

Job Description

Job Title:	Advanced Specialist Pharmacy Technician – Medication Safety
Job Band:	Band 6
Department:	Pharmacy Department
Responsible to:	Principal Pharmacist Medicines Governance and Medication Safety Officer

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 excellent health care, improved health for all.



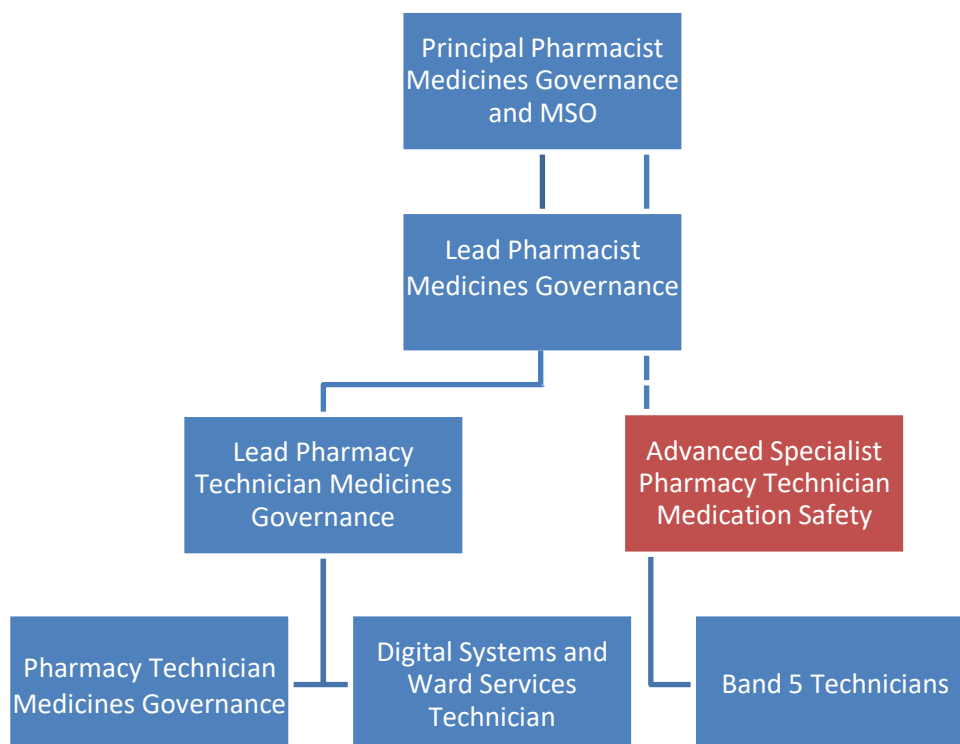
Job Summary

Joining our team of 50+ Technicians, we are looking for a pharmacy technician who has a keen interest in medication safety. The post holder will work with all levels of the multidisciplinary team, pharmacy staff and medicines management leads to guide continual quality improvement in medication safety processes.

We welcome applications from individuals with excellent communications skills, a strong attention to detail and the enthusiasm to lead on innovative ways of working.

This post can offer a flexible working pattern. Hours of work will be 30 hours a week, split up into 4 days or spread over 5 days, between the hours of 8.00am and 7.30pm weekdays. In addition the candidate must be able to participate in the rota for the weekend and Bank Holiday service provision. Applicants are encouraged to contact us to discuss working patterns prior to interview.

Structure Chart



Principal Duties & Responsibilities

The post holder will:

- Primarily support the Medication Safety Officer (MSO), with specialist technical functions of this role. This will include the active management of reported safety learning events (previously called patient safety incidents), working with all levels of the multidisciplinary team, pharmacy staff and medicines management leads to ensure that the investigation, trend analysis and thematic review of safety learning events is carried out promptly.



- Support the Medication Safety Officer with facilitating actions from national patient safety alerts relating to medicines e.g., NHS England Safety Alerts, Healthcare Safety Investigation Branch reports.
- Work with the Pharmacy Medicines Governance and Safety Team to promote and support a culture of safe medicines practice across the organisation in a multidisciplinary setting, working with the systems and processes for monitoring and improving services, including service user involvement, risk management, audit and clinical effectiveness programs.
- Work alongside the Lead Pharmacy Technician for Medicines Governance and Safety, Lead Technicians for the Divisions, and Senior Technician Ward services in order to provide safe, lean and consistent medicines management in the trust.
- Be involved in projects or initiatives that seek out new opportunities for delivering medicines management and promote medication safety across the trust.
- Provide technical support to the Deputy Chief Pharmacist Medicines Optimisation, for the maintenance and development of a safe and efficient Medicines Information Service.

KEY RESPONSIBILITIES

Service Delivery Responsibilities:

- Maintain oversight of Datix investigations assigned to Pharmacy staff, ensuring they are closed within the required timeframe and where there are challenges escalate for additional support.
- Carry out Trust level audits and support the Medicines Safety Officer with coordinating Medicines Safety related audits (e.g. patient safety alerts), providing assurance to the Trust through regular reports and presentations.
- Promote Medicines Management within the pharmacy department and across the organisation.
- To forge good working relationships with all healthcare professionals across the trust, establishing a common language for all in order to facilitate collaborative working.
- To support the implementation of new medicine management strategies.
- Support the Lead Pharmacist for Medicines Governance with facilitating medicines governance projects within the department and within the Trust.
- Work with the Lead Pharmacy Technician Medicines Governance and Safety, Senior Pharmacy Technician for Ward services and Lead Pharmacy Technicians for the Divisions to deliver Safe and Secure Handling of Medicines audits.
- Work with Ward managers and Matrons to find practical solutions that will enable healthcare professionals to create an environment that ensures that medicines are stored safely and securely.
- Represent the Pharmacy department as when required.
- To be a member of the Pharmacy Information and Performance (PIP) Group and the Governance, Risks and Interventions in Pharmacy (GRIP) Group and act as secretary when required.
- To support principal and lead pharmacy technicians with the provision of daily rotas for pharmacy technical support staff, manage sickness and holiday leave and provide or arrange cover for absent staff as demanded by service requirements.



- To support the Principal Pharmacy Technician for Operations and Training to co-ordinate the work and plan future developments that involve pharmacy technical support staff.
- To ensure that there are quality monitoring systems are in place, that these are being used correctly and reported through the agreed channels. That appropriate actions are developed and implemented.
- To work with the other members of the Pharmacy Strategic Leadership Team to develop services in line with Trust and National NHS directives.
- To be aware of medicines management strategies at a national level. To understand how the NHS England, NICE and the healthcare quality improvement partnership influence medicines management and the local impact.
- To efficiently retrieve and analyse information from a variety of resources to provide practical advice to support the pharmaceutical care of individual patients.
- To achieve and maintain accreditation as part of the UKMi Accredited Medicines Information Technicians Training Scheme (AMITTS).
- To be a UKMi Accredited Medicines Information Technician, or have the ability to work towards this, which will require the post holder to attend the UKMi national training course.
- To support the development and functioning of the Medicines Information Service for The Dudley Group NHS Foundation Trust.
- Once trained, to independently answer enquiries and support training of other pharmacy staff e.g., foundation pharmacists and trainee pharmacy technicians, and contribute to the provision of proactive information e.g., Medusa Intravenous Drug Monographs.
- To gain expert knowledge in literature retrieval and handling including the use of enquiry management software e.g., MI Databank.

Technical:

- Assist in the development and maintenance of Pharmacy procedures by writing or providing support for other technicians to write specific Standard Operating Procedures relevant to their area of responsibility.
- Create and update Standard Operating Procedures, policies and guidelines.
- Participate in the provision of a comprehensive pharmaceutical service across the Dudley Group NHS Foundation Trust and to the organisations the trust has a contract to supply medicines. To include:
 - Dispensing for both in-patients and outpatients.
 - Dispensing of discharge prescriptions.
 - Counselling 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.
 - To ensure the collection of prescription charges & money from sale of products follows Trust Standing Financial instructions.
 - Providing dispensing accuracy checks as an Accredited Checking Technician



Clinical Responsibilities:

- In conjunction with the Principal Pharmacist Clinical Services, support staff performing Medicines Management roles and to also participate in the provision of these services.
- Work within Trust Medicines Management procedures to support patient care including patient counselling, dispensing for discharge and assessment of Patient Own Drugs.
- Liaise with the Deputy Chief Pharmacist (Operational Services) and where appropriate ward managers to provide pharmaceutical supply services.

Budget Management Responsibilities:

- To liaise with the Head of Pharmacy Services and relevant Principal Pharmacists on the allocation of the staffing budget for support staff to ensure the skill mix of these grades is sufficient to meet the changing needs of the pharmacy service.
- Implement initiatives resulting in cost-effective use of resources, resulting in improved patient care, and more efficient service.
- Assists in the production of activity and drug usage reports.
- Identify to senior pharmacy staff cost reduction and/or efficiency initiatives in medicines usage without adversely affecting the quality of the service provided.

Training Responsibilities:

- Facilitate and, where applicable, deliver training to meet the needs of the support staff.
- Delivering teaching sessions for staff undertaking NVQ training.
- Review available training for pharmacy support staff and advise the Head of Pharmacy Services of appropriate programmes.
- Provide training and education for the Pharmacy department and wider Trust in relation to Governance and Safety, using different platforms e.g., newsletters, bulletins, posters and quizzes.
- Provide mandatory training to clinical staff concerning local and national patient safety issues
- Work with the Pharmacy Education and Training team to undertake regular reviews of training packs, ensuring competencies are appropriate and in line with the service demand, current legislation and national guidance.

People Management Responsibilities:

- Leading and line managing the technical workforce within the Pharmacy Department, working with the Lead Technician Medicines Governance and Safety to coordinate and monitor the work plans of technical staff within the Governance and Safety Team.
- With the Pharmacy Strategic Leadership Team, assist the Head of Pharmacy Services to ensure that HR objectives and workforce development plans that are developed form an integral part of the departmental annual business plan and objectives, including meeting targets for sickness absence, turnover, reduction in overtime and / or agency staff usage at, or lower than, the Trust targets.
- Ensure that Performance Planning and Development Reviews (PPDR) are completed for all pharmacy support staff in accordance with Trust policy and Trust targets and that Personal Development Plans are developed for each member of the support staff as part of the PPDR and



that appropriate training is facilitated.

- Ensure that the capability, conduct and performance of every member of support staff is constantly assessed and appropriate action taken to address shortfalls and to ensure that sickness absence is managed and appropriate action taken to address both short and long term absence.
- Ensure that processes exist for effectively communicating with all staff, irrespective of working pattern, that staff involvement in decision making is positively encouraged and that all levels staff are fully engaged in changes affecting them.
- Ensure that the findings of the staff survey are openly discussed and action plans developed and implemented.
- Provide first line HR support for pharmacy technical staff including Recruitment & Selection, Disciplinary issues and staff support.
- Ensure that all Trust policies are complied with, brought to the attention of all staff and are readily and easily accessible.

Research, Audit and Quality Improvement

- To support the audit of pharmaceutical supply services provided to the wards and departments, report the findings to the Head of Pharmacy Services and develop ways of addressing any problems with ward staff.
- Undertakes medicines quality management audits, prepare reports and action plans.
- Raise non-conformance to medicines related standards and supports development and tracking of mitigation plans.
- Supervises the storage and dispensing of clinical trials materials in all areas of the pharmacy department also supports replenishment of trial drug stocks.

Administrative / Clerical Responsibilities

- Liaise with the Department Clerical Officers to keep records relating to Technical & ATO staff as required by HR for sickness & absence monitoring.
- Support the day-to-day routine use & problem solving for the pharmacy robotic dispensing system including supplier liaison.
- Order and receipt goods in accordance with the Trust's financial framework.
- Undertake any other duties, required by Head of Pharmacy Services appropriate to the grade and relevant to the post.
- Always maintain confidentiality of staff and patients.
- Maintain department information resources on pharmaceutical products governed by the COSHH regulations and ensure ward information is kept updated.
- Provide professional secretarial services for groups including Medicines Management Group (MMG) and Safe Medicines Practice Group (SMP), whilst also supporting agenda items, such as thematic reviews of learning from patient safety events.

Risk Management

- Minimize hazards in the working area and report any identifiable hazards to the Head of Pharmacy Services.
- Adhere to all safe systems of work applicable to the work area.



Personal Development

- To apply the principals of CPD to their own practice including reflective learning, Personal Development plans and annual performance reviews.

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.

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.

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.

Prepared by:	Suzanne Cooper
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