

## Job Description

<b>Job Title:</b>	<b>Pharmacy Technician- Digital Medicines &amp; EPMA</b>
<b>Job Band:</b>	<b>Band 5</b>
<b>Department:</b>	<b>Pharmacy</b>
<b>Responsible to:</b>	<b>Principal Pharmacist- Digital Medicines &amp; EPMA</b>

### Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing safe, caring, and effective services because people matter.



### Job Summary

The purpose of this job is to undertake a range of duties of a technical nature following Standard Operating Procedures to deliver quality pharmacy support services. The post will be predominantly supporting the pharmacy digital team in management of pharmacy digital systems. This will also involve projects that optimise EPMA and digital medicines solutions by integrating the systems we use. Occasional cover may be required in other areas.

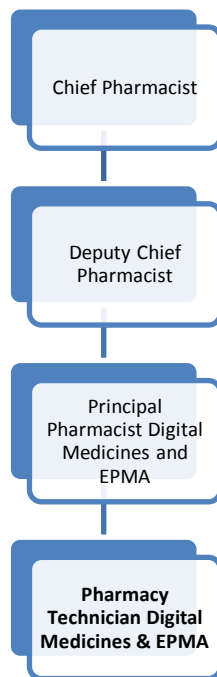


The post holder will support the Principal Pharmacist for Digital Medicines and EPMA in delivering the digital strategy related to medicines optimisation.

The post holder will manage the IT elements of the following (but not limited to) pharmacy systems:

- Chemocare- Chemotherapy electronic prescribing, preparation and administration.
- WellSky- Stock Control and Distribution
- Pharmacy Tracking System
- Sunrise- EPMA Optimisation of workflows
- Pharmacy Automated Central Stockholding (pharmacy robot) and other drug automated systems.
- Ward Based Automated Electronic Medicines Cabinets

## Structure Chart



## Principal Duties & Responsibilities

### KEY RESPONSIBILITIES



## Service Delivery Responsibilities

To work under the direction of the Principal Pharmacist- Digital Medicines and EPMA and Senior Technicians in implementing the pharmacy digital strategy and including the following duties:

- Provide continuity and specialist knowledge in support of EPMA and IT Systems. Including supervision and direction of appropriate staff working in these areas as required.
- Engaging with IT and end users to help provide workflows and solutions.
- Be responsible for the implementation and maintenance of relevant drug interoperability standards such as DM+D, and assist in the ad-hoc drug mapping, local training, and running of reports to achieve this.
- To attend Pharmacy Digital Team meetings, liaising with key members across the Trust regarding system initiatives which will affect Pharmacy or the Trust as whole, e.g. ward automation/ EPMA optimization.
- Assist in development and implementation of contingency plans to ensure patient safety and service delivery are maintained during planned downtime or in the event of failure.
- Support the management of all upgrades of systems in conjunction with other pharmacy staff. To ensure all software functions correctly, and to advise the Principal Pharmacist- Digital Medicines and EPMA of any potential impacts.
- To attend and actively participate in the EPMA User Delivery Group.
- Technicians may be asked to provide support on any of the Trust sites.
- Contribute to the maintenance of IT pharmacy systems, assisting with troubleshooting and solving in-house IT issues.
- Contribute to the development of a comprehensive set of standard operating procedures for IT pharmacy systems.
- Configuration of cEPMA drug files alongside the Senior Technician for cEPMA.
- Designing and developing the Chemocare workflows alongside Senior Pharmacy Technician and Lead Pharmacist for Chemocare.

## Preparative Services Area

To work under the direction of the Principal Pharmacist (Preparative Services) and Senior Technician following the preparative services procedures and including the following duties:

- Preparation, monitoring and checking of non-sterile and sterile preparations following approved protocols.
- Pre and In Process Checking.
- Maintenance of personal aseptic validation.
- Undergoing personal training and re-assessment as directed in the aseptic dispensing procedures.
- Completion and filing of all relevant documentation.
- Stock control
- Use of computer systems to provide audit and financial information.
- Assistance with the training of new staff and students.



- Take on the responsibility for the role of team leader within Aseptic Services when necessary.
- Provides accuracy check as an Accredited Pre and In Process Checking Technician.

### Dispensary Area

To work under the direction of the Dispensary Manager and provide the rotational role daily “team leader” in the dispensary when the Senior Technician is unavailable. To be aware of all written Standard Operating Procedures to ensure accurate supplies of medicines are made and including the following duties:

- Dispensing for both in-patients and outpatients.
- Dispensing of discharge prescriptions.
- Replenishment of dispensary stocks.
- Counseling outpatients on their medication and being aware of when to refer to a Pharmacist for further advice.
- Dispensing of Controlled Drugs under supervision of the Pharmacist when authorised to do so.
- Dispensing of stocks for wards, departments, other hospitals and local authority clinics.
- Provides dispensing accuracy checks as an Accredited Checking Technician.
- To ensure the collection of prescription charges & money from sale of products follows Trust Standing Financial instructions.
- To issue controlled stationery including prescriptions & requisition books.

### Ward Services Area

To work under the guidance of the Senior Technician following all written procedures and including the following duties:

- The observation of stock control procedure
- Ward Medicines Management services including dispensing for discharge, patient counseling & medication assessment also stock control systems where in operation.
- Distribution of stocks to wards, departments, other hospitals and local primary care clinics.
- Authorising ward orders and being aware when to involve the ward pharmacist.
- To assist with the distribution of pharmaceuticals to primary care for example, Family Planning and Chiropody clinics.
- To maintain all necessary records.

### Stores Area

Band 5 technicians will work under the guidance of the Senior Technician within the goods inwards area. This will include:

- Responsibility for the routine operation of the stores department in the absence of the Senior Technician.
- Reporting of any stock discrepancies and ordering problems to the Pharmacy Procurement Lead and Senior Technician on their return.
- Supervision of the work of the stores ATO's when working within that area
- Ensuring all documentation is completed correctly.
- Use of the ordering systems in place.
- To ensure that all stocks of medicines are stored under the appropriate conditions



and that stocks are rotated and date expired stock disposed of.

**Administrative/Clerical responsibilities:**

- Use of the pharmacy computer system to ensure accurate costings are made and full audit trails are available.
- To ensure records are maintained following local Standard Operating Procedures.
- To support the introduction of new starters, work experience staff and staff under training and to demonstrate and advise on work based activities as appropriate.
- To maintain staff and patient confidentiality at all times.
- To ensure all documentation filing is kept up to date and archived as necessary, following the legal requirements for the retention of pharmaceutical records.

**Health and Safety:**

- To understand and follow the Department of Pharmacy Procedures for the Safe Storage and Disposal of Drugs, and other hazardous substances always stored in and issued by the pharmacy.
- To minimise hazards in the working area and report any identifiable hazards to your Line Manager. To adhere to all safe systems of work applicable to the work area.
- To observe good practice when lifting and handling heavy inward and outward deliveries.

**Risk Management:**

- To be aware of the importance of accuracy in performing technical activities within the department and ensure adequate concentration on such tasks.
- To refer medicines related problems to a pharmacist as appropriate under departmental procedures.
- To be aware of the Pharmacy Department's Spillage Procedure and be able to act quickly and appropriately in the event of a spillage.
- To highlight failings in/problems with the departments Standard Operating Procedures to team leaders within the pharmacy.

**Professional Responsibilities:**

- To ensure that the appropriate work procedures are adhered to.
- To ensure that all work is performed in accordance with accepted good pharmaceutical practice.
- To ensure compliance with all local and statutory requirements relating to pharmaceutical matters, and standards.
- Complies with the current GPhC Standards of Conduct, Ethics and Performance for Pharmacy Professionals.
- Complies with the mandatory Continuing Professional Development (CPD) requirements of the GPhC.

**Personal Development:**

- To work towards an agreed personal development plan based around their annual performance appraisal.
- To apply the principals of CPD to their own practice including reflective learning, Personal Development plans and annual performance reviews
- The post holder will be expected to keep professionally updated at all times and also





to be actively aware of Trust wide issues and trends.

- To have responsibility for ensuring a personal commitment to maintaining a high quality of service to patients by continual development or practice in the light of research evidence and by audit against clinically relevant standards.

### **Clinical Responsibilities:**

- Work within Trust Medicines Management procedures to support patient care.

### **Training Responsibilities:**

- Where appropriate to support the delivery of training for staff undertaking NVQ training.

There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

### **Organisational Values**

#### **The post holder will:**

**Care:** You will listen, be respectful and treat others with compassion and kindness.

**Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

**Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

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### **Location**

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

### **Code of Conduct**

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.



Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

### **Equality, Diversity, and Inclusion**

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

### **Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

### **Improvement Practice**

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

### **No Smoking**

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

### **Health and Safety**

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

<b>Prepared by:</b>	Paminder Pahal – Principal Pharmacist Digital Medicines and EPMA
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