

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09897

JOB DETAILS

Job Title:	Pharmacy Technician
Pay Band:	Band 5
Department:	HMP Cardiff Healthcare
Directorate:	South and East Cardiff Locality
Clinical Board:	Primary, Community & Intermediate Care
Base:	HMP Cardiff, Cardiff

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Team leader Healthcare HMP Cardiff
Reports to:	Senior Nurse HMP Cardiff
Professionally Responsible to:	Senior Pharmacist HMP Cardiff

Our Values: ‘CARING FOR PEOPLE; KEEPING PEOPLE WELL’

Cardiff and Vale University Health Board has an important job to do. What we do matters because it’s our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask ‘what can I learn?’
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

Performs a wide variety of routine and non-routine duties in relation to the preparation and supply of medicines and related products for service users within HMP Cardiff .

The Pharmacy Technician is expected to exercise a degree of autonomy and control in the performance of allocated duties within limits set by the Band 6 Pharmacy Technician and in accordance with departmental, Health Board and HMP Cardiff policies and procedures.

The post holder has trained and maintained the competencies required to carry out the duties of an Accredited Checking Pharmacy Technician.

After further training the post holder will hold and maintain the competencies required to undertake the duties of an Accredited Medicines Management Pharmacy Technician.

After further training, the post holder will hold and maintain competencies required to administer medication to prisoners in the pharmacy and on HMP Cardiff's wings.

To comply with GPhC Code of Conduct and work within HMP Cardiff and CAVUHB's identified policies, protocols and guidelines and comply with the security requirements at all times.

Work in partnership with service users, other health and social care colleagues and services internal and external to HMP Cardiff , including the National Offender Management Service staff as appropriate, to achieve the optimum health outcome for service users and contributing to reducing reoffending pathways.

DUTIES AND RESPONSIBILITIES

- 1.1 Observes all Health Board policies e.g. Good Manufacturing Practice (GMP), Health and Safety, Control of Substances Hazardous to Health (COSHH), No Smoking Policy etc.
- 1.2 Observes all HMP Cardiff 's policies and procedures, e.g. HMP Cardiff security policies and procedures, recommendations outlined in "A pharmacy service for prisoners".
- 1.3 Complies with all departmental procedures.

- 1.4 Carries out the technical, administrative and clerical duties, which relate to the preparation and supply of medicines.
- 1.5 Undertakes duties associated with the operation of the pharmacy computer system.
- 1.6 Trains, supports and mentors Student Pharmacy Technicians, Pharmacy Assistants and other Pharmacy Technicians as directed by the Band 6 Pharmacy Technician.
- 1.7 Participates in the departmental rotas covering early and late shifts for medicines administration rounds.
- 1.8 Undertakes duties that are required to maintain safe and efficient working of the department. At times, by mutual agreement, some flexibility in working hours may be sought.
- 1.9 Adheres to Standard Operating Procedures and safe systems of work procedures laid down within the department and within the Health Board. Identifies Standard Operating Procedures that require updating and contribute to this process.
- 1.10 To assist in the maintenance of statistical information, audit and research data. To correlate, record, and where appropriate, inform staff of relevant prison information, audit or research data. Is responsible for the quality and accuracy of records made
- 1.11 Is trained, accredited and competent to carry out the duties of an Accredited Checking Pharmacy Technician. These involve final accuracy checks on medication that is to be supplied, prepared or has been dispensed.
- 1.12 The post holder will undertake training and maintain the competencies required for the administration of medication to prisoners. This will include working with the nursing team to administer medication on the HMP Cardiff's wings and if required, from the pharmacy.
- 1.13 The post holder will undertake the training and maintain the competencies required to undertake the duties of an Accredited Medicines Management Pharmacy Technician. These involve the accurate taking or checking of service user medication allergy and medication histories and identifying medication concordance issues and plan to address these issues.+
- 1.14 Maintains satisfactory stock levels and correct storage and turnover of pharmaceuticals, so as to maintain the potency of products within the pharmacy and at ward / department level.
- 1.15 Promote Public Health campaigns with HMP Cardiff e.g. smoking cessation, flu vaccination.

- 1.16 Counsels prisoners and gives advice on the use, side effects and contraindications of their medicines to promote concordance with medication regimes, overcoming barriers to communication and within the restricted HMP Cardiff environment.
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Dispensary Duties

- 2.1. Dispenses individual medicines for service user's for wing supply, in possession or discharge.
- 2.2. Checks individual medicines for service users for wing supply, in possession or discharge.
- 2.3. Prepares extemporaneously dispensed medicines.
- 2.4. Checks extemporaneously dispensed medicines.
- 2.5. Monitors and tops-up drug stocks for the out of hours cupboard.
- 2.6. Dispenses Controlled Drugs and completes all related records for wing dispensing, departments and service users.
- 2.7. Checks Controlled Drugs and completes all related records for wing dispensing, departments and service users.
- 2.8. Prepares cardiac arrest drug boxes and other emergency packs. Records details of these as appropriate according to departmental systems.
- 2.9. Checks cardiac arrest drug boxes and other emergency packs. Records details of these as appropriate according to departmental systems.
- 2.10. Receives and checks orders from the suppliers' deliveries.
- 2.11. Monitors and records medicines brought into prison by patients on admission.
- 2.12. Checks returned medicines in accordance with departmental procedures for suitability for use and input onto the pharmacy computer system.
- 2.13. Assists with stock checks and maintains appropriate computer records.
- 2.14. Undertakes training to become a supervisor for pharmacy automated dispensing systems.

3. Clinical Services / Wing dispensing duties

- 3.1 Accountable for the maintenance of safe and efficient stock levels of pharmaceuticals on the wing dispensaries for which they have responsibility.
- 3.2 Maintains supplies of repeat medication for prisoners as wing supplies or in-possession medication.
- To develop and maintain a discharge medication scheme which will include: Planning for service user discharge, liaising with HMP Cardiff's staff
 - Liaising with appropriate healthcare professionals both within HMP Cardiff and in the community e.g. substance misuse teams, social work teams etc.
 - Produce medication summaries for community pharmacists and GPs on service users' discharge medication.
 - Ensure good communication to aid seamless transition into the primary care environment.
- 3.3 Counsels and gives advice on the use, side effects and contraindications of their medication and promote concordance with medication regimes to service users whilst detained and prior to discharge.

4. Personnel and Training

- 4.1 Contributes to the induction and training of all pharmacy staff.
- 4.2 Participate in the in-service training initiatives developed for pharmacy technicians.
- 4.3 Participate in regular personal development or performance review meetings with the appropriate pharmacy manager.
- 4.4 Undertakes Continuing Professional Development (CPD) relevant to their role and is responsible for maintaining personal CPD records.

SECURITY

- To always be aware of security within the department and establishment, and work within the set guidelines to ensure that security is maintained in a manner sensitive to the service users' needs.
- Staff must ensure that they have an appropriate awareness of the Local Security Strategy (LSS) and in any event of uncertainty seek clarification from a Security Manager.

- Ensure that the department complies with the security requirements of HMP Cardiff, the physical security of the environment and the safe custody of healthcare equipment in the department is maintained
- Assume personal responsibility for the security of issued keys and radios.
- Participate in the dissemination of security information to all staff, ensuring you have access to, and attend the relevant security training and participate in meetings in regard to security.
- Support colleagues to respond to any situation or circumstance that might indicate a threat to security.
- Ensure that the Security Department are informed of all visitors to the Healthcare Department. Maintain the safeguarding and welfare of staff and visitors.

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post. It will be reviewed in line with any organisational change and annually as part of the appraisal process.

Please note that any offer of employment will be subject to the successful receipt of enhanced DBS and prison vetting clearances.

GENERAL

- **Flexibility:** Depending on your role you may be required to work across 7 days and/or on more than one site, and to work late shifts, nights and weekends. You may also be required to participate in an on-call rota or internal rotation.
- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal

duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.

- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post

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RWM/2022/0206

holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared:

Prepared By:

Date Reviewed: 05.12.2022

Reviewed By: Justine Cosby

CAJE Reference:
RWM/2022/0206

PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Pharmacy Technician	Department:	HMP Cardiff Healthcare
Band:	Band 5	Clinical Board:	PCIC
Base:	HMP Cardiff Healthcare		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Registration with General Pharmaceutical Council. NVQ Level 3 in pharmacy services with BTEC National Certificate in Pharmacy Services or equivalent Post qualification training: Accredited Checking Technician Qualification (meeting the National Framework) Either holds the Accredited Medicines Management Pharmacy Technician Qualification or is willing to undertake this qualification Knowledge of pharmacy computer systems Patient counselling methods Detailed knowledge of pharmacy procedures	Knowledge of handling hazardous substances	Certificates GPhC Registration

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EXPERIENCE	Significant pharmacy experience	Custodial Pharmacy experience	Application Form Interview References
SKILLS	Good interpersonal skills Ability to maintain confidentiality Ability to apply knowledge gained to the workplace Ability to manage own workload Ability to adapt to change and work well alone and as part of a team	European Computer Driving Licence (ECDL) Welsh speaker	Application Form Interview References
SPECIAL KNOWLEDGE	Able to satisfy mandatory security clearance. Special requirements to perform in the role e.g. Ability to travel within geographical area. Able to work hours flexibly.		Application Form Interview
PERSONAL QUALITIES <i>(Demonstrable)</i>	Resilient and self-motivated with drive and vision. Able to work on own initiative and manage a range of priorities.		Application Form Interview References
OTHER <i>(Please Specify)</i>			Interview Document Check*

Date Prepared:		Prepared By:	
Date Reviewed:	05.12.2022	Reviewed By:	Justine Cosby