

Job Description

Job Information	
Job Title:	Technical Team Leader – Clinical Services .
Directorate / Service:	Pharmacy
AfC Band:	6
Accountable to:	Chief Pharmacist
Reports to:	Technical Services Managers
Base Location:	LUHFT
AFC Job Code:	AHP.PA.R0115
ESR Position Number:	

Job Summary

- ◆ To assist the Technical Services Manager in the operational management and development of the pharmacy department.
- ◆ To update and take responsibility for departmental policies and procedures for operational activities within the pharmacy department and ward areas.
- ◆ To plan, co-ordinate and manage the workload of pharmacy technical and support staff within the Pharmacy Directorate.
- ◆ To ensure safe systems are in operation for dispensing and preparation of medicines in pharmacy and in clinical areas.
- ◆ To work with the Technical Services Manager to support performance management targets within the Pharmacy.
- ◆ To ensure medicines management compliance as per Trust, regional and national guidelines.
- ◆ To support workforce planning for technical and support staff by actively participating in staff recruitment.
- ◆ Responsibility to analyse daily pharmacy data from various sources across sites and proactively distribute staff to critical areas.



Key responsibilities
<p>Clinical/Operational</p> <ul style="list-style-type: none">◆ Possesses knowledge across a range of pharmacy procedures and practises, underpinned by theoretical knowledge, experience and relevant practices.◆ To support Dispensary and Ward Based Services in a safe and efficient manner to ensure operation in line with best practice.◆ To co-ordinate all technical and support staff, organising work schedules and ensure that staff respond to the changing demands during the working day, ensuring an efficient skill mix.◆ To manage the technical staff in the dispensary and on wards to provide a dispensing service involving assessment of medicines suitability of safe re-use.◆ To plan the work to maximize efficiency in accordance with agreed priorities particularly to reduce delays at discharge.◆ Participate in regular Senior Technical Team meetings and cascade to relevant technical and support staff groups.◆ Anticipate changes in stock level requirements and liaise with Purchasing Manager to ensure that all stock levels are appropriate◆ To deliver the patient counseling program for technicians, pre-registration pharmacists and student technicians.◆ To counsel and educate patients and carers on the correct use of their medication and assess their understanding of the medicines prescribed.◆ Delivery of dispensing activity to maintain skills including manipulation of raw materials for pharmaceutical extemporaneous preparations using laminar flow cabinets.◆ To work alongside the pharmacy IT team in the management of automated storage systems. <p>Managerial/Leadership</p> <ul style="list-style-type: none">◆ To work independently within appropriate guidelines, referring to manager when necessary◆ Management of technical and support staff; participate in appraisal, sickness absence, recruitment and selection decisions, departmental workload and allocation.◆ Adhere to and promote the NHS code of conduct for managers and staff.◆ In the absence of Technical Services Manager, represent the pharmacy

service on relevant Trust and external committees.

Clinical Governance / Quality

- ◆ Ensure that Clinical Governance across medicines supply aspects of the pharmacy service is performed.
- ◆ To manage enquiries/complaints referring to a Senior Manager where appropriate
- ◆ Ensure technical and support staff are aware of their responsibilities under health and safety legislation and they are appropriately trained and provided with any necessary equipment to carry out their function.
- ◆ Ensure all ward based and dispensary technical and support staff comply with mandatory training requirements and professional registration.

Education and training development

- ◆ To be responsible for the In-House training packages. Ensuring all relevant staff successfully complete as is required by department policies and procedures.
- ◆ To foster a culture of continuing professional education and vocational training of all technical and support staff.
- ◆ To deliver appropriate training within the Trust to medical staff and health care professionals
- ◆ Deliver education/training programmes to Trust employees, internal and external to the pharmacy department.

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



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.

Health and Safety

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.

Safeguarding Children and Vulnerable Adults

All trust employees are required to act in such a way that at all times safeguards the health and well being 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.

IT Skills

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.

Records Management

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.

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

- ◆ To ensure mandatory registration is maintained on an annual basis.
- ◆ Performs Continuing Professional Development on a regular basis and submit when requested by the General Pharmaceutical Council.

- ◆ Perform the professional role of a registered technician outlined in GPhC standards and local policy and procedures. These include advice, supervision, co-operation, problem solving and training and support of colleagues and patients.
- ◆ Abide by the General Pharmaceutical Council's mandatory code of ethics for pharmacy technicians.
- ◆ Ensure the Trust code of conduct is adhered to at all times

Clinical Responsibility

To support the provision and development of a technical clinical pharmacy service as agreed with the Technical Services Manager. This will include;

- ◆ To deliver the Medication History Training program carried out by qualified technicians and pharmacists
- ◆ Challenging inappropriate prescribing
- ◆ Responsible for ensuring that medicines are available to meet the patient's individual treatment needs in a safe and timely manner.
- ◆ Facilitate patient discharge in line with departmental procedures to ensure seamless pharmaceutical care across the primary/secondary care interface
- ◆ Use the Trusts incident reporting system to report any medication errors.

Administration Responsibility

- ◆ Ensure that all rotas for operation of the service, including late night, weekend working and bank holidays are in place.
- ◆ Authorisation of annual leave for technical and support staff
- ◆ Manage the destruction and disposal of prescriptions with outside agencies in line with retention of paperwork guidance

Research

- ◆ Carries out audits to identify good practice and potential service developments.

Strategic role

- ◆ To form part of the senior technical management team within pharmacy, contributing to the strategic development of services and the new hospital.
- ◆ Organises service provision and strategic planning across the operational pharmacy service

HR Management

- ◆ Has knowledge of and works within guidance of all Trust HR policies and procedures
- ◆ Ensure in-house induction program is delivered to all new technical and support staff
- ◆ Ensure Trust policies on recruitment, attendance, equality and diversity, Health and Safety and other national legislation are followed and understood by the pharmacy technical and support staff

Financial Responsibility

- ◆ Authorises overtime worked by technical and support staff for payment.
- ◆ Ensuring that the validation of invoices for the outsourced outpatient delivery is carried out.
- ◆ Maintains and rationalises consumable use within pharmacy

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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Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	QCF Level 3 in Pharmacy Services (or equivalent) with appropriate underpinning knowledge	x		A
2	BTEC level 4 Professional Diploma in Dispensing Checking (or equivalent)	x		A

3	QCF Level 4 management qualification (or equivalent)		x	A
4	Registration with General Pharmaceutical Council	x		A
	Experience	Essential	Desirable	Assessment
5	Significant previous experience of working as a technician leader in a busy pharmacy environment.	x		A
6	Proven management through delegation and achieving through others		x	I
7	Proven dispensary and clinical development projects	x		I
8	Proven record in management of change		x	I
9	Proven pro-active approach	x		A
10	Appraising staff		x	A
11	Evidence of continuous professional development	x		A
12	Experience of managing the recruitment process and chairing interviews.		x	A
13	Human resources experience	x		A
14	Effective management of staff	x		I
	Knowledge	Essential	Desirable	Assessment
15	Knowledge of relevant education providers and requirements	x		I
16	Knowledge of further education courses		x	I
17	Future developments of Hospital Pharmacy		x	I
	Skills	Essential	Desirable	Assessment
18	Clear and accurate written communication skills	x		A
19	Clear and accurate verbal communication skills	x		I
20	Excellent time management skills	x		A
21	Ability to work on own initiative, as part of a team	x		I
22	Self- motivating and able to motivate/inspire others	x		I
23	Commitment to Continuing Professional Development	x		I
24	Previous management or supervisory experience	x		A

25	Computer literate		x	A
26	Knowledge of technician registration procedures and deadlines	x		I
27	Assertiveness	X		I
28	Excellent organisational skills	X		A
29	Ability to prioritise	X		I
30	Ability to be creative and inspirational in problem solving	X		I
31	Articulate and confident	X		I
32	Ability to work effectively under pressure whilst continuing to deliver key targets	X		A
33	Implement and support new initiatives and actively suggest improvements/change where appropriate	X		A
34	Logical thought process	X		I
35	Attention to detail	X		A
36	Ability to future plan	x		I
	Other	Essential	Desirable	Assessment
37	Willingness to work flexibly and at other sites when required.	x		
38	Ability and willingness to undertake further training as necessary	x		
39	Enthusiasm for the position			

