

Appendix 16 — Example Job Description for a Homecare Pharmacy Technician

1.0 JOB DETAILS

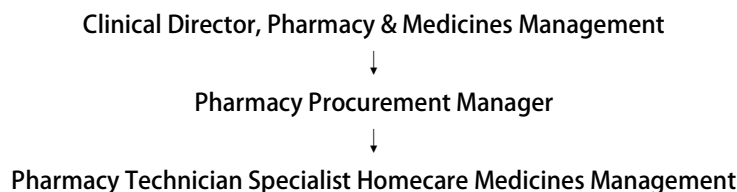
Job title:	Pharmacy Technician Specialist, Homecare Medicines Management
Reports to:	Pharmacy Procurement Manager
Accountable to:	Pharmacy Procurement Manager
Grade:	Band 6
Unit/Department:	Pharmacy
Location:	

2.0 JOB PURPOSE

To manage and develop homecare medicines management services by providing a specialist technical service to the Pharmacy Procurement and Clinical Pharmacy teams. The post holder will also perform a range of medicine supply functions for one session per week.

3.0 JOB DIMENSIONS

4.0 ORGANISATIONAL CHART



5.0 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- BTEC in Pharmaceutical Science, NVQ level 3 in Pharmacy Services or equivalent
- Minimum 3 years post qualified experience
- Supervisory/management experience
- Expert knowledge of good dispensing/distribution/manufacturing practice
- High level of knowledge of medicine stock control systems
- Hospital pharmacy experience
- Excellent literacy, numeric, verbal and written communication skills
- Accuracy checking experience
- Experience of managing change
- Experience of training/assessing staff
- Experience of developing and implementing standard operating procedures (SOPs)
- Computer skills

6.0 CORE VALUES

- Enthusiastic
- Reliable
- Motivated
- Confident
- Committed to continual professional development of staff and self
- Able to support, advise and value others
- Honest
- Shows integrity
- Respects patient confidentiality
- Has empathy for patients and carers
- Committed to high standards of service delivery
- Able to deal with unpredictable workload
- Able to work accurately whilst under pressure
- Uses mistakes as a continual learning experience

7.0 CORE BEHAVIOURS AND SKILLS

- Team working — can build effective working relationships with team/customers and colleagues
- Flexible
- Can use initiative but knows when to refer
- Able to influence and persuade others and remain calm in difficult situations
- Can motivate individuals and a team
- Analytical skills
- Prioritisation skills
- Problem solving ability
- Can manage own time appropriately and effectively
- Effective verbal, numeric and written communication skills
- Works accurately when interrupted and under pressure
- Able to interpret written instructions
- Able to identify training and development needs of staff
- Behaves professionally at all times — leads by example

8.0 CORE KNOWLEDGE AND UNDERSTANDING

- Handling complaints
- Incident and error reporting
- Recruitment and selection
- Staff training and development
- Health & Safety and COSHH
- Attendance management
- Managing change
- Knowledge and management of stock control
- Good dispensing/distribution/manufacturing practice
- Accredited accuracy checker
- Broad knowledge of customer care
- Quality control assurance procedures

9.0 PRINCIPAL DUTIES AND AREAS OF RESPONSIBILITY

- Works with the Pharmacy Medicine Contract Manager to produce timetables for homecare contract tenders, ensuring deadlines are met that have been agreed with all key decision makers
- Acts as professional secretary to all homecare contract project groups
- Co-ordinates with multidisciplinary healthcare teams to implement new homecare services
- Works with multidisciplinary healthcare teams to review existing and develop new Homecare Service Specifications
- Works with Clinical Pharmacy Team Leaders, Lead Pharmacists, Outpatient Dispensary Managers, and other pharmacy staff to identify, plan, and develop new opportunities for homecare services
- Investigates, develops, and reports on the current and future processes for patients consenting to receive homecare medicines management
- Co-ordinates the service review meetings for homecare medicines management working closely with homecare companies, pharmacists, nurses, doctors, other healthcare staff, and patients
- Produces quarterly reports on quality and financial indicators on all homecare medicine services
- Works with the Pharmacy Procurement Business Manager to provide liaison with clinical pharmacists and homecare companies over problems with prompt payment of invoices for homecare services
- Works with the Pharmacy Medicine Contract Manager or equivalent to ensure homecare service medicine prices are kept up to date with homecare companies
- Manages homecare medicines management services for the homecare specialist area
- Provides specialist advice on medicines and processes associated with homecare medicines management to patients, carers, and homecare contractors
- Works under guidance of SOPs, GMP and COSHH. Works independently to develop and implement SOPs for homecare medicines management which may include policies that impact on areas other than homecare medicines management
- Works to agreed objectives with annual appraisal with the Pharmacy Procurement Manager. Provides specialist technical service to out-patients on one session per week
- Ensures compliance with current homecare medicines management guidance, and contributes nationally to the development of homecare medicines management guidance and policy
- Undertakes research into homecare medicines management services, which may include the trial of novel methods of providing homecare medicines management, or services for medicines previously not managed through homecare
- Maintains high professional standards at all times and ensures compliance with statutory regulations concerning pharmaceuticals and the provisions of the Health and Safety at work act are complied with
- Responsible for training and supporting all grades of staff on homecare medicines management
- Involvement in writing procedures relating to the service in conjunction with other appropriate staff and managers. Delivery and implementation of agreed procedures and monitor compliance with all SOPs
- Ensures homecare medicine services tender processes are completed within agreed timescales
- Ensures quality monitoring is carried out and reported appropriately
- Identifies training needs of staff and devise individual training plans
- Acts as “Key Trainer” for your area ensuring all staff are trained in safe practices

- Contributes to service developments ensuring change is managed smoothly
- Assists in auditing the service against set targets
- Arranges pilot schemes to assess benefits of new ways of working
- Develops an induction and training package for area
- Participates in accuracy checking training sessions
- Develops efficient communication channels with the rest of pharmacy to ensure a good understanding of the service and the roles and responsibilities of staff
- Forges links nationally and regionally with other technicians in homecare services in order to share best practice
- Responsible for ensuring good dispensing/distribution/manufacturing practice
- Prioritises workload and analyse situations to resolve problems
- Participates in labelling, assembly, preparation, dispensing and other dispensing duties should the need arise to ensure service provision
- Ensures accurate documentation and records are maintained within the service area
- Identifies and implements risk reduction strategies in your area of work
- Participates in the weekend and bank holiday rotas on a rotational basis

Health and safety/risk management

All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the hospitals NHS health board/trust policies, including Health and Safety policies, in particular by following agreed safe working procedures, and reporting incidents using the health board/trust Incident Reporting system.

Equality and diversity

The post holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

Training and personal development — Continuous professional development

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Respect for patient confidentiality

The post holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

10.0 COMMUNICATION AND WORKING RELATIONSHIPS

The post holder will work closely with the pharmacy procurement manager, pharmacy procurement business manager, and pharmacy medicine contract manager to ensure a uniform approach. Regular communication with the team needs to be maintained in relation to working practices, procedures and any changes. A good working relationship with colleagues and other healthcare staff needs to be fostered and maintained. Communication with patients and carers. First point of contact regarding complaints from patients and service users.

11.0 SPECIAL WORKING CONDITIONS

There is an expectation that the post holder will on occasion be required to travel to other sites within the health board/trust to attend training sessions or meetings. The post holder will work one half-day session per week in one of the Outpatient Dispensaries. The post holder is required to participate in weekends and bank holidays on a rotational basis.

Adhere to associated hygiene and clothing requirements of individual work areas. This may involve:

- Absence of make-up
- Removal of jewellery
- Wearing of protective clothing including hoods, facemasks, gloves and safety shoes
- Working in a confined space for periods of up to 3 hours at a time
- Receipt, distribution and preparation of cytotoxic medicines under COSHH guidelines

12.0 JOB DESCRIPTION AGREEMENT

Employee' s signature:..... Date:.....

Line manager' s signature:.....Date:.....

Head of department' s job title:.....

Person Specification

Post Title	Pharmacy Technician Specialist Homecare Medicines Management (Post Ref:)
Grade	Band 6
Department	Pharmacy
Location	
Summary of Role	To manage and develop specialist homecare pharmacy services

Criteria:	Essential	Desirable	Evidence obtained from:
Qualifications:	BTEC in Pharmaceutical Science or NVQ level 3 in pharmacy services or equivalent	Supervisory or management qualification NVQ level 3 unit 12 A1 assessors award	Certificates
Training:	Broad range of technical skills Experience of training others Accuracy checking training Staff development		Application form Interview
Experience:	Minimum 3 years post qualified experience in hospital or industry at Pharmacy Technician higher level Management or supervisory experience of technical and support staff	Performance review Development and implementation of procedures Close working with patients Close working with pharmacists Close working with non-pharmacy healthcare staff	
Special knowledge:	Customer care Good dispensing, distribution, manufacturing practice Incident and error reporting Health and Safety/COSHH	Homecare medicines management Homecare treatments Managing change Risk assessments	Interview References
Behaviours:	Flexible/adaptable Enthusiastic and reliable Professional Able to motivate staff Support and value staff and colleagues Able to cope with conflict and handle difficult situations		Interview References
Practical skills:	Able to cope with a large and varied workload Able to work accurately and under pressure Excellent verbal, numeric and written communication skills Prioritisation skills Planning skills Able to direct the work of others, including non-pharmacy staff	Good problem solving skills	Interview References
Other requirements:	Able to fulfil occupational health requirements for the post (with reasonable adjustments if necessary), including clearance on blood borne viruses in compliance with health board/trust policy		Occupational health screening

References and further information

The NHMC has developed best practice guidance for stakeholders including:

- A core outline service specification
- Change management tool (change of provider)
- Therapy list
- KPIs
- Patient registration documentation
- Patient survey template
- Advice to Chief Pharmacists for resourcing pharmacy support for medicines homecare services (www.cmu.nhs.uk/homecare)
- NHS Commercial Medicines Unit (CMU). Procurement guidance for the provision of homecare delivery services of medicines to patients at home. May 2010 (www.cmu.nhs.uk/homecare)
- Department of Health review of homecare November 2011