

## Lead Technician – Technical services

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**Department:** Health and Community Services (HCS)

**Division:** Pharmacy

**Reports to:** Lead Pharmacist Oncology and Technical Services

**JE Ref:** HCS1279

**Grade:** CS09

**JE Date:** 23/01/2024

### Job purpose

Assist the Accountable Pharmacist in safe, effective and efficient operational running of the Pharmacy Technical Services Unit and the provision of high-risk injectables including accuracy checking items produced within the unit as well as outsourced ready-to administer high-risk injectables.

To co-ordinate and supervise the day-to-day allocation of staff activities, ensure that staff are undertaking activities following department standard operating procedures (SOPs) and work in accordance with Good Manufacturing Practise (GMP), Good Distribution Practise (GDP) and Good Clinical Practice (GCP). Ensure, maintain and develop facilities, equipment and work practises to achieve the highest technical standards.

To assist in the training of pharmacists, pharmacy technicians and assistants in the technical aspects of the service.

### Job specific outcomes

1. Supervise day-to-day preparation of products within the unit and co-ordinate the daily workload with the Technical Services Unit ensuring products are supplied to service users in a timely manner. To manage own workload effectively and efficiently ensuring that work is completed to agreed timescale.
2. Support the Lead Pharmacist Technical Services and Oncology in the development of local guidelines and policies ensuring compliance with national and local policies and guidelines.
3. To ensure the Pharmacy Technical Services Unit is operating in accordance with current legislation and guidance including Good Manufacturing Practise (GMP), Good Clinical Practise (GCP), Good Distribution Practice (GDP), Quality Assurance of Aseptic Preparation Services, RPSGB Code of Ethics, Health and Safety, Medicines law, COSHH and Departmental procedures.
4. Have good knowledge and understanding of the computer systems used to generate documentation such as worksheets, procedures and labels used in aseptic preparation, and ensure validation and change control procedures are followed.
5. To be competent to accurately and consistently participate in the aseptic preparation, ordering and dispensing of high-risk injectables including parenteral nutrition (PN), systemic anti-

cancer treatments (SACT), monoclonal antibodies (MABs), and central intravenous additives (CIVA). To take part in pre and in-process checks, or perform final product approval of products to release for use the products manufactured aseptically by the Pharmacy Technical Services Unit in accordance with local, regional and national guidelines as appropriate, and maintain competence in these processes. To be able to risk assess and recommend whether a product is fit for purpose, knowing when to refer to the Authorised Pharmacist.

6. To maintain other necessary competencies including but not limited to, valid handwashing, gowning, transfer and cleaning.
7. To act as an Accredited Checking Technician and perform the quality inspection and accuracy check of outsourced commercially prepared ready-to-administer high risk injectables for delivery to the clinical areas.
8. Assist the Accountable Pharmacist with the development, review and implementation of new products, standard operating procedures (SOPs), formal documentation and policies. To be able to ascertain and have knowledge of the stability and formulation requirements of aseptically prepared products including suitability of diluents, volume of diluents and administration routes.
9. To be responsible for the stock control, ordering levels and storage of medicines. This includes starting materials, consumables and aseptically prepared batch products purchased from external Specials suppliers. To manage the ordering of patient specific and batch pre-prepared aseptic products (e.g. cytotoxic, high risk injectables and parenteral nutrition) from external Specials suppliers in a timely, efficient and safe manner and ensure all necessary quality assurance checks are completed, working with Pharmacy Procurement.
10. To assist in providing financial costing and reports in relation to stock usage, wastage, contracts and workload information.
11. To ensure that all Pharmacy Technical Services Unit staff handle, store and dispose of hazardous materials such as cytotoxic drugs, monoclonal antibodies, and sharps, according to HCS policies, Health and Safety at Work Act and COSHH regulations without further increasing the risk to themselves or their colleagues.
12. To undertake regular environmental monitoring and quality control tasks to ensure the Pharmacy Technical Services Unit environment and product quality remains within specified limits. To act on findings and report any out of specifications to the Accountable Pharmacist. To assist with the investigation of non-conformances, out of specification results and errors, including completion of the relevant paperwork and root cause analysis.
13. To be able to risk assess situations and determine appropriate actions within their remit, advising the Authorised Pharmacist when required e.g. out of specifications to environmental monitoring, breach in storage conditions, air handling unit failures.
14. To ensure the proper use, maintenance and cleaning of all equipment including pharmaceutical isolators and cleanrooms according to departmental procedures.
15. To facilitate the induction and on-going training of all Pharmacy Technical Services Unit staff in GMP, aseptic preparation and safe working practises. To be responsible for the supervision of staff and to undertake assessment and revalidation of staff to ensure that a high quality and safe environment is maintained.

16. To act as a mentor and educational supervisor to Pharmacy colleagues undertaking training and qualifications, such as PIPC or PAAP accreditation or in-house training, ensuring effective training and support is given. To undertake and contribute to specialist training and continuing education in the field of aseptic services.
17. To be involved in the quality management system and attend and present information in regular quality meetings. To support Senior Staff to improve standards and quality within the Pharmacy Department.
18. To work with the Accountable Pharmacist to identify and monitor the needs of the service users and Pharmacy Technical Services Unit, and effectively plan and implement changes and improvements to the unit to promote a safe, effective and economic service provision. To assist the Accountable Pharmacist in the self-inspection audits and external audits, and take an active role in addressing any deficiencies identified.
19. Work as a member of the multi-professional health and care teams, providing advice and expertise to peers, patients and management to ensure that best practice is promoted and patient outcomes and experience are optimised, within a designated area.
20. To act as a line manager to members of the Pharmacy Technical Services Unit team, ensuring completion of regular one to one meetings, appraisals and return to work interviews.
21. To participate in the weekend and bank holiday Pharmacy service as required.

### **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**

## ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young  
People, Education  
and Skills

Health and  
Community Services

Justice and  
Home Affairs

Treasury and  
Exchequer

Growth, Housing  
and Environment

Strategic Policy,  
Performance and  
Population

Chief Operating Office

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>Registration with the General Pharmaceutical Council (GPhC)</p> <p><b>and</b></p> <p>NVQ level 3 in Pharmacy Services</p> <p><b>and</b></p> <p>Accredited Checking Technician qualification</p>	<p>Experience working within a hospital Aseptic Services Unit.</p> <p>Pre and In-Process Checking Accreditation.</p> <p>Product Approval Accreditation.</p>
<b>Knowledge</b>	<p>Understanding of working within an aseptic services unit.</p> <p>Awareness of GMP legislation and standards</p> <p>Knowledge of checking dispensed prescriptions and supervising staff within the Pharmacy.</p> <p>Up to date knowledge of national guidelines and legislation relating to medicines use and pharmacy practice. Working knowledge and understanding of pharmacy law, ethics, roles and responsibilities.</p>	<p>Understanding of clinical governance, medication incidents and risk management. Implications for service including quality and audit.</p> <p>Knowledge of Wellsky – the Pharmacy computer system</p>
<b>Technical / Work-based Skills</b>		
<b>General Skills/Attributes</b>	<p>Well-developed practical, clinical pharmacy skills.</p> <p>Strong 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>Excellent communication; verbal and written.</p> <p>Communicates effectively across all levels. Ability to receive, manage and communicate complex information to staff, patients and external parties.</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>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. Good organisational, prioritisation and time management skills.</p> <p>Flexible approach to work. Able to work flexibly within a team with ability to supervise, manage and motivate.</p>	
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	Facilitation and tutoring of pharmacy staff.	
<p><b>Experience</b>  <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>A minimum of 2 years post-registration experience in hospital practice, which should include significant experience in Technical Services.</p> <p>Experience of working effectively within a multidisciplinary team.</p> <p>Facilitation and tutoring of pharmacy staff.</p>	