

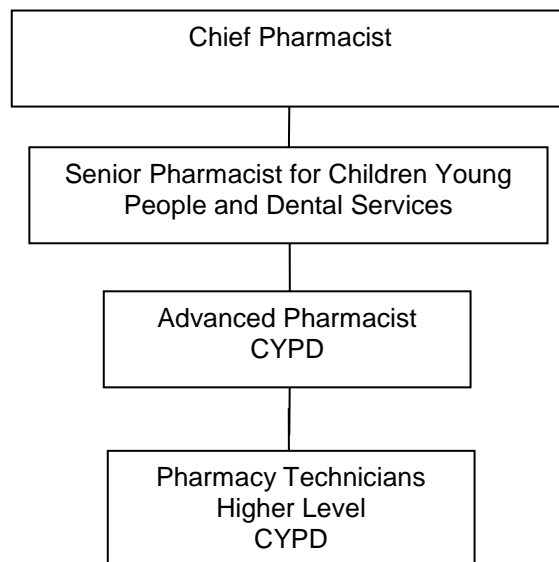
Job Description

Job Title:	Pharmacy Technician Higher Level Children, Young People and Dental Services
Responsible to:	Specialist/Advanced Pharmacist for Children Young People and Dental Services
Hours:	Minimum 22.5 hours per week
Last updated:	June 2020
Base:	Kent-wide
AFC Banding:	Band 5

Job Summary

To provide the technical support to the KCHFT Pharmacy team to enable the provision and development of pharmaceutical services, which includes clinical support to all Children, Young People and Dental Services (CYPD).

Organisational Chart



Dimensions

This is a Kent-wide post working in across any CYPD KCHFT setting, which includes Community based clinical areas, Kent County Council shared sites, Special Schools and in a domiciliary environment. The post holder will work closely with other health professionals under the supervision of a pharmacist.

The post holder is expected to:

- Provide medicines optimisation services within Kent Community Health NHS Foundation Trust CYPD Sites (including our integrated care special schools, short breaks and respite centres) focusing on children & families and their experiences to help improve their outcomes; take their medicines correctly; avoid taking unnecessary medicines; reduce wastage of medicines; and improve medicines safety.
- Integrate into KCHFT multidisciplinary teams working with other healthcare professionals e.g. nurses (both registered and unregistered), occupational therapists, specialist nurses and also working with social care professionals and external agencies to support medicines optimisation.
- Provide advice and educate health professionals.
- Provide advice and educate individual children and young people.
- Provide advice and educate groups of children and families.
- Provide clinical support for the delivery of the childhood immunisation programme under a Patient Specific Direction (PSD), including national campaigns to the school age population. To liaise with the school health teams, school staff, parents/children and other agencies as appropriate and work as part of the Immunisation team within an integrated immunisation model of nurses and pharmacy staff.
- Provide specialist technical support to the Specialist/Advanced Pharmacist and staff within the CYPD directorates of KCHFT including the provision of professional pharmaceutical support, legal and ethical guidance and advice to achieve high quality, cost effective and evidence based prescribing and use of pharmaceuticals; which will include developing and reviewing of both new and existing pharmacy policies; Standard Operating Procedures (SOPs) and guidance for CYPD Services; and monitoring ePACT and SOEL health prescribing data.
- Undertake regular quality assurance and improvement visits to each CYPD site and support the service to undertake any actions identified to ensure that each service/site meets the required standards.
- Provide technical support for the provision of information that will assist selection of cost effective and safe pharmaceutical products for the organisation.
- Facilitate the supply of medicines to CYPD sites to enable the provision of medicines treatments in a timely manner for children and young people.
- Provide technical support to provide education and training of healthcare staff of KCHFT and other healthcare organisations as commissioned. This will achieve delivery of high quality and evidence based care when medicines are administered or prescribed.

Key Result Areas

a) Community Children's Nursing Clinical

Medicines optimisation work in this service will include:

- Undertake a Medicines Reconciliation Review for children and young people that are referred to the special schools or short breaks and respite services. This involves correctly identifying the child or young person's medication (using various sources of information to obtain information e.g. Consultant management plans from tertiary centres, parents, carers, patients own medication, GPs, GP summaries, other schools/short breaks and respite units and community pharmacies) and provision of medicine administration record cards to support both KCHFT and social care staff in the safe, effective and efficient administration of medicines. The checking of patients own medication (PODs) is routinely undertaken by trained nursing staff in the units, however, the post holder is still expected to be competent in the checking of PODs to aid in problem solving where necessary.
- Produce Medicines Administration Record (MARs) Charts, Medicines Record Cards (MRCs) and endorse prescription charts e.g. clarification of drug name, form and strength, advice such as method of administration, timing of doses with respect to food, interactions, strength of dermatology products.
- Identify patient's pharmaceutical care needs, e.g. support with compliance.
- Provide verbal and written advice to patients, carers, social care and nursing staff adapting according to the patient's needs.
- Assists in medicines management planning in complex cases as part of the multidisciplinary team within the units/special schools e.g. this will include offering support and advice on compliance aids, medicine compatibilities in enteral feeds etc.
- Assist the Specialist/Advanced Pharmacist in reviewing stock lists at least every six months.
- Transport excess pharmaceutical products from units/ schools to the base pharmacy in accordance with regulations.
- Dispose of medicinal waste according to SOPs e.g. will include undertaking/witnessing appropriate controlled drug destructions on any KCHFT sites at the request of the Trust Controlled Drugs Accountable Officer.

b) Immunisation Service

Medicines Optimisation work in this service will include:

- Undertake the relevant training and is competent to safely support the delivery of the school based immunisation and vaccination programme as part of the integrated team with the KCHFT CYP Immunisation Service.
- Administering medication including childhood flu vaccine nasal spray and injections (Intramuscular and subcutaneous). Training will be provided.
- Undertaking Medicines Reconciliation following KCHFT policy when triaging consent forms for the school based immunisation programme.
- Ensure PSDs are prepared and authorised prior to a school/clinic immunisation session.
- Administer vaccines within the UK school based immunisation programme under a valid and authorised PSD.

- Undertaking appropriate communication with children, young people and/or their carers regarding their medicines to improve outcomes and uptake for the specific immunisation programme being delivered.
- Management of the cold chain in accordance with the medicines policy and related SOPs to ensure the safe monitoring, transport and administration of vaccines.
- Liaising with the KCHFT Supplying Pharmacy as necessary.
- Liaising with other health professionals as necessary including the those working in Acute Trusts, the patient's GP, community pharmacies and care agencies.
- Undertake appropriate and approved research, audit and Quality Improvement work within the Immunisation Service.
- Patient Education.
- Waste management.

Immunisation Service Sites across Kent and Medway include:

- *Trinity House, Ashford (main Hub)*
- *Westcliff House, Folkestone*
- *Foster Street Clinic, Maidstone*
- *Gravesham Community Hospital, Gravesend*
- *Rainham Healthy Living Centre, Rainham*
- *Exchange House, Hersden*

c) Special Schools

Medicines Optimisation within the special schools will include:

- Supporting the Specialist/Advanced Pharmacist with the development of a "Medicines in Schools Policy" which is adaptable across the area and facilitates some local adaptation.
- Support special schools to develop local documentation or integrate appropriate software for recording the administration of medicines in school e.g. Medicines Administration Record (MAR) charts.
- Develop, review and deliver medicines management training to healthcare and teaching staff across the commissioned sites. The training must include and cover the safe administration of medicines, controlled drugs, transcribing and documentation records in schools in line with the current policy and governance arrangements.
- Undertaking appropriate and approved research, audit and Quality Improvement work within the commissioned special schools contract.
- Undertaking appropriate communication with CYP and/or their carers regarding their medicines to improve outcomes for the student.
- Support the Specialist/Advanced Pharmacist to provide evidence based responses to any medicines information enquiries from special schools.
- Support the special schools with the implementation of any current national and local guidance e.g. Department of Education and Department of Health and Social Care joint guidelines for:
 - Supporting Pupils with underlying medical conditions

- Guidance for using emergency adrenaline auto-injectors in schools
- Guidance on the use of emergency salbutamol inhalers in schools.

Current Special Schools covered in the contract include (this list is not exhaustive and may be subject to change according to the terms and conditions of the contractual agreement with commissioners):

- St Nicholas: Holme Oak Close, Nunnery Fields, Canterbury CT1 3JJ
- Beacon: Park Farm Rd, Park Farm Industrial Estate, Folkestone
- Foreland fields: Newlands Ln, Ramsgate CT12 6RH
- Whitfield Aspen: Mayfield Rd, Whitfield, Dover CT16 3LJ
- Aspen 2: Dover Christ Church Academy, Melbourne Avenue, Whitfield, Dover, Kent, CT16 2EG.
- Wyvern: Great Chart Bypass, Ashford TN23 4ER
- Milestone academy: Ash Road, New Ash Green DA3 8JZ
- Ifield: Cedar Ave, Gravesend DA12 5JT
- Five Acre Wood: Boughton Lane, Maidstone, ME15 9QF
- Nexus: Upper Haysden Lane, Tonbridge, TN11 8AA

Communication and Working Relationships

Provide technical pharmaceutical advice, instruction and training to healthcare professionals e.g. medicines information, implementation of new policies and procedures, advice on storage facilities including advice with respect to refrigerated items.

Provide advice and answer queries regarding ordering, stock lists, delivery, availability and storage of pharmaceutical products. Notifying teams of any out-of-stock issues, ascertain urgency, obtain supply from wholesaler / manufacturer and ensure supply in a timely manner.

Participate in multidisciplinary, case conference or best interest team meetings on as requested within the immunisation or special schools services.

Provide verbal and written advice to children, young people and/or carers, adapting to their needs. There may be communication difficulties when dealing with children and young people with complex healthcare requirements e.g. children and young people requiring medicines to be administered via enteral feeding devices, cognitively impaired children and young people. Sensitivity is required for dealing with all children and young people in both settings.

Liaise with other organisations (e.g. primary and secondary care, community pharmacies, special schools, local authorities). This may be verbal or written.

Signpost to other services as necessary.

Liaise with nursing staff, pharmacy support worker and service pharmacist to arrange and prepare for quality improvement visits. These include the safe and secure

storage of pharmaceuticals. Write, print and distribute reports which highlight areas for improvement. Communicate with staff and take action to enable report recommendations to be undertaken.

Receive drug alerts and action and cascade as appropriate according to an SOP after obtaining advice from Specialist/Advanced Pharmacist.

Analytical and Judgement skills:

Judgements are required on how to manage workload including urgent requests for medicine administration.

Medicines Reconciliation requires skills on how best to obtain accurate and up-to-date information about patient's medication using the sources of information and deciding on whether further information should be requested.

Identify, investigate and resolve prescription discrepancies independently.

Interpret and apply information retrieved from medical or nursing notes and computer records (e.g. path lab results).

Following quality improvement visits, analysis of the findings.

Monitor systems to ensure safe practice and cost effective use of medicines.

Planning and Organisational skills:

Team planning is required to organise workload and clinical visits.

Own workload needs to be planned and prioritised, adapting plans to accommodate urgent requests for visits or advice.

Prepare for quality improvement visits with staff and pharmacist.

Physical skills:

Standard computer keyboard skills

Standard driving skills

Administration of medicines skills – manual dexterity

Dispensing skills

Responsibility for CYP Patient/Client Care:

Community Children's Nursing Clinical Pharmacy

Ensure that medicines authorisation forms (PSDs) are accurate and up-to-date and to take the correct action if not.

To provide medicines information and advice, with the assistance of the Specialist/Advanced Pharmacist, on the clarification of drug name, form and strength, advice such as method of administration, timing of doses with respect to food, interactions, strength of dermatology products.

Provide verbal and written advice to patients and / or carers adapting according to the patient's needs.

Assisting in planning care for complex cases as part of the multidisciplinary team.

Immunisation Service

To competently administer vaccines to children and young people via the sub-cutaneous, intramuscular, nasal or oral route (training will be provided).

Responsibilities for policy and service development implementation:

Assists in the implementation of national and local policies e.g. Medicines Policy and Medicinal Waste.

Write, implement and maintain SOPs relating to own area of work in liaison with the Chief Pharmacist and the Service Pharmacists e.g. referral process.

Contributes to the development of local policies e.g. by research or audit process.

Contribute to the development of and delivery of the Medicines Optimisation strategy and quality improvement.

Responsibilities for financial and physical resources:

Contributes to the management of the drugs budget for community nursing.

Responsible for advising on the safe and secure storage of pharmaceuticals in the nursing team(s).

Contribute to the Cost Improvement Plan (CIP) and to Income Generation.

Responsibilities for Human Resources:

Trains staff involved with the provision of pharmaceuticals and pharmaceutical advice to the community nursing team.

Participate in and contribute to learning in clinical team meetings.

Responsibilities for Information Resources:

Archive all documentation according to trust policy.

Ensure that the completion and maintenance of the electronic patient records in line with clinical record keeping and information governance standards.

To ensure that the teams record refrigerator and ambient temperature in line with Trust policy.

To complete electronic MAR charts as appropriate.

To effectively use any other electronic resources.

Responsibilities for Research and Development:

Regularly undertakes or supports the team in preparing for their quality improvement visits.

Participates in research undertaken by KCHFT as appropriate.

Freedom to Act:

Works independently in either the Immunisation Service or Special School setting, usually *without* direct pharmacist support.

Be responsible for identifying which problems need referring to a pharmacist or other appropriate healthcare professional (e.g. nurse, matron, physiotherapist or occupation therapist) and which can be resolved without referral and acting accordingly.

Follows standard operating procedures (SOPs) written by self and others.

Physical Effort

The job includes administering medicines to patients. This may involve a physical effort to draw-up or apply pressure on syringes to administer these drugs. The post-holder must have the strength and dexterity required to do this.

The post holder may have to work in a confined space to undertake the audit inspections.

The post holder may be expected to bend, kneel or adopt an unnatural working position when talking or administering medicines to patients.

The post holder is required to drive regularly to visit patients in a domiciliary environment and to attend meetings.

Works at a keyboard.

Mental Effort

This post involves:

Accuracy and attention to detail are fundamental to the job and therefore a high level of prolonged concentration, accuracy and attention to detail is required at all times, particularly during the medicines administration process.

Concentration required writing reports following quality improvement visits.

Emotional Effort

Will have to cope with highly charged or distressing situations and occasionally deal with people exhibiting challenging and aggressive behaviour.

Will need to read medical notes as part of their clinical duties and therefore will be exposed to distressing reports.

May be required to give prescription advice to terminally ill or distressed patients.

Working Conditions

This job will require the post-holder to work alone, visiting patients in their own home. As a consequence of this, they will be expected to work outside in all weather conditions (and therefore different extremes of hot and cold). Due to the complexity of patients, the post-holder may be exposed to violent or aggressive behaviour. The post-holder would also be expected to use a computer for a few hours per day. The post-holder will be required to administer medicines to patients in their own homes, and as a result of this, the post-holder may be exposed to bodily fluids or in the vicinity of bodily fluids.

On Call

This post does not require participation in an on call rota.

Corporate Accountabilities

Standards of Business conduct

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.

All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.

Risk Management

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

Governance Standards

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

Data Protection

To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.

Confidentiality

The Trust's employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

Child/Adult Safeguarding

All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.

Records Management

To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

Security

To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Infection Control

The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Freedom to Speak Up (Whistleblowing)

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.

Environmental Impact

The post-holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

Performance review

This Job Description will be used as a basis for individual performance review between the post holder and the manager.

The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The postholder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.

Equality and Diversity

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

Job description agreement

Job holder's name	
Job holder's signature:	
Date:	
Line managers name and title	
Line managers signature	
Date	

Person Specification

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Registered with General Pharmaceutical Council NVQ in Pharmacy Services Level 3 with BTEC in Pharmaceutical Science as underpinning knowledge or BTEC in Pharmaceutical Science or equivalent.	Regionally Accredited qualification in Medicines Management at Intermediate Level or historical equivalent (Regionally Accredited Consultation Skills plus Medicines Management Skills).
EXPERIENCE	<p>Minimum of 3 years post-qualification experience in a Hospital or other clinical setting.</p> <p>Dispensing experience essential.</p> <p>Clinical experience essential.</p> <p>Able to maintain own Continuing Professional Development, with an on-going portfolio of competence based evidence.</p>	<p>Experience in both hospital pharmacy and other sectors e.g. Community Health, Community Pharmacy.</p> <p>Knowledge of paediatric and neonatal pharmacy.</p> <p>Experience of working with children and young people</p> <p>Multi-agency working</p> <p>Worked in community services setting</p>
KNOWLEDGE	<p>Knowledge of storage and handling requirements of pharmaceutical products.</p> <p>Knowledge and ability to dispose of pharmaceutical products with due regard to local policy, COSHH and Health and Safety guidelines.</p> <p>Specialist knowledge, including clinical knowledge, gained through training and experience – knowledge of pharmaceutical care of patients in Intermediate, Palliative Care, Respite Care and Continuing Care.</p> <p>Specialist knowledge of Medicines Act, Home Office Controlled Drugs regulations, Data Protection Act, Environmental Act and COSHH regulations as applicable to Community Health settings.</p>	<p>Child health and development.</p> <p>Parenting issues and influences.</p> <p>Principles of child behaviour management.</p> <p>Public Health.</p> <p>Lone working.</p> <p>Teaching and/or tutoring/mentoring experience.</p>

	<p>Knowledge and ability to use supporting technical equipment e.g. multifunctional devices for scanning/emailing.</p> <p>Able to maintain confidentiality and communicate sensitive information to appropriate persons in accordance with Data Protection Act.</p>	
<p>SKILLS & ABILITIES</p>	<p>Excellent written and verbal communication skills.</p> <p>Excellent inter-personal skills.</p> <p>Computer literate in the Word, Excel, Power Point, e-mail and internet systems.</p> <p>The skill to write SOPs under the guidance of a Pharmacist.</p> <p>The skill to train other pharmacy staff and healthcare professionals in specific tasks related to the service provided to community nursing.</p> <p>Able to problem solve by obtaining relevant information and making decisions based on the information.</p>	<p>Leadership skills.</p> <p>Counselling skills.</p> <p>Ability to extract and present data from Datix and ePACT.</p>
<p>PERSONAL ATTRIBUTES</p>	<p>Able to work independently primarily and to formulate own working schedules and strategies, but also to work as part of a widespread multi-disciplinary team to maintain and develop service.</p> <p>Excellent time management skills are a necessity together with the ability to prioritise work, work flexibly and re-assess work schedules on an on-going basis.</p> <p>Good customer care and near patient care services.</p> <p>Attention to detail.</p>	

	<p>Holds a current driving license and is able to travel between sites across the Trust</p>	
<p>ABILITY TO MANAGE</p>	<p>Able to work independently primarily and to formulate own working schedules and strategies, but where necessary to work as part of a widespread multi-disciplinary team to maintain and develop service.</p> <p>Excellent time management skills are a necessity together with the ability to prioritise work, work flexibly and re-assess work schedules on an on-going basis.</p>	