

# North Bristol NHS Trust

## Job Description

### Job Details

Job Title: **Specialist Pharmacy Technician, Clinical Trials**

Grade: Band 4

Department: Pharmacy

Directorate: Core Clinical

Location/Base: Pharmacy, Brunel Building, Southmead Hospital

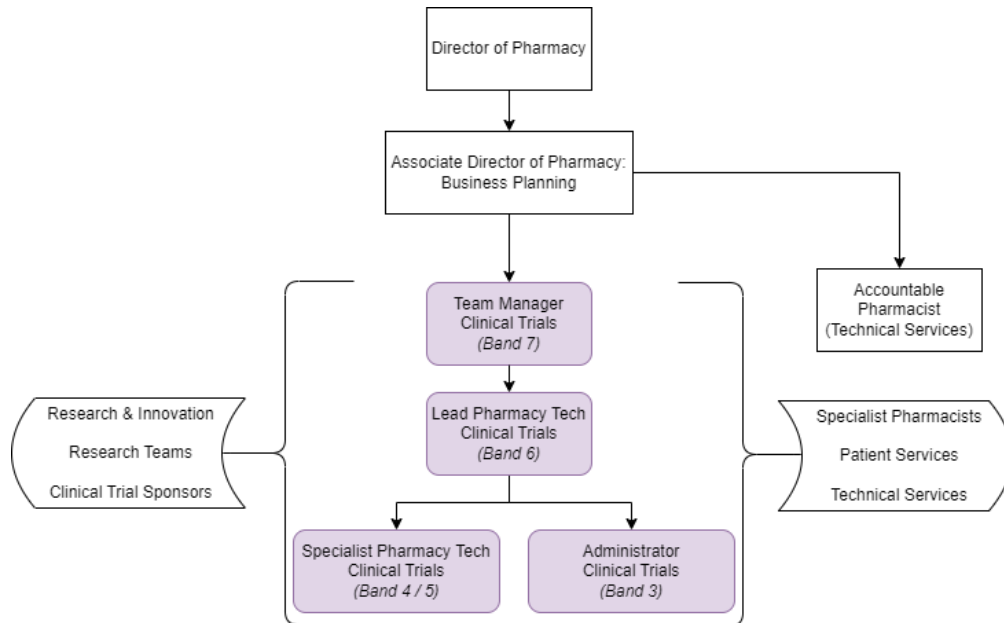
### Job Summary

This is a developmental role focused on providing technical support for the safe and efficient delivery of clinical trials within our pharmacy department. The successful candidate will have the opportunity to develop expertise in clinical trials procedures, Good Clinical Practice (GCP), and relevant regulations.

The main duties of the post include:

- Participation in the day-to-day tasks relating to the delivery of clinical trials which includes routine stock control, quality assessment, supporting the dispensing/checking of clinical trial Investigational Medicinal Products (ctIMPs), and the completion of all associated documentation (e.g. temperature monitoring data/reports)
- The “set-up” and “close-down” of clinical trials with support from senior team members;
- Raising of all relevant documentation and controlled pharmacy procedures related to trial activity, which includes the training of all pharmacy staff in aspects of clinical trials (e.g. dispensing staff)
- Providing support to NBT Pharmacy Technical Services staff who will be responsible for the compounding of any aseptic products into a ready-to-use form for clinical trials
- Developing and maintaining good relationships with the NBT Research & Development team, Principal Investigators and Research teams
- Involvement in CRA (Clinical Research Associate) visits and external audits
- Supporting the implementation of service improvements to the Pharmacy clinical trials service

## Organisation Chart/Accountability



- Accountable to the Director of Pharmacy
- Managed by the Lead Pharmacy Technician, Clinical Trials with support from the Team Manager
- Liaises with the NBT Research & Development Directorate
- Liaises with relevant NBT Pharmacy staff (dispensary team, section managers and leads)
- Liaises with research staff, Principal Investigators (PIs), Clinical Research Associates (CRAs) and Sponsors

## Knowledge, Training, Experience And Skills Required

### Knowledge, Training & Experience

- BTEC National Certificate in Pharmacy Services and NVQ Level 3 in Pharmacy Services or a recognised equivalent qualification
- Registered as a practising Pharmacy Technician with the GPhC
- Completed Pharmacy Workforce Development South (PWDS) Dispensing Accuracy Scheme (or equivalent from elsewhere)
- Familiar with safe medicine handling practices and Trust policies and procedures
- Experience of working to procedures, protocols and systematic work practices with very high degrees of accuracy
- Evidence of Continuing Professional Development (CPD)
- **Undertake** Good Clinical Practice (GCP) training and maintain certification every 3 years as per Trust Policy
- **Undertake** the Pharmacy Workforce Development South (PWDS) Accredited Checking Technician (or equivalent) and maintain accreditation
- **Undertake** the Pharmacy Leadership Programme or equivalent and be able to demonstrate ongoing competence in leadership skills

### Skills Required

- Ability to work systematically and methodically with a very high degree of accuracy
- Ability to read and dispense prescriptions accurately, inputting data and generating labels using the Pharmacy computer system
- Ability to demonstrate accurate record keeping
- Able to work under own initiative as an individual and as part of a team within the defined role
- Excellent interpersonal skills in order to communicate effectively with colleagues, patients/carers, ward and medical staff in written and verbal formats
- Self-motivated individual with an organised and logical approach to work
- Adaptable and flexible approach to work
- A proactive approach to the application of knowledge gained to pharmaceutical practice
- Excellent time and self-management skills. Capable of prioritising effectively and achieving deadlines through robust logical planning and organisation
- Standard IT competencies in Word, PowerPoint and Excel or equivalent programs plus CMM and SharePoint

## Main Duties & Responsibilities Of The Post

### CORE DUTIES:

To be a part of the specialist pharmacy team responsible for supporting and maintaining a safe, efficient and accurate clinical trials service in accordance with Good Clinical Practice (GCP) and with a familiarity of safe medicine handling procedures following appropriate training.

- To participate in the day-to-day delivery of the Pharmacy Clinical Trial service including:
  - Receipt of clinical trial Investigational Medicinal Products (ctIMP)
  - Maintaining secure and controlled storage of IMP – both within and outside of Pharmacy
  - Performing or supervising the dispensing of clinical trial prescriptions
  - Accuracy checking clinical trial prescriptions (following completion of competencies)
  - Supporting monitoring visits and completing any tasks associated with the visit
  - Monitoring the team mailbox and responding to emails in a timely, professional manner
  - Supporting colleagues and maintaining a good, professional team relationship
- To assist senior staff in preparing to deliver new clinical trials which includes attending Site Initiation Visits (SIVs) and being a point of contact for both the sponsor and research team prior to the study opening to recruitment
- To create and maintain, with supervision, relevant clinical trial documentation including:
  - prescription forms
  - dispensing protocols
  - accountability logs
  - stock management records
  - deviation reports / file notes
- To assist with the "close-down" and archiving of trials which no longer require Pharmacy oversight
- To co-ordinate with staff involved in the facilitation and delivery of clinical research at NBT
- Maintain regular training, including GCP and study specific training to remain compliant and aware of any amendments
- To attend and participate in team huddles to allow effective communication and staff engagement
- To participate in staff training which includes the induction training of new staff, performing refresher training and supporting the research teams, responding to queries associated with the safe handling and delivery of clinical trial materials
- To provide advice and information to patients, carers and professional healthcare staff whenever required. To refer any queries to a more experienced member of staff when appropriate and be aware of limitations in clinical knowledge
- To support the capture of workload data to allow accurate reporting of KPI to stakeholders and to assist with the ongoing development of the service
- To support the auditing of safe, secure handling of medicines at ward/clinic level
- To participate in formal external audits and inspections whenever appropriate
- To undertake regular CPD and reflective learning in order to maintain a high level of knowledge and development related to the specific specialisation and aspects related to general professional competence
- To undertake training and development
- To act as a role model
- To maintain competency as a checking technician if accreditation is held
- Any other duties, which may be required by the Director of Pharmacy for the benefit of the general pharmaceutical service

### DIPENSARY DUTIES:

- Carry out dispensary-based duties as an accredited Accuracy Checking Technician (ACT) on a sessional basis
- Maintain an active involvement with the technical aspects of dispensing, duties to include;
  - The dispensing of outpatient, inpatient and discharge prescriptions
  - Dispensing of speciality prescriptions E.g., Clinical trials, Renal, Haematology, HIV, Immunology and Intravenous Immunoglobulin (IVIG) prescriptions, Dermatology Etc
  - Dispensing or Checking of Controlled Drug requisitions for Wards or Departments
  - Assembly of compliance devices and may involve the assessment of Patients 'Own Medicines where appropriate Dispense prescriptions for outside / off site units
- All administrative procedures associated with above (charging/exemption and completing necessary records)
- Recording all transactions using the pharmacy computer system to ensure stock levels are accurate and up to date
- Investigating discrepancies
- Answering routine queries from wards

### Working Conditions / Effort

Participates in rotational schemes to provide services 7 days per week including Bank Holidays.

Physical Effort – Moderate physical effort required - Sitting to use the computer and standing to manage stock; frequent movement of stock in restricted space.

Mental Effort – constant concentration required for accurate work; unpredictable workload; constant background noise/distractions; working to deadlines; some stressful demands.

Working conditions – possible exposure to verbal aggression; handles Controlled Drugs and handling of hazardous drugs (e.g. cytotoxic and biological drugs, including monoclonal antibodies).

Emotional effort – occasional exposure to distressing circumstances.

### NBTCARES



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

## Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day-to-day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

## Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

## Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

### Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

## Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

### Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

### Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

## Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by.....

Authorised by..... Date.....

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*