

Lead Pharmacy Technician – Medicines Optimisation

Department: Health and Community Services (HCS)

Division: Pharmacy

Reports to: Clinical Pharmacy Manager

JE Reference: HCS1083

Grade: CS09

JE Date: 23/2/2022

Job purpose

To lead, manage and deliver a comprehensive technician medicines management & optimisation service to HCS, ensuring that it is provided in a professional, safe, timely and efficient manner at all times.

Job specific outcomes

1. Provide day to day professional leadership and management to the team of pharmacy technicians providing ward medicines management and optimisation services, ensuring compliance with all legislation relating to medicines use, in a safe, efficient and cost effective manner.
2. Supervise, manage and co-ordinate the work of pharmacy technicians assigned to ward services, ensuring they achieve the required level of competency to support the delivery of a high-quality service to patients.
3. Performance manage direct reports and manage the planning and delivery of the education & training of those technicians undertaking the medicines optimisation accreditation and assess the competency of those technicians undertaking medicines optimisation activities.
4. Undertake medicines optimisation for all patients including medicines reconciliation on admission and at discharge, assessing patient's own medication at the patient's bedside / inpatient areas and contribute to patient discharge facilitation by counselling patients on their medicines liaising with other healthcare providers about patient's ongoing medication needs.
5. Utilising clinical prioritisation, identify and prioritise those patients who require the most clinical input with regards to their medications and liaise with clinical pharmacists, medical and nursing staff over any clinical issues, ensuring that each patient gets the maximum benefit out of the medicines.
6. Undertake the final accuracy check of clinically screened medicines prior to supply to patients, both at ward and dispensary level, and check the accuracy of prescriptions dispensed by others, to maximise the safe and appropriate dispensing of medicines to patients.
7. Identify any patients requiring information on their medication, advising and counselling patients with such information to ensure that they fully understand the requirements, that any patient adherence issues are clearly raised with them and so that they are able to obtain maximum benefit from prescribed treatment.

8. Participate in the review and implementation of policies, procedures and guidelines relating to the delivery of technician-led medicines optimisations services to patients and ward staff and develop the technician’s role in relation to Medicines Optimisation following national guidance and recommendations.
9. To lead on specific projects related to Medicines Optimisation as by the Clinical Pharmacy Manager, collect and analyse data required to monitor and evaluate the impact and performance of the technical medicines optimisation service in order to inform practice and service improvement.
10. To negotiate with other service managers and support the clinical pharmacy manager to take appropriate action to manage complex operational issues on a day to day basis as required ensuring adequate provision is made to cover staff shortages throughout the department on a planned basis and at short notice.

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>BTEC / NVQ/ SVQ level 3 in Pharmaceutical Sciences, or National Certificate in Pharmaceutical Science or equivalent.</p> <p>Plus</p> <p>Current registration as a Pharmacy Technician with the General Pharmaceutical council of Great Britain.</p> <p>plus</p> <p>Qualified Technician Checker (to National Standard)</p> <p>plus</p> <p>Accreditation in PWDS Pharmacy Medicines Optimisation Training Programme (Advanced) – equivalent to Level 5 qualification</p> <p>plus</p> <p>Diploma level qualification in management studies (Level 5) or equivalent experience.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Comprehensive knowledge of clinical pharmacy, underpinned by theory.</p> <p>Excellent knowledge of both theoretical and practical aspects of medicines optimisation acquired through training.</p> <p>Extensive knowledge of checking dispensed prescriptions and supervising a technical area within the pharmacy.</p> <p>Up to date knowledge of national guidelines and legislation relating to medicines optimisation and pharmacy practice.</p> <p>Good understanding of clinical governance, medication incidents and risk management.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p>	

<p>Technical / Work-based Skills</p>	<p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent relationship building with both internal and external stakeholders, up to and including at a senior level.</p> <p>Able to understand and manage a range of complex facts or situations requiring analysis.</p> <p>Strong problem-solving acumen.</p> <p>Excellent communication; verbal and written.</p> <p>Communicates effectively across all levels.</p> <p>Able to hold others to account for agreed targets.</p> <p>Ability to adapt personal style in order to influence others and gain support for ideas.</p> <p>Supports the development of and shares learning with other members of staff.</p> <p>Provides inclusive and supportive staff management and development.</p> <p>Able to remain professional and effective under pressure.</p> <p>Committed to continuous service improvement and also continued professional development for themselves and their team.</p> <p>Self-directed and resourceful.</p> <p>Flexible approach to work.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>At least 5 years post registration experience in hospital pharmacy practice, including 2 years experience in medicines optimisation.</p> <p>Completed comprehensive rotations in hospital pharmacy including medicines management.</p> <p>Experience of working effectively within a multidisciplinary team.</p> <p>Assessment, facilitation and tutoring of pharmacy staff.</p> <p>Practical experience of managing staff and resources.</p>	