

JOB DESCRIPTION

JOB TITLE:	Interface Technician
BAND:	AFC 5
DEPARTMENT:	Pharmacy
DIRECTORATE:	Corporate
REPORTING TO:	Community Mental Health Pharmacist
ACCOUNTABLE TO:	Lead Pharmacist Tower Hamlets/Newham directorates

JOB SUMMARY

- To work as part of a novel team providing medicines optimisation support to service users and staff in Community Mental Health Teams (CMHTs) and associated Primary Care Networks (PCNs)
- To support the CMHT staff with provision of pharmaceutical care to patients
- To ensure collaborative working and safe medicine management across interfaces, liaising with other providers at the interface to ensure seamless pharmaceutical care for patients
- To support safe, effective and value for money use of psychotropic medications
- To ensure standards for the safe and secure handling of medicines are maintained within the team
- Rotating across two CMHTs over a 12 month period, beginning in Tower Hamlets and then within Newham
- Building relationships and shaping a future role for a pharmacy technician service within the interface of primary and secondary care

KEY RESPONSIBILITIES

- Conduct medicines reconciliation for patients transferred to the care of the CMHT
- Undertake medication use reviews assessing compliance and understanding
- Contribute to the development of action plans and medicines optimisation strategies and work to implement them
- Provide medication counselling and side effect monitoring/support for service users and carers
- Provide evidence based clinical advice to patients, Carers and Health Care Professionals
- Work closely with primary care pharmacists and Medicines Management Teams within the Primary Care Networks.
- Lead on the integration of patient information systems between primary and secondary care, utilising GP clinical systems to conduct prescribing audits
- Participate in medicines related audits, support the implementation of the action plans resulting from the audits and monitor the effects to ensure changes are sustained
- Ensure antipsychotic monitoring is taking place in line with national guidance
- Identify patients who require medication reviews and refer to the pharmacist
- Initiate or participate in service development projects to improve medicines optimisation
- Support the delivery of medicines management training and education to CMHT and PCN teams
- Ensure personal workload is coordinated and prioritised according to patient and team requirements

- Maintain accurate records of patient medication recommendations and outcomes
- Contribute to the development, implementation and monitoring of medicines management policies and standard operating procedures
- Establish and maintain effective working relationships with GP practices, CCG staff and other healthcare professionals/stakeholders across the interface
- Provision of lifestyle advice and signposting to other services to promote weight loss, exercise and smoking cessation
- Supervision and training for pre-registration pharmacy technicians rotating through the CMHT

KNOWLEDGE AND SKILLS	
Supervision	Clinical Supervision provided as per Trust Policy
Communication	<ul style="list-style-type: none"> • Excellent communication skills to convey complex and emotive information to patients/ carers and other healthcare professionals • Build effective relationships with other healthcare professionals. • Provide effective liaison between Services. • Respect other disciplines' viewpoints and perspectives. • Initiate and maintain communication with service users, carers, relatives, GPs, other professionals and agencies as appropriate.
Relationships	<ul style="list-style-type: none"> • Close working relationship with other members of the multidisciplinary team within Tower Hamlets Community Transformation. This includes Nursing staff, psychologists, social prescribers and occupational therapists. • Liaises with other members of the ELFT Pharmacy teams in East London and Bedfordshire. • Liaises with community pharmacies, Acute Trusts, GPs, Primary Care Networks & ELFT Community Transformation project teams.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual

	<p>orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.</p>
No Smoking	<p>To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'</p>
Alcohol	<p>To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.</p>
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The post holder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
Data Protection Act Data Protection – Your Data	<p>To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.</p> <p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful</p>

	user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Clinical Governance	As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:- <ul style="list-style-type: none"> • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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REQUIREMENTS	ESSENTIAL/ DESIRABLE	SELECTION METHOD (A/I/T)*
<u>QUALIFICATIONS / TRAINING</u> <ul style="list-style-type: none"> • BTEC or NVQ level 3 or equivalent • Registered with General Pharmaceutical Council • Medicines management qualification or willingness to gain this • NVQ Assessor Qualification 	E E E D	A A A A
<u>KNOWLEDGE / SKILLS</u> <ul style="list-style-type: none"> • Up to date clinical and pharmaceutical knowledge • Understanding of national policies impacting on medicines management services • Strong communication and interpersonal skills • Ability to apply clinical knowledge to patient care • Presentation skills • Good IT skills (Word, Excel, Powerpoint, E-mail and Internet) • Able to negotiate, facilitate, influence and implement decisions • Organisational and time management skills • Working knowledge of medicines reconciliation and supply • Awareness of current prescribing and medicines management issues in the NHS • Medicines Information experience 	E E E E E E E E D D D D	A/I A/I A/I I I I I I A/I A/I A I
<u>EXPERIENCE</u> <ul style="list-style-type: none"> • Minimum of 2 years' experience as a practicing pharmacy technician • Working in a multidisciplinary health care team • Experience of hospital or community pharmacy • Understanding of primary care pathways for medicines • Experience of medication counselling • Experience of training healthcare team members • Experience of involvement with project/change management • Completion of educational supervisor training 	E E E E D D D D	A A/I A I A A/I A/I A
<u>PERSONAL ATTRIBUTES</u> <ul style="list-style-type: none"> • Ability to organise own work within a team setting • Self-motivated and able to work on own initiative • Ability to work logically and complete tasks • Ability to work under pressure • Ability to prioritise work to meet deadlines • Flexible • Willingness to be challenged • Willing to work as part of a larger team 	E E E E E E D E	A/I A/I A/I A/I A/I A/I A/I A/I

OTHER REQUIREMENTS: <ul style="list-style-type: none">• Knowledge of the local health services	D	A
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*Key A=Application, I=Interview, T=Test

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