**1. JOB DETAILS**

**Job Title:** Pharmacy Technician Specialist, Homecare Medicines Management

**Reports to:** Pharmacy Procurement Manager

**Accountable to:** Pharmacy Procurement Manager

**Grade:** Band 6

**Unit/Department:** Pharmacy

**Location:**

**2.** **JOB PURPOSE**

To manage and develop LTH homecare medicines management services by providing a specialist technical service to the Pharmacy Procurement and Clinical Pharmacy teams. The post holder will also perform a range of medicine supply functions for one session per week. Performs the role of Lead Technician at weekends and Bank Holidays and is a named member on the Pharmacy MAJAX call out.

1. **JOB DIMENSIONS**

**4.** **ORGANISATIONAL CHART**

Clinical Director, Pharmacy & Medicines Management

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Pharmacy Procurement Manager

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Pharmacy Technician Specialist Homecare Medicines Management

**5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

* *BTEC in Pharmaceutical science, NVQ level 3 in Pharmacy Services or equivalent.*
* *Minimum 3 years post qualified experience*
* *Supervisory / Management experience of staff*
* *Expert knowledge of good dispensing/distribution/manufacturing practice*
* *High level of knowledge of medicine stock control systems*
* *Hospital pharmacy experience*
* *Excellent literacy, numeric, verbal and written communication skills*
* *Accuracy checking experience*
* *Experience of managing change*
* *Experience of training/assessing staff*
* *Experience of developing and implementing Standard Operating Procedures (SOPs)*
* *Computer skills*

1. ***CORE VALUES***

* *Enthusiastic*
* *Reliable*
* *Motivated*
* *Confident*
* *Commitment to continual professional development of staff and self*
* *Support, advise and value others*
* *Honest*
* *Integrity*
* *Respects patient confidentiality*
* *Empathy to patients and carers*
* *Commitment to high standards of service delivery*
* *Ability to deal with un-predictable workload*
* *Ability to work accurately whilst under pressure*
* *Uses mistakes as a continual learning experience*

1. ***CORE BEHAVIOURS AND SKILLS***

* *Team working – can build effective working relationships with team/customers and colleagues.*
* *Flexibility*
* *Can use initiative but know when to refer*
* *Able to influence and persuade others and remain calm in difficult situations.*
* *Can motivate individuals and a team.*
* *Analytical skills*
* *Prioritisation skills*
* *Problem solving ability*
* *Can manage own time appropriately and effectively.*
* *Effective verbal, numeric and written communication skills.*
* *Works accurately when interrupted and under pressure*
* *Ability to interpret written instructions*
* *Able to identify training and development needs of staff*
* *Behave professionally at all times - lead by example*

1. ***CORE KNOWLEDGE AND UNDERSTANDING***

* *Handling complaints*
* *Incident and error reporting*
* *Recruitment & Selection*
* *Staff training and development*
* *Health & Safety & COSHH*
* *Attendance Management*
* *Managing change*
* *Knowledge and management of stock control*
* *Good dispensing/distribution/manufacturing practice*
* *Accredited accuracy checker*
* *Broad knowledge of customer care*
* *Quality control assurance procedures*

**9. *PRINCIPAL DUTIES & AREAS OF RESPONSIBILITY***

* *Works with the Pharmacy Medicine Contract Manager to produce timetables for homecare contract tenders, ensuring deadlines are met that have been agreed with all key decision makers*
* *Acts as professional secretary to all homecare contract project groups*
* *Co-ordinates with multidisciplinary healthcare teams to implement new homecare services*
* *Works with multidisciplinary healthcare teams to review existing and develop new homecare service specifications*
* *Works with Clinical Pharmacy Team Leaders, Lead Pharmacists, Outpatient Dispensary Managers, and other Pharmacy staff to identify, plan, and develop new opportunities for homecare services*
* *Investigates, develops, and reports on the current and future processes for patients consenting to receive homecare medicines management*
* *Co-ordinates the service review meetings for homecare medicines management working closely with homecare companies, pharmacists, nurses, doctors, other healthcare staff, and patients*
* *Produces quarterly reports on quality and financial indicators on all homecare medicine services*
* *Works with the Pharmacy Procurement Business Manager to provide liaison with clinical pharmacists and homecare companies over problems with prompt payment of invoices for homecare services*
* *Works with the pharmacy medicine contracts manager or equivalent to ensure homecare service medicine prices are kept up to date with homecare companies*
* *Manages homecare medicines management services for the homecare specialist area*
* *Provides specialist advice on medicines and processes associated with homecare medicines management to patients, carers, and homecare contractors*
* *Works under guidance of SOPs, GMP and COSHH. Works independently to develop and implement SOPs for homecare medicines management which may include policies that impact on areas other than homecare medicines management*
* *Works to agreed objectives with annual appraisal with the Pharmacy Procurement Manager. Provides specialist technical service to out-patients on one session per week*
* *Ensures compliance with current homecare medicines management guidance, and contributes nationally to the development of homecare medicines management guidance and policy*
* *Undertakes research into homecare medicines management services, which may include the trial of novel methods of providing homecare medicines management, or services for medicines previously not managed through homecare*
* *Maintains high professional standards at all times and ensures compliance with statutory regulations concerning pharmaceuticals and the provisions of the Health and Safety at work act are complied with*
* *Responsible for training and supporting all grades of staff on homecare medicines management*
* *Involvement in writing procedures relating to the service in conjunction with other appropriate staff and managers. Delivery and implementation of agreed procedures and monitor compliance with all SOPs*
* *Ensures homecare medicine services tender processes are completed within agreed timescales*
* *Ensures quality monitoring is carried out and reported appropriately*
* *Identifies training needs of staff and devise individual training plans*
* *Acts as “Key Trainer” for your area ensuring all staff are trained in safe practices*
* *Contributes to service developments ensuring change is managed smoothly*
* *Assists in auditing the service against set targets*
* *Arranges pilot schemes to assess benefits of new ways of working*
* *Develops an induction & training package for area*
* *Participates in accuracy checking training sessions*
* *Develops efficient communication channels with the rest of pharmacy to ensure a good understanding of the service and the roles and responsibilities of staff*
* *Forges links nationally and regionally with other technicians in homecare services in order to share best practice*
* *Responsible for ensuring good dispensing/distribution/manufacturing practice*
* *Prioritises workload and analyse situations to resolve problems*
* *Participates in labelling, assembly, preparation, dispensing and other dispensing duties should the need arise to ensure service provision*
* *Ensures accurate documentation and records are maintained within the service area*
* *Identifies and implements risk reduction strategies in your area of work*
* *Participates in the weekend and bank holiday rotas on a rotational basis*

*Health and Safety/Risk Management*

All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the hospitals NHS Trust policies, including Health and Safety policies, in particular by following agreed safe working procedures, and reporting incidents using the Trust Incident Reporting system.

*Equality and Diversity*

The jobholder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

*Training and Personal Development - Continuous Professional Development*

**The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.**

*Respect for Patient Confidentiality*

**The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.**

**10. COMMUNICATION & WORKING RELATIONSHIPS**

The post holder will work closely with the pharmacy procurement manager, pharmacy procurement business manager, and pharmacy medicine contract manager to ensure a uniform approach. Regular communication with the team needs to be maintained in relation to working practices, procedures and any changes. A good working relationship with colleagues and other healthcare staff needs to be fostered and maintained. Communication with patients’ and carers. First point of contact regarding complaints from patients and service users.

**11. SPECIAL WORKING CONDITIONS**

There is an expectation that the post holder will on occasion be required to travel to other sites within the Trust to attend training sessions or meetings. The Trust shuttle bus service is available for all sites. The post holder will work one half-day session per week in one of the Outpatient Dispensaries. The post holder is required to participate in weekends and bank holidays on a rotational basis.

Adhere to associated hygiene and clothing requirements of individual work areas. This may involve:

* Absence of make-up
* Removal of jewellery
* Wearing of protective clothing including hoods, facemasks, gloves and safety shoes
* Working in a confined space for up to periods of 3 hours at a time
* Receipt, distribution and preparation of cytotoxic medicines under COSHH guidelines

**12. JOB DESCRIPTION AGREEMENT**

**Jobholder’s Signature:**………………………………… **Date:**………………………

**Line Managers Signature:**…………………………….. **Date:**………………………

**Head of Department’s Job Title:**…………………………………………………………..

Person Specification

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| --- | --- |
| **Post Title** | Pharmacy Technician Specialist Homecare Medicines Management  (**Post Ref:** ) |
| **Grade** | Band 6 |
| **Department** | Pharmacy |
| **Location** |  |
| **Summary of Role** | To manage and develop specialist homecare pharmacy services |

| **Criteria:** | **Essential** | **Desirable** | **Evidence obtained from:** |
| --- | --- | --- | --- |
| **Qualifications:** | BTEC in pharmaceutical science or NVQ level 3 in pharmacy services or equivalent | Supervisory or Management qualification  NVQ level 3 unit 12  A1 assessors award | Certificates |
| **Training:** | Broad range of technical skills  Experience of training others  Accuracy checking training  Staff development |  | Application form  Interview |
| **Experience** | Minimum 3 years post qualified experience in hospital or industry at Pharmacy Technician higher level  Management or supervisory experience of technical and support staff | Performance review  Developing and implementation of procedures  Close working with patients  Close working with pharmacists  Close working with non-pharmacy healthcare staff |  |
| **Special Knowledge:** | Customer care  Good dispensing, distribution, manufacturing practice  Incident and error reporting  H & S / COSHH | Homecare medicines management  Homecare treatments  Managing change  Risk assessments | Interview/references |

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| --- | --- | --- | --- |
| **Behaviours:** | Flexible/adaptable  Enthusiastic & reliable  Professionalism  Able to motivate staff  Support and value staff and colleagues  Able to cope with conflict and handle difficult situations |  | Interview  References |
| **Practical Skills:** | Able to cope with a large and varied workload  Able to work accurately and under pressure  Excellent verbal, numeric and written communication skills  Prioritisation skills  Planning skills  Able to direct the work of others, including non-pharmacy staff | Good problem solving skills | Interview  References |
| **Other Requirements:** | e.g.:  Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary), *including clearance on blood borne viruses in compliance with Trust Policy* |  | Occupational Health Screening |