

JOB DESCRIPTION

JOB TITLE: **Lead Pharmacy Technician for Integrated Vaccination Service**

PAY BAND: Band 7

LOCATION: Kings Park Vaccination Centre or Linden Unit Weymouth

ACCOUNTABLE TO: Chief Pharmacist Dorset Healthcare

LINE MANAGER: Lead Pharmacist for Integrated Vaccination Service

KEY RELATIONSHIPS: Service users, Families, Carers
Trust Staff
Chief Pharmacist
Lead Pharmacist Integrated Vaccination Services
Senior Management Team Integrated Vaccination Service
Medication Safety Officer
System SRO
Pharmacy Operations Manager / Chief Pharmacy Technician
Senior Localities Pharmacy Technician

Primary and Secondary Care providers
Commissioning Managers
Local Authorities and other statutory and non-statutory bodies
General Practitioners
Practice Managers
Primary Health Care Teams
Voluntary and Third Sector organisations, other stakeholders in the private sector
School Age Immunisation Service
Practice Educator (Vaccinations)

HOURS OF WORK: This is a full time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service. This may include Bank Holidays and weekends

JOB SUMMARY

Responsible for ensuring the delivery of high quality person centred services with a focus on integrated care which always considers people's safety, privacy and dignity.

Day-to-day management of vaccines (including mutual aid) and leadership of the pharmacy team delivering integrated vaccination services

To work in close cooperation with the Lead Pharmacist for Integrated Vaccination service and deputise where appropriate

To act as a champion for clinical standards and for continuous improvement in the service user experience.

To ensure the delivery of up to date evidence based practice.

Contribute to the planning and design of services in line with Trust, locality and government objectives to meet the needs of local people in conjunction with the Senior Management Team

Responsible for application of medicines governance and ensuring aspects of medicines management and legislation is adhered in line with current National and Local Policy

Contributing to Quality and improvement projects . Planning and conducting of audits to ensure service adherence to National and Local Medicines policies.

Support Practice Educator (Vaccinations) with Training with aspects of training related to medicines and pharmacy

SECTION A: MAIN DUTIES AND RESPONSIBILITIES

1. CLINICAL RESPONSIBILITIES

- 1.1 To be continually responsible for the, the development, implementation and evaluation of legislation, government guidance, PGDs, national regional and local SOPs regarding the delivery of vaccines within the service and associated pharmacy operations care.
- 1.2 To ensure adequate and safe staffing cover is maintained for delivery of pharmacy services associated with Integrated vaccination service. To include the organisation and maintenance of pharmacy technician and pharmacist rotas, liaising with team leads, Trust Bank and the Pharmacy Operations Manager/Chief Technician
- 1.3 To act at all times as an advocate for service users, carers and relatives.
- 1.4 To be responsible for maintaining and upholding standards of service delivery within the service area; in close co-operation with the Lead Pharmacist for Integrated Vaccination Service evaluate work processes liaise and develop actions with relevant line managers/ team leaders, Clinical Supervisors and operational managers for the service
To maintain a professional portfolio and demonstrate that practice is up to date and evidence based.
- 1.5 To ensure the Equality and Diversity agenda is fully incorporated into the service area and that everyone is treated fairly in line with Trust policies.
- 1.6 To identify and advise appropriate cover in the post holder's absence.
- 1.7 Identify and implement changes to work processes and procedures in the service area ensuring the delivery of up to date evidence based practice.
- 1.8

2. MANAGERIAL RESPONSIBILITIES

- 2.1 To inspire and demonstrate leadership qualities through clear visible management, working with others, demonstration of personal qualities, continuous service improvement, and setting direction
- 2.2 Manage change through strategic thinking, use of negotiating skills, self-awareness and effective communication
- 2.3 To have responsibility for Health and Safety in the service area; to ensure Health and Safety requirements are met and embedded into the planning and decision making processes and culture of services; to ensure that Health and Safety Legislation is complied with at all times including COSHH, Workplace Risk Assessment and Control of Infection
- 2.4 To ensure that the service area has in place a business continuity plan that is reviewed at least annually.
- 2.5 To participate in planning of the local major incident plan.
- 2.6 Ensure that programme targets are delivered and escalating where any potential breaches may occur.
- 2.7 To take part in the investigation of untoward incidents and complaints.
- 2.8 To ensure that all adverse incidents, complaints and PALS enquiries received are investigated in line with Trust policy; to respond to complaints appropriately and within agreed timescales, action plans formulated and actioned, feedback given to staff and ensuring outcomes are reported.
- 2.9

- To monitor performance against Care Quality Commission standards and where appropriate initiate action to ensure these standards are achieved and maintained
- 2.10

To be responsible for the development and implementation of quality audit/reports, ensuring learning is shared and actions taken.
- 2.11

To ensure the safeguarding of children and adults (as appropriate) ensuring that multidisciplinary staff work together to safeguard and promote the welfare of children and adults, ensuring adherence to local safeguarding policies and procedures.
- 2.12

To communicate a wide range of information and knowledge using a variety of techniques ensuring that the needs, motivations and ways in which people prefer to communicate are taken into account.
- 2.13

To establish excellent communication with internal colleagues and the wider community and promote partnership working.
- 2.14

To receive, provide and present complex, confidential and sensitive information to and from a range of stakeholders.
- 2.15

To develop and maintain a well-established network of contacts with colleagues at all levels within the organisation and with external organisations.

3. **RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE**

- 3.1

To participate in the recruitment and retention of staff, including Bank staff, with the required competences to meet local service requirements, including workforce development and identifying training needs, ensuring the professional registration and continuing education needs are recorded, planned and met.
- 3.2

To performance manage staff that the post holder line manages effectively and in line with Trust policies to undertake roles which meet patient needs in the most flexible and productive way possible.
- 3.3

To ensure all staff whom the post holder line manages have annual appraisals and personal development plans
- 3.4

To hold regular one-to-ones with direct reports.
- 3.5

To monitor local compliance to professional, mandatory and statutory training.
- 3.6

To ensure that all clinical staff have access to clinical supervision.
- 3.7

To manage the staffing levels to maintain the service during annual leave, sickness, training and major incidents.
- 3.8

To take responsibility for students and other learners within the service area.
- 3.9

Provide mentorship and shadowing opportunities for other professional colleagues undertaking post registration courses or specialist placements, ensuring this learning experience is effectively managed, supporting the individual through complex and emotive clinical situations.
- 3.10

Recognise and utilise the individual's skills and knowledge, coaching others in their development and acting as a mentor across all professional boundaries.
- 3.11

Formally educate, supervise, mentor, train and advise to enhance the principle of aseptic technique in the preparation of vaccines for new staff/team members within the Trust. Maintain records of competency assessments
- 3.12

Support an environment in which best practice is fostered, evaluated and disseminated.

4. **RESPONSIBILITY FOR FINANCE / RESOURCES**

- 4.1

To be a delegated signatory in excess of £1,000 per month for expenses in accordance with Trust policy.
- 4.2

- 4.3 To ensure all team members have budgetary awareness and are aware of limited resources and cost improvements.
- 4.4 To be responsible for ensuring existing equipment within the service area is maintained and fit for purpose. To include refrigerator temperature monitoring, refrigerator validation, with all associated records maintained up to auditable standards. Ensure contingency plans are in place for equipment failure.
- 4.5 To be responsible for the ordering of vaccine stock, liaising with operations managers and leads as appropriate to adequately plan and resource for planned activity
- 4.6 To be responsible for auditable stock control and for the submissions of stock control reports e.g. RVOC reports, Foundry, Pinnacle etc.
- Effectively manage the use of temporary and Bank staff and ensure correct and effective use of staff rotas.

5. **RESEARCH & DEVELOPMENT**

- 5.1 Initiate audit and evaluation in order to monitor the effectiveness of the service and to improve health outcomes.

6. **POLICY & SERVICE DEVELOPMENT**

- 6.1 The post holder will be responsible for implementing policies and proposing changes to practices, procedures for own area and those which impact beyond own area.
- 6.2 To effectively develop, plan, communicate and implement service changes ensuring engagement and involvement.
- 6.3 To actively support improvement and innovation in the delivery of services, supporting collaboration and delivery of integrated services working with other providers of vaccination services including Childhood Immunisation Services, CCG, GPs, PCNS Acute Hospitals, Community Pharmacy, and other key partners and Stakeholders.
- 6.4 To challenge current working practices and procedures in order to promote a culture of continuous improvement.
- 6.5 To ensure that good practice is rapidly shared within the service area and wider organisation where appropriate.
- 6.6 To ensure robust systems are in place for capturing service users views on the quality of services provided and for involving patients' relatives and their representatives in the planning and development of services.

7. **RESPONSIBILITY FOR INFORMATION / DATA**

- 7.1 Enter patient-related and personnel data into identified electronic record systems and produce reports.

8. **PROFESSIONAL RESPONSIBILITIES**

- 8.1 Ensure that personal and team performance meets job requirements, Professional Codes and standards, Trust and post competency standards at all times.
- 8.2 Ensures the required level of IT competence required for the role and for team members to process, record, evaluate, analyse and report data
- 8.3 Demonstrate commitment to the role and to service improvement through developing relationships with Commissioners, innovative thinking and small scale project management
- 8.4 Challenge poor practice and take appropriate action making full use of current support systems
- 8.5 Provide a positive, compassionate role model to junior staff and colleagues to ensure the delivery of people centred care and the key components of compassionate care

8.6 Create effective team work across professional boundaries using team building skills, creating common goals, and through engagement

8.7 Respects and applies the requirements of equality and diversity, promoting and role modelling these across the team.

9. **QUALITY ASSURANCE**

9.1 To be responsible for quality control and improvement within the service area, working in close co-operation with the Lead Pharmacist for Integrated Vaccination Service ensuring quality assurance is a team responsibility

9.2 Ensure maintenance of the cold chain has been upheld from delivery, storage through to preparation for use

9.3 Ensure processes for deviation reports and their completion are in place for the management of deviations from established SOPs, protocols etc and that deviations are recorded correctly and followed up.

9.4 Ensure Corrective and Preventative Action Record is reviewed and updated routinely.

10. **ENVIRONMENTAL FACTORS**

10.1 The post holder will be expected to prepare and dispense pharmaceuticals e.g. vaccines. The preparation of vaccines requires skill in aseptic manipulation involving manual dexterity, where accuracy is important.

10.2 Post holder will handle dry ice when unpacking certain pharmaceuticals e.g. vaccines using appropriate PPE

10.3 The post holder will be required to transport equipment between Trust premises and other venues in their own vehicle.

10.4 Post holder will be required to engage light to medium manual handling when receiving deliveries of pharmaceutical goods. The post will involve a combination of sitting, standing and walking.

10.5 The post holder may be required to concentrate for sustained periods. Work pattern may be unpredictable

10.6 The post holder may occasionally be exposed to distressing or emotional circumstances such as distressed or anxious patients or difficult situations with staff

10.7 Freedom to act: Manages technical pharmacy service. Works autonomously within technical pharmacy codes and procedures. Guided by principles and broad occupational policies or

PERSON SPECIFICATION
LEAD PHARMACY TECHNICIAN FOR INTEGRATED VACCINATION SERVICE, BAND 7
PHARMACY DEPARTMENT

1. Knowledge, skills and training	Essential	Desirable	Assessment method
1.1 Pharmaceutical Technician qualification as recognized by the General Pharmaceutical Council, e.g., BTEC, NVQ Level 3 in Pharmaceutical Science.	Yes		certification
1.2 Registered with the General Pharmaceutical Council.	Yes		certification/electronic register
1.3 BTEC Diploma in Aseptic Services or equivalent experience		Yes	certification
1.4 Medicines Optimisation Accreditation		Yes	certification
1.5 Accredited checking technician with formal qualification.		Yes	certification
1.6 Post-graduate management qualification, or equivalent experience.		Yes	certification/application form/interview
1.7 Knowledge of legislation and guidance pertaining to the receipt, storage and manufacture of pharmaceuticals e.g. GMP.	Yes		application form/interview
1.8 Good oral and written communication skills. Able to communicate complex information and overcome barriers to understanding.	Yes		application form/interview
1.9 Able to prioritise own work and meet deadlines.	Yes		application form/interview/references
1.10 Able to lead a team, as well as being a team player.	Yes		application form/references
1.11 Knowledge of medicines governance.	Yes		application form/interview
1.12 Excellent organisation skills.	Yes		application form/references
1.13 Ability to recognise limitations of own remit and know when to refer problems outside of this.	Yes		application form/references

1.14 Freedom to Act: Works autonomously within pharmacy and vaccination service codes and procedures. Guided by principles and broad occupational policies or regulations.	Yes		
2. Job specific experience	Essential	Desirable	Assessment method
2.1 Significant demonstrable post qualification practice as a pharmacy technician.	Yes		application form/interview/references
2.2 Experience of working in Aseptic Services post qualification		Yes	application form/interview
2.3 Experience of writing standard operating procedures.	Yes		application form
2.4 Experience of initiating and implementing audits	Yes		
2.5 Experience in Quality Control and Assurance	Yes		
2.6 Experience of process mapping to aid review of processes	Yes		
3. Managerial/supervisory experience	Essential	Desirable	Assessment method
3.1 Proven experience of managing staff and workload.	Yes		application form/interview/references
3.2 Experience of project management.		Yes	application form/interview
3.3 Experience of recruiting staff.	Yes		application form/certification
3.4 Experience of managing change and service re-provision.	Yes		application form/interview
3.5 Experience of carrying out Personal Development Reviews.	Yes		application form/certification

4. Information Technology	Essential	Desirable	Assessment method
4.1 Basic information technology skills.	Yes		application form/certification, e.g. NHS ECDL or ELITE
4.2 Working knowledge of Microsoft Office.	Yes		application form/certification
4.3 Understanding of information governance, data protection and patient confidentiality in relation to information systems.	Yes		application form/interview/certification, e.g. HEALTH
4.4 An understanding of the fundamental functions of a pharmacy computer system.	Yes		application form/interview
5. Personal qualities/attributes	Essential	Desirable	Assessment method
5.1 Self motivated, and able to motivate others.	Yes		application form/interview/references
5.2 Enthusiastic.	Yes		interview/references
5.3 Team player with leadership skills	Yes		application form/references
5.4 Able to use initiative	Yes		application form/interview/references
5.5 Methodical/systematic worker	Yes		application form/interview/references
5.6 Accurate, good attention to detail	Yes		application form/references
5.7 Aptitude to learn new skills	Yes		application form/references
5.8 Commitment to Continuing Professional Development	Yes		application form
5.9 Proactive and innovative	Yes		application form/interview
5.10 Flexible and able to modify approach to achieve objectives	Yes		application form/interview
5.11 Able to deal with conflicting demands on workload and frequent interruptions.	Yes		application form/interview
5.12 Ability to work under pressure.	Yes		application form/references

6. Business travel	Essential	Desirable	Assessment method
6.1 Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1*		Interview

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.