



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**

# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

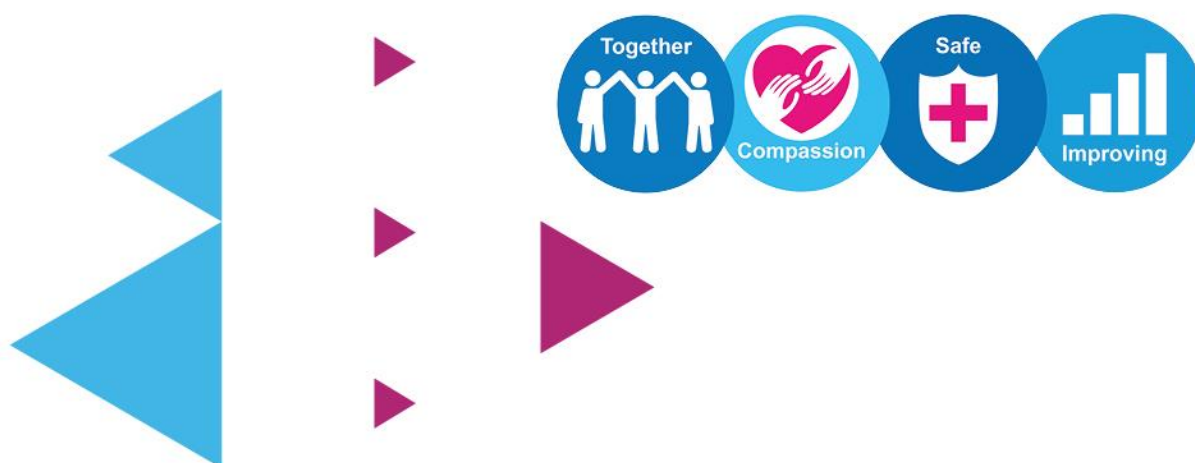
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: Women's, Children's & Clinical Support Services**

**Job Title: Senior Clinical Pharmacy Technician**

**Band: Band 5 depending on experience or progression from a band 4 to a band 5 on completion of set objectives**

**Location: UHNM**

**Hours: An average of 150 hours (pro rata), over a 4 week rota, to include late shifts and weekend working**

**Managerially accountable to: Chief Pharmacy Technician Patient Services / Lead Pharmacy Technician for specialist area**

**Professionally accountable to: Clinical Director of Pharmacy**

### **Role Summary**

This post is a band 4/5 Senior Clinical Pharmacy Technician delivering a rotational clinical service to a range of specialist ward areas. Depending on the initial skill set and experience of the individual they will either be employed directly at band 5 level or will complete relevant training at band 4 level. Upon successful completion of the training and evaluation, the post holder will automatically become Senior Clinical Pharmacy Technician (band 5).

A training and development programme is to be completed which includes:-

- Attend training courses to underpin knowledge e.g. Gateway to Leadership course
- Obtaining an accuracy Checking of medicines qualification
- Completion of the Clinical Pharmacy Technician training pack
- Becoming a named mentor for trainee staff and actively supporting them through their training and competencies

The post holder will have a maximum of 24 months from the date of employment to complete this training and evaluation. All the relevant support and guidance will be provided from the organisation to complete this training (including provision of educational supervisors, mentorship, work based assessors and allocated time). The post holder will provide services in accordance with relevant professional, ethical, legal and locally agreed policies, procedures, guidelines and standards.

### **Key Deliverables**

The post holder will:

- Provide a rotational clinical service which includes medicines management activities to a range of specialist clinical ward areas
- Work closely as a team with the relevant clinical pharmacist(s) regarding the effective and efficient delivery of pharmaceutical care

- Provide comprehensive, professional and high quality technical support in the provision of pharmaceutical services to wards and departments. This will include liaising with medical and nursing staff, patients and carers.
- Participate in safety and quality initiatives, such as audits, undertaken by the Pharmacy Directorate, including ward storage and Controlled Drug audits
- Make judgements regarding the prioritisation of work and deployment of staff.
- Ensure the timely dispensing of medication in order to facilitate discharges and support the flow of patients through the Trust in accordance with agreed turnaround times. This will include taking corrective actions and escalating any issues to senior members of staff.
- Supervise and proactively direct the work of Band 4 Rotational Pharmacy Technicians, Pre-registration Pharmacy Technicians, Trainee Pharmacists, Medicines Management Assistants (MMAs) and Band 2 and 3 Assistant Technical Officers (ATOs)
- Actively participates and contributes to the training and induction of junior staff working within the directorate. This will include supervising, teaching and assessing staff as necessary.
- Be an expert witness and work towards undertaking a TAQA qualification in assessing
- Act as a role model and mentor for junior staff, providing support, guidance and training
- Line manage allocated Pharmacy Technicians and support staff e.g. MMAs, ATOs; undertaking PDRs and following absence management policies, disciplinary and grievance processes if necessary.
- Deputise for Lead Pharmacy Technicians when requested
- Provide dispensary based activities
- Be an accuracy checking Technician (ACT) meeting the requirements of the national education framework – Final Accuracy Checking of Dispensed Medicines and Products.
- Participate in appropriate late night, weekend and bank holiday rotas
- Actively participate and contribute to on-going service transformation initiatives
- Create, maintain and develop relevant standard operating procedures (SOPs)

This role gives the post holder autonomy to act in the best interests of the patient in order to improve patient safety. There is an expectation that the post holder will practise within safe limits and always refer to a clinical ward pharmacist when unsure or when there is a need to resolve complex situations.



## **Key Clinical Ward- Based Tasks**

The post holder will:

- Be able to identify patients at a higher clinical risk, ensuring that they are prioritised, using the UHNM clinical prioritisation toolkit
- Take detailed and accurate medication histories, addressing any discrepancies with ward pharmacist and/or prescriber, documenting, if appropriate, in patients' medical notes. Reconcile with the inpatient prescription chart. Ensure the information documented is accurate, up to date and complete.
- Assess Patients Own Drugs for suitability of re-use during in-patient stay and on discharge. Identify medicines which need supplying to the patient in preparation for discharge.
- Autonomously order medicines for individual patients, ensuring that sufficient supplies are available for patients during their inpatient stay and at discharge.
- Liaise with ward based clinical Pharmacists, the multidisciplinary team and patients/carers to ensure the delivery of appropriate ward based medicines management services and the timely availability of patient medication. This can include both UHNM and primary care teams.
- Liaise with ward staff to identify patients requiring discharge prescriptions and facilitate speedier discharge to meet trust wide targets. This will include ensuring compliance aids are dispensed when appropriate and communicating changes to GPs and community Pharmacies as necessary
- Work with wards regarding the efficient and effective ordering of ward stock and provide a non-stock medication top up service in conjunction with the ward Pharmacist. Order medication to ensure that urgent doses are obtained swiftly and medication is not omitted.
- Assists with the review of ward stock lists to reduce risk and medication wastage
- Proactively advises on and ensures the safe and secure storage of medicines on the ward, ensuring that Patients Own Drugs are kept in safe custody at all times and handed back to the patient or transferred accordingly
- Dispense and accuracy check medicines, near to the patient, within pharmacy hubs if appropriate, to assist with timely discharge
- Communicate detailed information to patients on the routine use of their medicines, providing specific information to any special requirements e.g. NOAC, inhalers, insulins, dose changes and discontinuation of medicines. Ensure that any patient adherence issues raised are addressed.
- Refer suitable patients for follow-up medicine support with their local pharmacies via the DMS system
- Undertake repeat prescription homecare triaging, following agreed guidelines and SOPs
- Through pharmacy review at pre-surgical admission stage, identify patients that are suitable for medicine reconciliation and ensure that patients are provided with the correct peri-operative drug advice

## **Key Dispensary Tasks (including in pharmacy hubs)**

The post holder will:

- Dispense and accuracy check medicines for out-patients, in-patients and discharge prescriptions ensuring the correct medication, strength, form, dose and directions. This will include all controlled drugs, clinical trials, unlicensed medicines and compliance aid assembly to wards and patients.
- Feedback and record any dispensing errors identified ensuring correction of the error is made
- Ensure that all required documentation, relating to the issue of medicines to individual patients, wards and departments is accurately completed and maintained
- Work to ensure all aspects of good stock management including controlled drugs ensuring accurate computer transactions, investigation of stock discrepancies, receipt of goods and stock checks are undertaken.
- Be the nominated shift Lead Technician on late night and weekend shifts as per rota
- Sell over the counter products under the supervision of the Responsible Pharmacist. Advises patients/carers as to the suitability of over the counter medication and refers to Pharmacist as appropriate – County site only.
- Deals with queries and complaints from patients and service users
- Be an educational supervisor for the Nationally approved Accuracy Checking Technician course

## **Knowledge, training and experience**

The post holder will have:

- BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians or equivalent nationally recognised qualification which meets requirements for registration with the GPhC

## **Once step up programme completed or upon appointment –**

- National Accredited Checking Technician (ACT) qualification or working towards and due to complete imminently. The requirement of the qualification is to meet the national framework which includes a portfolio which evidences an accuracy check of 1000 items, end test and interview.
- Registered with the General Pharmaceutical Council
- Recent experience of working within a pharmacy department as a Pharmacy Technician.
- Patient counselling skills – pleasant professional and caring manner, knowledge of the use of medicines and advising patients and assessing pharmaceutical care needs

## **Professional role**

The post holder will:

- Effectively communicate and foster good working relationships with pharmacy colleagues, multidisciplinary teams and external customers to ensure effective, efficient, safe and timely delivery of all services within patient services.
- Follow departmental Standard Operating Procedures (SOPs), Trust Policies and the Trust Values and Promises
- Contribute to the further development and planning of the pharmacy service by putting forward their own ideas and suggestions
- Liaise with the relevant staff for guidance and advice where queries and problems exceed their remit
- Participate in the achievement of key performance indicators within the Pharmacy Directorate
- Attend appropriate training courses for Technicians and encourage other staff to undertake further training to keep relevant pharmaceutical, clinical and technical knowledge up to date
- Promptly highlight any concerns or problems regarding conflict and/or the quality/performance of other pharmacy staff members to the most appropriate person
- To ensure that confidentiality is maintained at all times
- Attend continuing education schemes relevant to the post, maintaining personal development and Continuing Professional Development (CPD)
- Take part in peer reviews to ensure staff are meeting tasks and objectives agreed within set frameworks

## **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

## **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.



- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising

waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

## Senior Clinical Pharmacy Technician

### Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians or equivalent nationally recognised qualification which meets requirements for registration with the GPHC</li> </ul>	✓		Application form Certificates Interview Test

	<b>Once step up programme completed or upon appointment -</b> <ul style="list-style-type: none"> <li>• National Accredited Checking Technician (ACT) qualification or working towards and due to complete imminently.</li> <li>• The requirement of the qualification is to meet the national framework which includes a portfolio which evidences an accuracy check of 1000 items, end test and interview.</li> <li>• Registered with the General Pharmaceutical Council</li> <li>• TAQA assessor qualification, or willing to undertake</li> <li>• Membership of professional organisation e.g. APTUK</li> <li>• Medicines optimisation qualification</li> </ul>	✓		
		✓		
		✓		
			✓	
			✓	
			✓	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Recent experience of working within a pharmacy department as a Pharmacy Technician.</li> <li>• Patient counselling skills – pleasant professional and caring manner, knowledge of the use of medicines and advising patients and assessing pharmaceutical care needsAbility to prioritise workload in response to service need</li> <li>• Hospital based experience</li> <li>• Experience of the use of hospital IT systems e.g. patient management, Discharge Medicines system and pharmacy automation</li> </ul>	✓		Application form Interview Portfolio review
		✓		
			✓ ✓	
<b>Skills, Ability &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of current Pharmacy and NHS challenges and issues</li> <li>• Good knowledge of pharmacy practice and clinical governance initiatives relating to medicines</li> </ul>	✓		Application form Interview
		✓		





	<p>medicines accurately without making errors</p> <ul style="list-style-type: none"> <li>• Ability to mentor and train junior staff enabling them to achieve their goals.</li> <li>• Knowledge of medication safety and governance safety issues and the implications for dispensary and ward based services</li> <li>• Able to deal with complaints / confrontations on wards and handle sensitive issues</li> <li>• Supervisory skills to supervise Pharmacist Assistants, Students, Pre-Registration Students, bank staff, Rotational Pharmacy Technicians.</li> <li>• Demonstrate knowledge with health and safety and COSHH risk assessments for safe working and good practice.</li> <li>• Staff management</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to work unsupervised, alone and act on own initiative</li> <li>• Common sense, logical practical thinker and confident in approach</li> <li>• Honest and trustworthy and able to maintain strict confidentiality at all times.</li> <li>• Well-developed inter personal skills.</li> <li>• Tactful</li> <li>• Professional appearance and manner.</li> <li>• Ability to acknowledge own limitations and know when to refer an issue to a more Senior team member</li> <li>• Able to work flexibly covering all working days, Monday to Friday and available for late nights / Saturday / Sunday / Bank Holidays on a rota.</li> <li>• Able to travel between sites if necessary</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		Application form Interview