

Pharmacy Technician – Role Profile



WHAT I AM ACCOUNTABLE FOR:

- Ensure knowledge and Continued Professional Development are maintained
- Ensure relevant professional registration is maintained
- Ensure provision is high quality and patient centred
- Ensuring medicine optimisation and cost effectiveness of prescribing practice within the service
- Ensure that information provided is based on up to date guidance and best practice
- Ensure an environment free from discrimination;
- Ensure all practice is in line with Turning Point policy and external guidance including NICE and CQC;
- Ensure the effective flow of information internally and externally by passing on and seeking information required;
- Ensure high quality record keeping;
- Maintaining effective working relationships with the local pharmaceutical committee and community pharmacies within the locality.

HOW I OPERATE:

Values Led Leadership

- I work together with others to get the best possible outcomes;
- I put the people we support at the heart of everything I do;
- I treat others with respect, actively listen and embrace others points of view;
- I maintain a high level belief in the abilities of people we support and model a non judgemental approach;
- I maintain professional boundaries and present a professional image at all times;
- I actively seek opportunities to develop myself;
- I take ownership and accountability for my actions and decisions.

WHAT I NEED:

Skills\Knowledge

- Pharmacy Technician registered with the General Pharmaceutical Council
- Prior experience in community or hospital pharmacy, with a passion for or experience in working with vulnerable people or those with substance misuse issues
- Strong communication and interpersonal skills
- High level of attention to detail and accuracy
- Ability to work autonomously and manage a varied workload in a complex, sometimes challenging, environment.
- Good IT skills

Pharmacy Technician Role Expectations



PEOPLE :

- Effective communication, including written and verbal (establishing rapport, listening, managing challenging situations, communicating confidently);
- Actively engaging in your own supervision, Ongoing Personal Review, Personal Development Planning and Continuous Professional Development;
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns.
- Supporting the training and continuous professional development of colleagues within my service;
- Actively engaging in clinical supervision processes to support learning and development
- Provide counselling to people we support on the correct use of medication
- Attend MDTs and Team Meetings as required
- Advise colleagues and teams on meds related issues and queries
- Liaise with community pharmacies and provide relevant training
- Liaise with national pharmacy team on issues relating to pharmacy and attend Pharmacy Meetings – locally, regionally and Nationally as required
- Administer medicines including vaccinations to people we support through use of Patient Group Directions
- Provide advice and information as required

PROCESS :

- Support in reporting, investigating and analysis of Vantage incident reports and identify incident trends relating to medicines;
- Implement and maintain safe, efficient, and cost-effective medicines management systems and processes across services, including managing the supply chain and storage challenges
- Completion of clinical audits including medicines optimisation and cost effectiveness;
- Use of insight data to target clinical and harm reduction interventions to ensure achievement of clinical key performance indicators;
- Follow all information governance guidance and policies;
- Ensure all processes related to ordering, receipt, recording, dispensing, and disposal of medicines and controlled drugs (CDs) align with relevant legislation and Home Office regulations.
- Contribute to the management of medicine supply and related issues
- Contribute to budgets review re meds costs
- Implement, monitor and contribute to Clinical Audit where required
- Participate in research and clinical trials where necessary
- Targeting clinical and harm reduction interventions to support in the achievement of clinical key performance indicators;