and

experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



PERSON SPECIFICATION

Job Title: Pharmacy Technician Mental Health and Learning Disability

Department: Pharmacy Kingsley Green

Date last reviewed: February 2022

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/EDUCATION/TRAINING BTEC/NVQ Level 3 in Pharmaceutical Sciences or equivalent NVQ A1 Workplace Assessor Award Accredited Checking Technician status GPhC registered technician Accreditation in Medicines Management	A / I A / I	 A / I A / I A / I
PREVIOUS EXPERIENCE Relevant post-registration pharmacy experience including Mental Health involvement Experience of working as a member of a multidisciplinary team Knowledge of psychotropic drug therapy Experience of working within Standard Operating Procedures Experience of training and managing staff	 A / I	A / I A / I A / I A / I
SKILLS/KNOWLEDGE/ABILITY Good time management, organisation and prioritisation skills	A / I A / I	

Ability to use initiative to solve problems	A / I	
Good interpersonal skills	A / I	
Ability to work alone and motivate self	A / I	
Good communication skills (written and verbal)	A / I	
Basic word processing and spreadsheet skills		
Good presentation skills		A / I
Ability to appraise performance and identify training needs		A / I
PERSONAL QUALITIES		
	A / I	
Car driver with access to a car to travel in and around Hertfordshire		
	A / I	
Demonstrates ability to meet set targets	A / I	
Ability to understand and empathise with people suffering from mental illness	A / I	
Keen to develop their role and the skills and role of technicians in mental health services		
	A / I	
Methodical in approach, with attention to detail		
ADDITIONAL INFORMATION		
Values/Motivational/Personal Qualities/Diversity		
• Welcoming	A / I	
• Kind	A / I	
• Positive	A / I	
• Respectful	A / I	
• Professional	A / I	

A - Application Form

I – Interview





Template: Jan 2020