



Job Description

Job Title	Senior Assistant Technical Officer
Band	AfC Band 3
Department/Directorate	Pharmacy Department, Clinical Directorate
Location	Medicines Packing Unit - Lewisham, any London Ambulance Service Site
Reporting to	Medicines Management Pharmacy Technician

Job Purpose

- To supervise the workload and staff of the medicines area of the Medicines Packing Unit (MPU).
- To supervise and assist with the training of new staff, familiarising them with the daily work patterns and orientation of the Trust.
- To undertake and supervise on the role of the Medicines Stores Co-ordinator.
- Promote safe and cost-effective use of medicines by conforming to the principles of Good Distribution Practice, Good Manufacturing Practice and Trust Standard Operating Procedures.
- To support the implementation and maintenance of medicines governance systems and processes across the LAS.
- To supervise the end-to-end management of the storage and supply of medicines Trust-wide.
- To assist and supervise with the receipt of deliveries from suppliers and the onward supply chain to Trust locations.
- To develop systems, policies and procedures related to medicines for the Quality Management System.

Medicines Management Pharmacy Technician



Senior Assistant Technical Officer



Assistant Technical Officer (ATO)

- Trains and assesses technical support staff; supports management of staff involved with medicines within Medicines Packing Unit.
- To work with the Pharmaceutical Quality Assurance Lead to ensure the Quality Management System is up to date and reviewed.
- To visit Trust sites that store and handle medicines and related products and ensure stock is rotated in accordance with FEFO principles.
- The post holder will be expected to meet key performance indicators.

Key Result Areas & Performance Indicators

- Effectively supervise and manage the medicines area of the Logistics Support Unit and help ensure that demand of medicines is met across the Trust and that medicines are kept in a secure manner.
- Supervise Assistant Technical Officer (ATO) staff and training staff in the medicines packing and distribution area.
- Communicate effectively with internal and external stakeholders including medicines management staff, health care professionals and delivery personnel.
- Supply bulk medicines stock to ambulance station in accordance to agreed stock lists, schedules and timetables.
- Produce accurate picking lists, delivery notes and/ or to-follows using the medicines management computer system.
- Process requests from stations and deal effectively with different queries.
- Ensure station orders are booked out and completed in a timely manner to meet delivery/ transport times.
- Ensure orders are checked and packed appropriately and any errors corrected, using the Quality Management System, before dispatch.
- Assist with the receipt of goods into Stores, ensuring correct storage of stock taking account of Good Distribution Practice and rotation of expiry dates.
- Participate in the receipt/ checking of goods from different suppliers and booking in the deliveries on the medicines management computer system if necessary.
- Ensure that any associated paperwork is correct, processed and filed according to departmental procedures.
- Monitor and advise the pharmacy technicians on actual and potential “out of stock” items to maintain adequate stock levels at all times.
- Process and dispatch to-follow items, ensuring computer files and paperwork are updated.
- Ensure information on “to-follow” items is disseminated to relevant staff and stock shortages are pro-actively managed.
- Input, process and file data both computerised and paper based to ensure accurate record keeping and to facilitate its timely retrieval.
- Ensure all areas are kept clean, tidy and well organised to provide a safe working environment.
- 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 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.

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Key Relationships & Stakeholders

- Clinical Directorate
- Chief Medical Officer
- Chief Pharmacist
- Pharmacy technicians
- 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

- To undertake the end to end process of medicines in the medicines packing area of the MPU to ensure that packing of medicines is in line with best practice standards, this will include;
 - Working in accordance of SOPs
 - Assist with the receipt of Goods
 - Proposing changes to working practices & procedures with consideration for impact on other areas
- Assisting the development of medicines management services
- To support or participate special projects or audits as and when required, promoting the image of LAS by working in accordance with our vision and values.

Operational Delivery

- Supervise and assist in the day to day running of drug packing within MPU
- When required undertakes research and development activities;
- Assembles LAS drug packs using a process that it in accordance with UK medicines legislation.
- Participate in the induction and training of new staff.
- Assist in the collection of performance/ workload/ audit data as required.
- Carry out error reporting
- Records personally generated information/ data entry, text processing, storage of data
- 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.

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- Utilises the inventory computer system at the LSU to check stock to ensure that data is accurate.

Quality Care & Governance

- Supports medicines management inspections of Logistics Support Unit and other LAS sites when required.
- Attends MPU Medicines Governance Committee.
- Responsible for ensuring the use of up to date relevant SOPs for medicines preparation undertaken by the MPU.
- Assist in ensuring the Medicines Packing Unit meets the requirements of CQC KLOE's

Stakeholder Relationships

- Effectively liaise with a variety of stakeholders.
- Maintains strong working relationships with fellow colleagues and works collaboratively to ensure the highest quality care is provided.
- Assists in the communication of information to stakeholders regarding medicines.

People Management

- Supervise and support the management of new staff.
- To support the development and delivery of medicine management training, if required and agreed for a range of individuals including clinicians and non-clinicians.
- Supervise drug packing staff
- To respond to unpredictable working patterns including staff sickness / accidents, drug recalls, major incidents, errors and complaints.

Resource Management

- Support the pharmacy technicians to ensure 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 by managers to maintain medicines knowledge and maintain personal development files.
- Assist with organising staff rotas and allocates resources appropriately.
- Supports the use of medicines management computer systems are used daily for audit, stock management and governance at the MPU.
- To participate in weekend, Bank Holiday and late duty rotas as required.

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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 benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight 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.

Values and Behaviours

Respectful: Caring for our patients and each other with compassion and empathy, championing equality and diversity, acting fairly.

Professional: Acting with honesty and integrity, aspiring to clinical, technical and managerial excellence, leading by example, being accountable and outcomes orientated.

Innovative: Thinking creatively, driving value and sustainable change.

Collaborative: Listening and learning from each other, working with partners, being open and transparent.

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Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
GCSE grades A -C <ul style="list-style-type: none"> English Language Maths Double Science or equivalent	√	A
NVQ Level 2 in pharmacy services or equivalent relevant qualification such as Buttercups Medicines Management training	√	A
Experience		
Experience in community, ambulance services or hospital pharmacy stock distribution and top-up services	√	A/I/T
Experience of working in a team	√	A/I
Previous experience of assisting staff induction and competency based training	√	A/I
Previous work with or within an NHS Trust	√	A
Knowledge and Skills		
Understand issues involved in stock control and medicines distribution	√	A/I/T
Interested in and have knowledge of the use of medicines	√	A/I/T
Understand the importance of quality issues	√	A/I/T
Able to accurately perform calculations	√	A/I/T
Able to work to policies and procedures	√	A/I/T
Ability to apply technical pharmacy knowledge and critically compare a range of options	√	A/I/T
Understanding of COSHH regulations, Health and Safety at Work Act	√	A/I/T
Good prioritisation/organisation skills	√	A/I/T
Ability to influence others	√	
Good IT skills including data entry	√	A/I/T
Good Analytical skills	√	A/I/T
Good Communication skills (including verbal and written)	√	A/I/T
Personal Abilities		
Adhere to the Trust values and behaviours	√	A/I/T
Able to work alone and in a team	√	A/I/T
Attention to detail and accuracy		
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 personal development	√	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

Updated: **May 2022**