

Job Description

Section 1 Post Details

Job Title: **Pharmacy Team Leader (Higher Level Pharmacy Technician)**

Payband: 5

Section 2 Post Details

Division: Acute Care

Department: Pharmacy

Accountable to: Principal Pharmacist

Reports to: Operational Manager

Job Summary

- Responsible for the provision of aseptically prepared chemotherapy medicines for the Cheshire and Merseyside Chemotherapy Network.
- To act as a team leader of entry level technicians and Pharmacy Assistants.
- Provide technical support to ensure all aspects of the pharmacy quality management system are delivered.
- Responsible for final accuracy checking products to specification and reconciliation of items against prescription.

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SECTION 3 KEY RESPONSIBILITIES

1. Key Responsibilities

Communication

- To provide leadership to Entry Level Technicians and Pharmacy Assistants.
- Provide information and answer queries regarding medicines and chemotherapy to Secretaries Nurses and Doctors within the limits of their knowledge.
- To participate in the training of Technicians, Student Technicians and production assistants in all aspects of aseptic production.
- Effectively contend with informal/verbal complaints from ward staff or patients in the first instance before appropriate referral to line manager if necessary.
- To make suggestions concerning and actively contribute to the organisation of work to ensure the effective utilisation of staff time and resources.
- To keep abreast of new developments and attend such training courses as from time to time as may be deemed necessary to develop and enhance accuracy as appropriate.
- To discuss with colleagues when an error has been made.
- May need to deal with sensitive issues with technical staff such as personal, capability or grievance issues.

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Analytical and Judgement skills

- To assist in maintaining adequate stocks of materials for dispensing chemotherapy.
- Takes responsibility for cross checking volumes for drugs before administering to infusion bag.
- Takes responsibility for cross-checking transcribed worksheets from prescription to ensure accuracy before aseptic preparation of drugs.
- Responsible for maintaining personal validation in aseptic manipulation.
- Refer any non-protocol or non-standard prescriptions to relevant authority.
- Need to refer matters requiring expert advice to the appropriate pharmacist e.g. availability of drugs/release of intrathecal chemotherapy.
- Responsible for final accuracy checking within the pool of accuracy checkers for the unit requiring experience and stringent validation to do so and judgement that drugs meet required specification.
- Problem solve within the reconciliation room and takes responsibility for outcomes.
- To complete reconciliation of SACT against prescription as per procedure.
- Maintain personal competency in accuracy checking.
- As team leader feed relevant information into quality management system.
- Design and undertake audits which can be used to identify processes which require improvement and to quantify/qualify the impact of changes upon the process.

Planning and Organisational Skills

- To participate in the reduction of chemotherapy drug wastage by ensuring re-dispensing of PR02 chemotherapy both iv and oral is maintained.
- To ensure re-dispensing of returned chemotherapy from CCC clinics.
- Follows pre-prepared rota for daily work capacity and adjusting daily implementation

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after liaising with Operational and Production managers.

- To act as team leader in a designated area and to make decisions constantly around prioritising work load in order to meet demands of service.
- As team leader analyse situations to resolve problems.
- Provide information to patients/carers and other service users on routine medicine enquiries.
- Design of rota for technicians and assistants within aseptic department
- Support the NVQ training process for student technicians at CCC liaising with Lead Training Technicians to plan and coordinate the training.

Responsibility for Patient and Client Care

- Participate in the accurate dispensing of cytotoxic drug reconstitution and intravenous additives (including monoclonal antibodies and intrathecal cytotoxic drugs) following local standard operating procedures.
- Ensure all work carried out complies with standards laid down in the latest edition of the "Guide to Good Manufacturing Practice" and Health and Safety guidelines for hazardous toxic exposure to provide a comprehensive and timely chemotherapy service for network patients.
- Assembling and checking of raw materials for dispensing of chemotherapy.
- Responsible for checking accurate measurement of cytotoxic drug before administering into infusion bag/syringe.
- Participate in the checking of team members when assembling raw components.
- Responsible for final accuracy checking within the unit ensuring that drugs meet required specification. A Pharmacist completes final release.
- To complete reconciliation of SACT against prescription as per procedure.

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- Responsible for working within Pharmacy Technician code of ethics, maintaining competence and registration with the General Pharmaceutical Council (GPhC).
- To follow Trust's clinical governance programmes by undertaking risk assessments, error reporting, incident management, investigation and reduction and to ensure compliance with department, Trust and national guidelines on medicines management issues.
- Ensure safe systems of work in operation at all times

Responsibility for Policy and Service Development

- To follow CCC/Oncology Pharmacy policies and procedures at all times.
- To follow instructions for amendments to the service as required.
- To review and develop procedures and consider impact beyond own area.
- As team leader to ensure procedures followed at all times to ensure compliance with the principles of Good Manufacturing Practice including carrying out spot checks and audits. Recording of Key Performance Indicators and other data to monitor performance highlighting any problems to senior management.
- Undertake monitoring and trending of environmental microbiology results.

Responsibility for Financial and Physical Resources

- Maintain stock control, ensures security of drugs and materials for production of pharmaceutical products.
- Responsible for use of expensive equipment i.e. isolators and chemotherapy drugs, to ensure continuation of output/minimum wastage.

Responsibility for Human Resource

- Participates in training Student Technicians, Technicians and other staff members within aseptic department.

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- Oversee the working of technicians and pharmacy assistants ensuring provision high quality pharmacy service by managing workflow through the aseptic unit.
- Assist senior managers with human resource requirements for band 4 technicians and pharmacy assistants undertaking their appraisal and personal development planning, monitoring sickness and performing return to work interviews up to first formal stage.
- Identify improvements on the delivery of services with the team and be responsible for Implementation

Responsibility for Information Resources

- To prepare documents and labels for patients chemotherapy items using the pharmacy dispensing system in a safe and efficient manner so that audit trails and accurate records can be kept according PR02 to the Data Protection Act, Medicines Act and other relevant legislations, referring prescriptions that are not available in the cytotoxic unit to the relevant authority.
- As team leader ensuring all relevant records are completed accurately and completely as specified in GMP.
- Filing correctly all documentation used including all departmental records and logs.
- Provide information and answer queries regarding medicines and chemotherapy to patients, Nurses and Doctors within the limit of their knowledge.
- Be a role model for technical staff and actively promote the role of the pharmacy technician.
- Effectively communicate with internal and external customers including patients/carers, pharmacy staff and healthcare professionals.
- Able to access and view appropriate data from the maxims web.
- Participate in the monitoring and documentation of clinical trial drugs.

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Responsibility for Research and Development

- Participate in Good Clinical Practice training and updates as required.
- To assist with the development and implementation of policies and procedures.
- Responsible for undertaking an assembly and final accuracy check for all IV clinical trial drugs dispensed.
- Dispense oral and complex parental preparations for patients participating in clinical drug trials and research as per local policies.

Freedom to Act

- Follows SOPs and all relevant regulations.
- Required to work independently but able to refer to Senior for guidance.
- To ensure that medicines in pharmacy department are stored safely and securely according to hospital policy and are in date and suitable for use.
- Responsible for working within Pharmacy Technician code of ethics.
- Responsible for final accuracy checking of systemic anti-cancer agents, using judgement to pass or fail products.
- May work independently as well as a team

Physical Effort

- Working for long periods of time sitting at an isolator in a confined space.
- May be required to move pharmaceutical supplies and light to medium equipment.
- Combination of sitting and standing.

Mental Effort

- To understand the need for intense concentration whilst assembling, checking and dispensing and using aseptic technique and manipulation following SOPs, GMP, Orange Guide etc.
- To understand the need for intense concentration whilst using aseptic technique and manipulation of specific equipment.

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- To understand the need for intense concentration undertaking accuracy checks.

Emotional effort

- Checking medicines for oncology patients.
- Dispensing medicines for oncology patients.
- The post holder will regularly come into contact with emotional and unpleasant circumstances e.g. terminally ill patients, complaints and verbally abusive customers on the wards.

Working conditions

- Knowledge of how to deal with hazardous cytotoxic spills and action immediately according to COSHH regulations.
- Working in the Aseptic suite assembly area remaining standing for prolonged periods whilst performing the final check on aseptically dispensed products.
- Working for long periods of time sitting at an isolator in a confined space using needles to prepare cytotoxic drugs and monoclonal antibodies. High risk of a needle stick injury with cytotoxic drug due to confined space and manipulations required on a daily basis.
- Moving cytotoxic drugs around within Pharmacy on a daily basis.
- Extremely rare exposure to deceased patients whilst visiting wards

2. Key Working Relationships

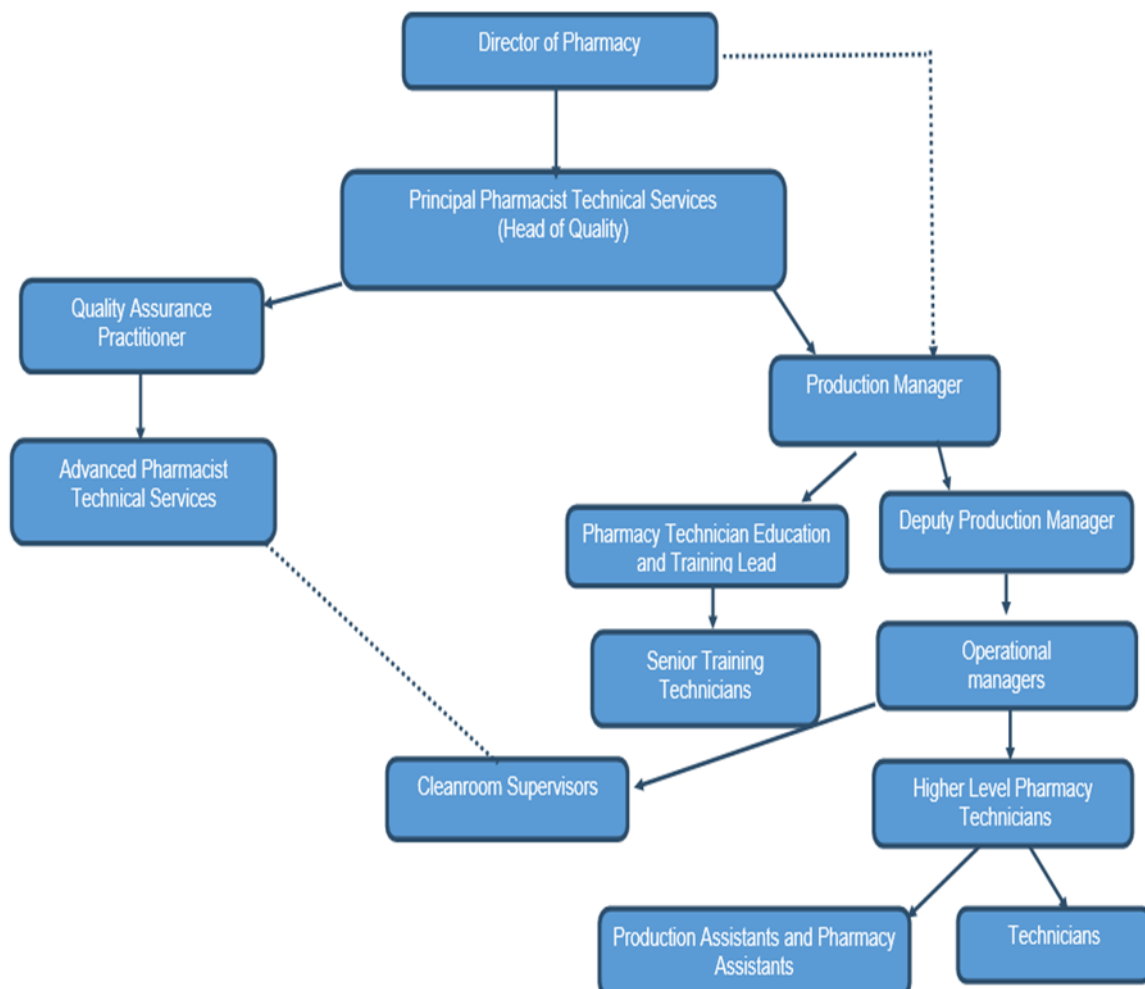
- Pharmacy, Nursing and Medical staff at CCC and MCCN
- Patients and Representatives
- CCC Estates, Health and Safety, Clinical Governance, Human Resources Staff
- Contractors, Suppliers and Specialist Manufacturers
- Pharmacists in other Trusts
- Quality Control North West

Job Description

This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical key responsibilities of the post. It may be reviewed from time to time to ensure that it relates to the job as then being performed, or to incorporate required changes. This process will be conducted in consultation with the post holder in line with the Trust Job Evaluation Policy and Process.

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Departmental Organisation Chart



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SECTION 4 PERSON SPECIFICATION

	Essential	Desirable
Qualifications:	<p>Registered with General Pharmaceutical Society</p> <p>NVQ Level 3 / BTEC in Pharmacy Services or equivalent</p> <p>Final Accuracy Checking - achieved or will work towards in post.</p>	
Knowledge and Expertise:	<p>Portfolio demonstrating competence and CPD.</p> <p>Be skilled in problem solving and decision making, and where necessary have the ability to adjust procedures in response to changing circumstances.</p>	<p>Demonstrated ability to undertake preparation of medicines requiring fine and accurate motor skills and concentration.</p>

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Experience:

Full time equivalent post qualification pharmacy practice experience.

Demonstrated understanding of the principles of GMP and QA in a manufacturing environment.

Demonstrated ability to work to set procedures.

Demonstrated ability to communicate routine information effectively using clear written and appropriate formats.

Demonstrated basic pharmacy computer IT skills i.e. accurate data entry.

Key Skills and Attributes:

Demonstrated ability to work as part of a team.

Demonstrated ability to work under pressure accurately.

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	<p>Demonstrated ability to prioritise and organise routine daily tasks using own initiative.</p> <p>Ability to solve routine problems.</p> <p>Demonstrated ability to motivate self and others.</p> <p>Demonstrated effective customer services skills.</p> <p>Ability to undertake dispensing and checking tasks with a high degree of accuracy.</p>	
Work Related Circumstances	<p>Able to demonstrate the Trust core values and behaviors in day to day approach to work.</p> <p>Able to demonstrate potential travel requirements in line with business needs.</p>	

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	Required to carry out aseptic technique and manipulations with needles.	
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SECTION 4

1. Trust Mission & Values

The Trust's values support our mission to drive improved outcomes and experience through our unique network of specialist cancer care across Cheshire and Merseyside.

Our Values represent who we are and what we believe in. They define how we act to deliver the best possible care for our patients and shape The Clatterbridge Cancer Centre as a great place to work.

Our values are;

We are:

- Kind
- Empowered
- Responsible
- Inclusive

2. Health and Safety

The Trust will take reasonably practical steps to ensure your health, safety and wellbeing at work. You must familiarise yourself with Trust health and safety policies. It is your legal duty to take care for your own health and safety as well as that of others.

3. Infection Control

All employees are expected to follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic technique and to be aware of and follow all Trust infection control guidelines and procedures relevant to their work.

4. Equality and Diversity

All employees must demonstrate a positive attitude to the Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation and will treat patients, colleagues and members of the public with dignity and respect.

5. Competency of Health Professionals

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in continuing professional development.

6. Partnership

To work in partnership to achieve Trust objectives and promote a culture of working together through good communications, openness and honesty.

7. Safeguarding

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection. You must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts child protection and safeguarding procedures.

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the DBS. All staff required to have a DBS disclosure for their post will undergo a check every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

8. Mandatory Training

Mandatory training relates to information and/or training regarding the management of general and specific risk. All staff are required to attend mandatory training which is relevant to their role as identified in the Trust's risk management mandatory training matrix.

9. Data Protection, Information Security and Confidentiality

There are several Trust policies relating to data protection, information security and a Code of Conduct for the handling of person identifiable information. All staff must protect the Trust's information, information assets, systems and infrastructure. During the course of your employment you may have access to, see or hear information of a confidential nature. You are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should only be disclosed to authorised people in accordance with NHS confidentiality guidelines (Caldicott) and the Data Protection Act 2018, unless explicit written consent is given by the person identified or where information sharing protocols exist. Any failure to comply with this term of your employment will be treated as an act of misconduct under the Trust Disciplinary Policy. Staff must maintain their knowledge of the principles of data protection and information security.

10. Code of Conduct

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's Disciplinary Policy) up to and including dismissal. In addition, managers are required to carry out their duties in a manner which complies with the code of conduct for NHS Managers Directions 2002.

11. Research Governance

Research and development is at the heart of providing effective treatments and high quality services, supporting a culture of evidence based practice and innovation amongst staff. All staff have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.

12. Smoking

The Trust is a smoke free site and therefore smoking is not permitted anywhere on the Trust site (this includes electronic smoking devices). Employees are not permitted to leave the Trust site to smoke during their contractual hours except during localised agreed breaks. If staff smoke off site, uniforms and any Trust identification must be fully covered to ensure that they cannot be recognised as Trust staff.

13. Travel Requirements

In line with business needs and requirements of the post you must be able to demonstrate potential travel requirements.

14. On-call

The post may require you to participate in an on-call rota. In these circumstances your line manager will inform you of the pattern and regularity of this commitment and reimbursement will be in line with Trust terms and conditions.

Additional Information for Job Matching Process

Please submit this form with your Job Evaluation Form, Job Description and Person Specification in order to assist the panel in successfully matching your post.

Physical Skills:	High degrees of accuracy required, manipulation of equipment to produce cytotoxic preparations in an isolator.
Physical Effort:	Working for long periods of time sitting at an isolator in a confined space. May be required to move pharmaceutical supplies and light to medium equipment. Combination of sitting and standing The JE Handbook states – this factor measure the nature, level, frequency and duration of the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space.
Mental Effort:	Intense concentration required whilst assembling, checking and preparing cytotoxic doses using aseptic techniques and manipulation of specific equipment. Intense concentration whilst undertaking accuracy checks. Quality and accuracy of work maintained despite frequent and unpredictable interruptions.
Emotional Effort:	Dispensing medicines for oncology patients. The post holder will come into contact with emotional and unpleasant circumstances, for example terminally ill patients and complaints.
Working Conditions:	Knowledge of how to deal with hazardous cytotoxic spills and immediate action to be taken according to COSHH regulations. Standing for prolonged periods whilst performing accuracy checks. Working for long periods sitting at an isolator using needles to prepare cytotoxic and monoclonal antibodies. High risk of needle stick injury with cytotoxic drug due to confined space and manipulations required on a daily basis. Moving cytotoxic drugs on a daily basis.