



Royal Hospital for Neuro-disability Job Description

Job title:	Lead Pharmacy Technician
Department:	Pharmacy
Salary grade:	Band 6
Responsible to:	Chief Pharmacist
Responsible for:	Pharmacy Technician Led Services
Behavioural Framework:	Employee

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

The RHN Pharmacy Department consists of a small team that provides services with the aim of ensuring the safe, evidence based, and cost effective use of medicines within the hospital. Main services provided include; medicines supply, prescription review, ward top-up, ward audit, development of local medicines guidelines and policies, supplier engagement, stock management, and expert medicines advice.

The Lead Pharmacy Technician reports to the Chief Pharmacist, and is responsible for delivery of all pharmacy technician led services as well as the supervision of pharmacy technicians and pharmacy support staff. The Lead Pharmacy Technician must actively participate in delivering these services, as well as lead and supervise the pharmacy technicians and support staff.

Main Objectives of the role

1. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
2. Strive to improve efficiency in all areas of your work.
3. Ensure that all pharmacy technician led services, and pharmacy support services are consistently delivered to a high standard, and that departmental objectives and KPIs are achieved
4. Provide effective leadership and guidance for pharmacy technicians and support staff
5. Support and promote safe medicines management practices in all hospital areas
6. Ensure that hospital resources are used efficiently
7. Strive to improve patient outcomes through delivering, and developing excellent patient centred pharmacy services

Key Responsibilities

1. Actively participate in, and hold accountability for the successful delivery of pharmacy technician led services, such as; dispensary services, ward based services, clinical services, stock management, procurement, CD management, finance administration, management of drug alerts and recalls
2. Plan, distribute, and prioritise workload to deliver safe services and achieve goals with available staff resource
3. Provide effective leadership of pharmacy technicians and support services staff, including providing appropriate support, education, training, delegation, and motivation
4. Undertake audits, reviews, and service evaluations, then use data to deliver improvement programmes
5. Produce pharmacy reports on medicines optimisation, governance, finance, and KPIs
6. Work collaboratively with colleagues to achieve departmental goals and medicines management quality assurance
7. Participate in the development and review of local policies, guidelines, and procedures
8. Attend and contribute to meetings which require Pharmacy representation
9. Deliver the brief provided by the Chief Pharmacist
10. Be willing and able to adapt to new and changing requirements of the department

Person specification: Essential and Desirable

1. Current registration with GPhC & BTEC in Pharmaceutical Sciences or NVQ L3 in Pharmacy - Essential
2. Hospital experience - Essential
3. IT skills – able to use MS Word, Excel, PowerPoint, Outlook, and able to learn new systems e.g. EPR, PMR - Essential
4. Excellent attendance record and punctuality – Essential
5. Possess leadership skills, being highly organised, able to communicate clearly, and capable of effective workload planning, and direction of personnel – Essential
6. Possess analytical skills, being capable of problem solving and effective at using data to drive improvements - Essential
7. Resilient and able to cope with pressure within a professional environment requiring high standards of performance and behaviour- Essential
8. Competent and capable in manual handling - Essential
9. Accuracy Checking Pharmacy Technician (ACPT) qualification - Desirable
10. Accredited medicines management qualification - Desirable

Our values

Seeing the whole person

Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.

Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

Delivery on promises

Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.

Willingness to learn

Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.

Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.

Honesty and integrity

Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they don't happen again.

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the post holder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: