

Job Description

Job Information		
Job Title:	Pharmacy Technician	
Directorate / Service:	Pharmacy	
AfC Band:	4	
Professionally Accountable to:	Clinical Director of Pharmacy	
Responsible to:	Technician Team Leader	
Base Location:	Pharmacy	
Job Code:	AHP.PA.R0135	
ESR Position Number:		

Job Summary
<p>To co-operate in providing a comprehensive, high quality and cost- effective pharmaceutical service for Liverpool University Hospitals NHS Trust and its partners via service level agreements.</p> <p>To carry out technical duties in specified areas of the pharmacy department under the direction of the Team Leader for the area of practice. Adhere to policies and procedures and deliver services in an efficient, courteous, and professional manner with the responsibility to develop new initiatives.</p>
Key responsibilities
<p>1) Dispense prescriptions, including extemporaneous prescriptions, unlicensed drugs, controlled drugs, in-patient, discharge, and out-patient prescriptions in accordance with the agreed safe systems of work practice.</p> <p>2) Participate in the daily stock check processed, adjusting stock level as per local procedures and escalating significant discrepancies to the Senior Technical Team</p> <p>3) Participate in the daily “stock to-follows” processes; processing to-follow dispensing and liaison with stores staff for ordering and out of stock medicines.</p>

- 4) Co-ordinate pharmacy support workers ensuring efficient workflow and prioritisation..
- 5) Check prescriptions if deemed competent to do so.
- 6) To check stock items e.g. cardiac arrest boxes and controlled drugs after satisfactory completion of the departmental competency training programme.
- 8) Rotate within the different sections of the pharmacy department including the dispensaries, aseptic department, wards, stores procurement and distribution, and out-patient areas (site specific) as required.
- 9) Observe the recommendations contained in the Guide to Good Pharmaceutical Manufacturing Practice and its supplements and to assist in ensuring that work carried out in the department is in accordance with these and any other recommendations which may be issued from time to time by the Department of Health or Medicines Inspectorate.
- 10) Undertake special dispensing and manufacturing involving the use of aseptic techniques to a suitable standard in preparation of sterile products in accordance with aseptic procedures and under the direction of the Aseptic Services Manager.
- 11) Undertake cytotoxic reconstitution and dispensing in accordance with the recommendations contained in the Aseptic Production Manual and in accordance with the criteria set out under COSHH regulations and Regional and National Standards.
- 12) Provide a 'topping up' service on wards for individual patient drug supplies under the direction of the Senior Technical Team and in accordance with procedures.
- 13) Assist in maintaining reasonable stock levels, in accordance with the policies that are in force, in the section of pharmacy in which (s)he is currently employed and to assist in ensuring correct storage and turnover of stock to maintain quality and potency.
- 14) Provide accurate record keeping of controlled drugs kept in the pharmacy including supplies to wards and departments, orders received into the pharmacy and regular audits of the accuracy of computer and paper records.
- 15) Answer telephone and face to face queries of a routine or technical nature from a wide range of staff groups, either in the pharmacy or on the ward, and refer appropriate queries to the relevant member of the pharmacy team when necessary.
- 16) Liaise with various members of the pharmacy team and ward staff when solving problems and ensuring the best service to patients.
- 17) Ensure that appropriate instructions, demonstrations, and counselling of patients with regard to their drug therapy, is offered and delivered in a professional manner as advised or directed by the supervising pharmacists and according to the prevailing departmental policies and procedures.
- 18) Dispense clinical trials in accordance with the dispensing protocol, ICH GCP guidelines and European Directive under the direction of the clinical trials technician/pharmacist (site specific)
- 19) Act as a role model for student technicians and other members of technical and support staff.
- 20) Provide mentoring, induction and training of student technicians, pre-registration pharmacists, dispensing assistants, and any other relevant members of the pharmacy team.
- 21) Attend appropriate training courses for technicians, to encourage other staff to undertake further training and to participate in such training schemes as necessary to keep relevant pharmaceutical clinical and technical knowledge up to date.
- 22) Assist in the receipt and issue of goods in the pharmacy and to check delivery notes and

invoices if required.

23) Participate in ward based stock audits under the direction of the Senior Technical Team.

24) Co-operate in the operation and development of computerised systems of stock control and medical speciality costing.

25) Participate in pharmacy objectives set by the Trust and external agencies, to meet clinical governance targets, develop patient care, improve clinical outcomes and ensure compliance with all standards expected for hospital pharmacy services and the interface between primary and secondary care.

26) Undertake Continuing Professional Development to keep pharmaceutical clinical and technical knowledge current, ensure best practice and comply with requirements for entry on the General Pharmaceutical Council register.

27) Observe the regulations in respect of the Health and Safety at Work Act and Data Protection Act.

28) Undertake any other related duties, which may be required

Clinical Governance / Quality

Participate in controlled drug governance checks on wards and clinical areas

Education and training development

Attend appropriate training courses for technicians, to encourage other staff to undertake further training and to participate in such training schemes as necessary to keep relevant pharmaceutical clinical and technical knowledge up to date. Improve standards of practice and facilitate personal development.

Provide mentoring, induction and training of student technicians, pre-registration pharmacists, dispensing assistants and any other relevant members of the pharmacy team

Equality and Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice;

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services;

- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.

- With the support of managers develop an equality and diversity objective through the personal development review process.

Values and Behaviours

We are Caring

We are kind to each other and always show compassion to ourselves and others.

We know we are doing this when:

- We are always **kind** and **compassionate** to ourselves, our patients, families and colleagues;
- We **recognise** and **appreciate** each other, taking pride in working here and our contribution to success;
- We are **professional** and always seek to deliver the best standards of care.

We are Fair

We treat people equitably and value their differences.

We know we are doing this when:

- We value **everyone** for their unique contribution and we embrace diversity;
- We are confident in **speaking up** and we support all our colleagues to do the same;
- We are **open and honest**.

We Are Innovative

We work as a team to continuously improve the way we deliver and transform health care.

We know we are doing this when:

- We **continuously improve** the services we deliver and pioneer new ways of doing things;
- We **learn from mistakes**, striving to ensure we get things right first time;
- We **create and share knowledge** with each other, patients and our professional communities.

Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information
<p>In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.</p>
Management of Risk & Health and Safety
<p>All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.</p> <p>All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of concern and risk to the appropriate level.</p>
Safeguarding Children and Vulnerable Adults
<p>All trust employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.</p>
IT Skills
<p>All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.</p>
Records Management
<p>All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.</p>

Information Quality
All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.
Professional Responsibility
As per any required registration & LUHFT policy.
Clinical Responsibility
Providing a comprehensive, high quality and cost effective pharmaceutical service for Liverpool University Hospitals NHS Trust and its partners under service level agreements.
Administration Responsibility
n/a
Research
Participate in audits
HR Management
Supervision of staff
Financial Responsibility
Maintain stock control
Change of Job Description
The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.



Liverpool University Hospitals
NHS Foundation Trust

Person Specification

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Band	4	Job Code:	AHP.PA.R0135

Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	BTEC in Pharmaceutical Science and NVQ Level 3 in Pharmacy Services (or equivalent)	Y		
2	Registration with GPHC (or in application process)	Y		
	Experience	Essential	Desirable	Assessment
3	Experience working in a hospital environment		Y	
4	Experience in use of JAC Pharmacy Computer System		Y	
5	Clinical Trial experience		Y	
6	Ability to train staff		Y	
	Knowledge	Essential	Desirable	Assessment
7	Dispensing processes	Y		
8	Pharmacy computer systems use	Y		
9	Stock control procedures	Y		
10	Modern hospital processes including those on wards		Y	

	Skills	Essential	Desirable	Assessment
11	Clear communication skills	Y		
12	Ability to work accurately with attention to detail	Y		
13	Professional approach to work and ability to work as part of a team as well as on own initiative	Y		
14	Ability to motivate self and others	Y		
15	Well organised and able to meet deadlines/targets	Y		
16	Adapt to change	Y		
17	Ability to identify and solve problems	Y		
18	Prioritising dispensary workload		Y	
19	Patient Counselling		Y	
20	Extemporaneous dispensing		Y	
21	Excellent time management skills	Y		
	Other	Essential	Desirable	Assessment
22	Dispensing a varied range of medicines	Y		
23	Managed a service development project		Y	