

JOB DESCRIPTION

POST TITLE:	Healthcare Pharmacy Technician
PAYBAND:	Band 5
HOURS OF WORK:	37.5 hours per week
BASE:	HMP Aylesbury
SERVICE:	Healthcare
DIRECTORATE:	CNWL
REPORTS TO:	Primary Care Lead
PROFESIONAL ACCOUNTABLE TO:	Head of Healthcare
DATE:	October 2023

1.	MAIN PURPOSE OF JOB
	<p>The post holder will work as an effective member of the Primary Care Team in providing healthcare services, including medication administration to the patients. They will deliver care within the boundaries of their role, focussing on supporting patients to be healthy; monitoring of long-term conditions, health promotion and screening and responding to emergencies.</p>
2.	KEY RESPONSIBILITIES
	<p><u>GENERAL</u></p> <p>Communication</p> <ul style="list-style-type: none"> • Communicate effectively with other team members, prison staff and external agencies both verbally and written • Communicate in a way that promotes a positive view of you, the healthcare department and the organisation • Attend and participate in daily staff briefings • Attend and participate in full staff and admin meetings • Respond to requests for information within the remit of your role • Use appropriately the SystemOne Clinical software and Prison P-Nomis systems • Maintain clear and comprehensive, signed and contemporaneous records both written and electronic in accordance with National, Local and MKCHS Policy <p>Personal and people development</p> <ul style="list-style-type: none"> • Take responsibility for own developmental learning and performance, including participating in

	<p>supervision and appraisal</p> <ul style="list-style-type: none"> • Take responsibility for maintaining a record of own personal development • Participate and undertake all mandatory and additional training as identified <p>Health, safety and security</p> <ul style="list-style-type: none"> • Use and encourage others to be familiar with the personal security systems within the prison • Ensure that all security requirements of the prison are complied with and this includes completing clearance/vetting, use of keys, and not bringing unauthorised objects into the prison • Use and encourage others to adopt appropriate infection control procedures and maintain work areas so that they are clean, safe and free from hazards reporting any potential risks. • Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area • Use the computer monitor safely • Be aware of statutory national requirements relevant to the job function e.g. Health & Safety at Work Act <p>Service improvement</p> <ul style="list-style-type: none"> • Be aware of and, if appropriate, assist in audit • Contribute to the preparation of local guidelines, operating procedures, protocols and policies • Work with colleagues in the team on the development of current and new services and other initiatives and procedures • Know how and when to access information on policies and processes relating to your area of work • Where relevant, suggest improvements to procedures to improve effectiveness or efficiency <p>Quality</p> <ul style="list-style-type: none"> • Ensure own actions are consistent with clinical governance systems • Enable patients to access appropriate professionals in the team • Ensure stock items under your control are ordered and available in a timely manner • Prioritise your workload and ensure consideration is given to the level of need for completion • Plan and complete tasks in a logical order to required standards and in line with local policies and procedures <p>Equality and diversity</p> <ul style="list-style-type: none"> • Ensure own actions support equality, diversity and rights • Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures • Respect the privacy, dignity, needs and beliefs of patients and carers <p><u>SPECIFIC</u></p> <p>Clinical</p> <p>The post holder will be expected to undertake the following (training will be given):</p> <ul style="list-style-type: none"> • Administer medication and adhere to statutory and organisational requirements and guidelines relating to this • Administer Controlled Medication in accordance with the local CD SOP • Provide advice to prisoners about their medications • Check medication charts and cross off out of date prescriptions and order prescription renewals
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	<p>from prescribers in a timely way</p> <ul style="list-style-type: none"> • Undertake risk assessments of prisoners for 'In-Possession' medication • Refer problems relating to clinical the clinical management of a patient to the appropriate clinician (e.g. GP, practice nurse) • Respond to healthcare emergencies within the prison • Manage minor ailments and administer medication from the 'homely remedy' list as appropriate • Undertake basic observations (BP, pulse, blood glucose, temperature, SATS) as required and respond to abnormalities accordingly • Recognise signs and symptoms of drug and alcohol withdrawal and support individuals who have substance misuse problems. • Support patients who are distressed and could be at risk of harm to themselves or others or who are at risk of suicide • Assist patients with their activities of daily living ensuring that identified needs are met • Identify shortfalls and overages in stock levels, equipment failure and liaise with appropriate staff to reconcile • Work collaboratively with the team to meet the needs of patients with specified long term conditions by providing quality evidence based care • Assist with stock control and equipment checking (All clinical areas and emergency bags) • When required act as second signatory for controlled drugs on the house units and ensure that all requirements of the CD SOP are followed • Undertake such duties as may be reasonably required from time to time, as are consistent with the responsibility and scale of the post • Support the promotion of health and wellbeing of prisoners • Assist with clerical and administrative duties as required
3.	PROFESSIONAL
	<ul style="list-style-type: none"> • Maintain professional registration with GPC • Work as part of the multidisciplinary team in providing a high standard of healthcare service to prisoners • Participate in the 'designated healthcare team' scheme to the residential units and work to positively raise the profile of healthcare services within that environment and ensure full integration between residential unit staff and healthcare services • Prioritise work load and have a flexible and adaptive approach • Ensure confidentiality is maintained at all times when working with patient information • Participate in all aspects of Clinical Governance and maintain a level of individual responsibility for this. • Ensure the privacy and dignity of patients is maintained at all times • Be aware of and act upon, where necessary, the procedures in place to protect vulnerable individuals • Adhere to the CNWL and Prison uniform and dress code policies
4.	CUSTODIAL
	<ul style="list-style-type: none"> • Understand the Health and Justice System and Prison Service objectives and principals • To ensure that all staff have an awareness and are compliant with all Prison Policies and Procedures

	<ul style="list-style-type: none"> • To ensure compliance all security requirements including personal responsibility for issued keys • Respond to any situation or circumstance that might indicate a threat to security of the establishment and complete relevant security/incident documentation • Contribute toward effective risk assessment and management procedures • Use breakaway techniques, as required • Resist any pressures or inducements, informing Security/Head of Healthcare of any related incidents • Participate fully in the clearance and vetting process
5.	PERSONAL RESPONSIBILITY (ORGANISATIONAL EXPECTATIONS)
	<p>In order to fulfill the job responsibilities and the environment in which these responsibilities are carried out the job holder is required to:</p> <ol style="list-style-type: none"> 1. Maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole. 2. Be aware of and follow at all times the relevant National and Local code of practice in relation to their role and function. If you are in a post that requires registration with a professional body you are required to maintain that registration with the appropriate professional body. 3. Protect the confidentiality of personal information that you hold unless to do so would put any one at risk of significant harm. Keep accurate and professional records and information about staff, patients and clinical care, using the document based and computer-based systems in operation in the Trust. Work in accordance with local policies and procedures and the statutory frameworks which govern confidentiality and data protection, information-sharing and disclosure. 4. Take reasonable care of Health and Safety at work for you, your team and others; ensure compliance with health and safety standards and legislation; attend all relevant Health and Safety mandatory training. 5. Take responsibility for attending and participating in all mandatory & essential training to ensure the safe and efficient functioning of the trust and/or safety and wellbeing of other staff and the patients you provide services for. 6. Participate in the appraisal process on a minimum of an annual basis in accordance with the Personal Development Review Policy to explore and identify development needs to ensure that you are able to fulfill your job role and meet all objectives set through the process. 7. Be familiar with and comply with, trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. This will include a requirement to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections, including correct uniform and dress code policy, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps.

	<p>8. Safeguard and promote the welfare of children and vulnerable adults by being aware of and working in accordance with statutory guidance and local policies and procedures and attending training to a level required to ensure that you are competent to fulfill your responsibilities.</p> <p>9. Not discriminate against patients or staff and to adhere to equal opportunities and human rights legislation; acting in ways that support equality, value diversity and respect human rights</p> <p>10. Abide by locally agreed policies and procedures and ensure you familiarize themselves with such policies which can be found on the trust intranet our preferred method of communication. Staff who cannot access the intranet should contact their line manager.</p>
6.	JOB DESCRIPTION STATUS
	<ul style="list-style-type: none"> • This job description is indicative only and the role will be reviewed at least annually as part of the Personal Development Review process to take account of changing needs /development of the service • To meet the evolving needs of the organisation you may also be required to provide cover in other areas following appropriate discussion
7.	ORGANISATIONAL COMMITMENT
	<p>Central and North West London are committed to providing quality health & social care services, tailored to the needs of individuals, public & private organizations, delivered close to home. Our services are designed to increase well being & provide opportunities for recovery. We want our employees to feel valued, challenged & supported.</p> <p>Our commitment as an employer & in accordance with the NHS constitution is to provide you with:</p> <ol style="list-style-type: none"> 1. Clear roles and responsibilities and a rewarding job so that you can make a difference to patients, their families and carer's and communities. 2. Personal development, access to appropriate training for your job and line management support to succeed. 3. Support and opportunities to maintain your health, well-being and safety and an environment free from harassment, bullying or violence. 4. A good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives. 5. Fair treatment that is free from discrimination. 6. Opportunities to engage in decisions that affect you and the services you provide, individually, through representative organizations and through local partnership working arrangements. 7. Opportunities to enable you to be empowered to put forward ways to deliver better and

	safer services for patients and their families. (Reference NHS Constitution January 2009)

PERSON SPECIFICATION

POST TITLE: Healthcare Pharmacy Technician
PAY BAND: Band 5

REQUIREMENT FOR THIS POST				HOW TESTED
*Include requirement to meet KSF competencies for the post		Essential	Desirable	
Qualifications	NVQ Level 3 (BTEC) in Pharmacy Services or equivalent to enable registration with the GPC	√		Application Form
	Professional registration with the GPC	√		Application form
	Evidence of personal development in previous employment		√	Application form
Experience	Significant experience of dispensary-based work	√		Application Form
		√		Application Form
	Ability to work independently		√	Application Form
	Experience of administration of medication		√	Application Form
	Experience of working within a secure environment			
Knowledge, Skills and Abilities	Understanding of quality and change in the clinical setting	√		Application Form / Interview
	Ability to communicate in a variety of settings	√		Application Form

	with patients of varying levels of understanding			/ Interview
	Good working knowledge of IT and emails	✓		Application Form
	Display an understanding of the NHS agenda with regards to offender health.	✓		Application Form
Personal disposition	Can demonstrate excellent communication, organisational and time management skills	✓		Application Form / Interview
	Able to work well within a multi-disciplinary team	✓		Application Form
	Understands own accountability	✓		Application Form
	Ability to work under pressure	✓		Application Form
	Ability to use own initiative	✓		Application Form

**AGENDA FOR CHANGE KNOWLEDGE AND SKILLS FRAMEWORK
(TO BE INCLUDED IN ALL JOB DESCRIPTIONS)**

The following sets out the broad knowledge & skills outline for the post: i.e. the knowledge & skills you need to apply in your work in order to deliver quality services

(A more detailed full outline is available against which you will be monitored via the personal development review process)

	NHS KSF Dimensions	Detail	Level Required for Post
1	Communication	Develop and maintain communication with people about difficult matters and/or in difficult situations	Level 3
2	Personal and People Development	Develop oneself and contribute to the development of others	Level 3
3	Health, Safety and Security	Monitor and maintain health, safety and security of self and others	Level 2
4	Service Improvement	Contribute to the improvement of services	Level 2

5	Quality	Maintain quality of own work and encourage others to do so	Level 2
6	Equity and Diversity	Support equality and value diversity	Level 2
HWB5	Provision of Care to Meet Health & Wellbeing Needs	Undertake care activities to meet the health and wellbeing of individuals with a greater degree of dependency	Level 2
IK3	Knowledge and Information Resources	Maintain knowledge and information resources and help other to access and use them	Level 2