



Job Description

Job Title	Medicines Management Pharmacy Technician
Band	AfC Band 5
Department/Directorate	Clinical Directorate
Location	Logistics Support Unit, Deptford. Waterloo HQ.
Reporting to	Pharmacy Technician Specialist

Job Purpose

- To provide specialist technical pharmacy expertise to LAS in order to improve the quality of patient care and compliance in accordance with UK Law and associated medicines legislation.
- To manage the procurement, distribution and supply of pharmaceutical products based on clinical need and cost effective delivery.
- To support the implementation and maintenance of medicines governance systems and processes across the LAS.
- The job holder will work closely with the Pharmacy Technician Specialist, Medication Safety Officer and the Chief Pharmacist. Travel is required to other LAS Trust sites as necessary for meetings.
- To lead on the end-to-end management of the storage and supply of medicines Trust-wide. To be responsible for receipt of deliveries from suppliers and the onward supply chain to Trust locations.

Pharmacy Technician Specialist



Medicines Management Pharmacy Technician



Assistant Technical Officer (s)

- To develop systems, policies and procedures related to medicines.
- Produce reports for internal and external stakeholders based on reporting requirements.
- Trains and assesses technical support staff; supports management of staff involved with medicines within Logistics Support Unit.
- The post holder will be expected to take part in team meetings to ensure that team meets its key performance indicators

Key Result Areas & Performance Indicators

- Effectively supervise the Medicines Distribution & Logistics Medicines Store and ensuring that demand of medicines is met across the Trust and that medicines are kept in a secure manner.
- To use specialist knowledge, to further develop the role and understanding of medicines management within LAS.
- To support the development and delivery medicine management training, if required and agreed for a range of individuals including clinicians and non-clinicians.
- Support the delivery of the corporate governance and assurance requirements and any internal/external assurance processes.
- To supervise and undertake risk management and clinical governance activities within own area of responsibility and contribute towards the delivery of the appropriate quality standards and targets outlined in the Trust's Risk Management Strategy.

Key Relationships & Stakeholders

- Clinical Directorate
- Chief Pharmacist
- CDAO
- Logistics Support Unit
- Medicines Supplier
- Department of Health: Medicines Supply Team
- Medication Safety Officer
- QGAMs
- Operations Directorate
- Health Education England
- Counter Fraud

Key Responsibilities

Strategy

- Manage the Drug packing area of the Logistics Support Unit to ensure that packing of medicines is in line with best practice standards, this may include;

Respectful | Professional | Innovative | Collaborative

Building a world-class service for a world class city

- Implementing policies
- Proposing changes to working practices & procedures with consideration for impact on other areas
- Developing and implementing SOPs within own area
- Suggesting changes to policies that impact beyond own area
- Developing & delivering training to staff
- To support and oversee special projects as and when required, promoting the image of LAS by working in accordance with our vision and values.
- Support the development of medicines management services

Operational Delivery

- Manages the day to day running of drug packing within Logistics Support Unit
- When required undertakes research and development activities; prepares clinical trial drugs
- Ensures that the purchasing of medicines remains within the parameters of the drugs budget.
- Authorised signatory for medicines related purchase orders.
- Assembles and checks LAS drug packs using a process that it in accordance with UK medicines legislation.
- Checks and audits controlled drugs at the LSU.
- Records personally generated information/ data entry, text processing, storage of data
- Analyse medicines data to inform purchasing decision based on cost effectiveness of intervention.
- To manage an accurate record of outstanding stock orders for LAS sites and ensure the appropriate communication and action is taken to obtain the supply or an approved alternative is supplied.
- Manages the inventory computer system at the LSU, checks orders and stock to ensure that data is accurate.

Quality Care & Governance

- Supports and manages medicines management inspections of Logistics Support Unit and other LAS sites when required in accordance with defined plans, paying particular attention of the management of controlled drugs.
- Undertakes accuracy checks of drugs packs to ensure highest level of quality and feeds back any errors.
- Is a member of the Logistics Support Unit Medicines Governance Committee
- Responsible for creating & maintaining up to date relevant SOPs for medicines preparation undertaken by the Logistics Support Unit.
- Perform investigations relating to discrepancies with medicines and medication incidents some of which will be complex and sensitive in nature of content.

Stakeholder Relationships

- Effectively liaise with a variety of stakeholders e.g. CDAO, Police CDLO's, Counter Fraud and CARU.
- Provide or receive complex, sensitive information, requiring tact or persuasive skills, barriers to understanding
- Communicates information to stakeholders regarding medicines.
- Provides advice to LAS healthcare professionals regarding current and new medicines, including formulation changes and drug shortages.

People Management

- Day to day management of the pharmacy technicians; teach/deliver specialist training. To develop and deliver medicine management training, if required and agreed for a range of individuals including clinicians and non-clinicians.
- Provides day to day supervision and management for drug packing staff including recruitment and selection, performance issues – some of which may involve sensitive and difficult conversations
- Leads and organises delivery of specialist training to ensure the effective provision of medicines across the Trust.
- To respond to unpredictable working patterns including staff sickness / accidents, drug recalls, major incidents, errors and complaints.

Resource Management

- In collaboration with the Pharmacy Technician Specialist support the Logistics Support Unit to ensure cost effective and appropriate
 - Purchase of supplies to support medicines preparation/use e.g. equipment and resources
 - Purchases supplies of medicines
- Provide regular update to the Chief Pharmacist & Logistics Managers regarding Medicines usage via monthly reports.
- Ensures the LAS receives the right medicines for operational use.
- Act as a liaison with wholesale suppliers for medicines and relevant bodies to manage stock shortages.
- To liaise with procurement and ensure any outstanding invoices are paid in timely manner.
- Attend training as deemed necessary to maintain professional qualification and create and maintain a personal development files.
- Organises staff rotas and allocates resources appropriately.
- Ensures that medicines management computer systems are used daily for audit, stock management and governance at the LSU.

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments and seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
Registered with the GPhC as a Pharmacy Technician	√	A
NVQ3, BTEC in pharmaceutical science or equivalent	√	A
Successful completion of short courses relevant to practice.	√	A
Accredited Checking Pharmacy Technician qualification.	√	A
Experience		
Significant experience post registration of hospital pharmacy with applied practice and assessed competencies.	√	A/I/T
Experience developing and writing Standard Operating Procedures	√	A/I
Experience supporting staff with training	√	A/I
Experience managing staff	√	A/I
Experience of undertaking research activities and dispensing clinical trial medicines	√	A
Experience of stock management	√	A/I/T
Experience of report writing	√	A/I/T
Previous experience of delivering induction and competency based training	Desirable	A/I
Experience in financial management	Desirable	A/I
Previous work with or within an NHS Trust	√	A
Knowledge and Skills		
Robust knowledge of the GPhC Standards of conduct, ethics and performance	√	A/I/T
Demonstrates knowledge and understanding of national guidelines and can relate to performance related issues in practice.	√	A/I/T
Knowledge of medicines management governance requirements within NHS Ambulance Services.	√	A/I/T
Ability to apply technical pharmacy knowledge and critically compare a range of options	√	A/I/T
Understanding of COSHH regulations and Health and Safety at Work Act.	√	
Good prioritisation/organisation skills	√	A/I/T
Ability to influence others	√	
Highly developed accuracy skills	√	A/I/T
Good IT skills including data entry	√	A/I/T
Good Analytical skills	√	A/I/T
Good Communication skills	√	A/I/T
Good Presentation skills	√	A/I/T
Knowledge of wholesale dealer activities	Desirable	A/I/T
Personal Abilities		
Able to work autonomously and take responsibility for decisions.	√	A/I/T
Able to travel to different sites across LAS	√	A/I/T
Able to undertake further training/development as necessary.	√	A/I/T

A commitment to and evidence of Continuous Professional Development and revalidation	√	A/I/T
A commitment to quality & personal excellence in all areas of work.	√	A/I/T
Patient experience and clinical care quality focused.	√	A/I/T
Ability to concentrate with occasionally unpredictable workload. For example, able to concentrate for calculating quantities for supply with interruptions to provide advice to other staff.	√	A/I/T
Sitting or standing in restricted position for several short periods	√	A/I

Key:

(A = application, T = test, I = interview)

Created **June 2020**