

Job Description

Job Title:	Community Medicines Optimisation Service Technician
Grade:	5
Reports to:	Senior Medicines Optimisation Pharmacist
Responsible to:	Lead Pharmacist Community Medicines Optimisation Services
Division:	Clinical Scientific Services
Directorate:	Pharmacy
Base/Department:	Cornerstones Centre, 2 Graham Street, Beswick, Manchester
Hours:	Up to 20 hours a week (Fixed term until end March 2018 with possibility of extension of contract)

Main Purpose of Job:

- To provide support to all work-streams of the Community Medicines Optimisation Service including CMFT Community Services, gtd healthcare, local CCGs, care homes and intermediate care.
- To support the Community Medicines Optimisation Service audit programme.
- To support GP practices with medicines optimisation project work

Main Tasks/Overview of Responsibilities:

Responsibility for Patient Care (direct and indirect)

- Support senior pharmacists to establish safe working arrangements for medicines in the Community Medicines Optimisation Service (including gtd healthcare)
- Support the delivery of a medicines optimisation service to the Intermediate Care Service in Central Manchester
- Assist in the development and implementation of pharmaceutical care plans for Intermediate Care patients.
- Liaise with pharmacists, technicians and other health care professionals in secondary and primary care to ensure continuity of care on patient transfer.
- Carry out medication reviews in area of clinical competence in Intermediate Care, care homes and patient's homes
- Contribute to the discharge planning process within Intermediate Care
- Identify and act on medication errors/queries within area of competence, reporting complex issues to a medicines optimisation pharmacist as appropriate.
- Assist in the management of prescribing across primary care.

Planning and Organising

- Responsible for ensuring that regular stock checks of medicines take place in gtd healthcare premises and that any discrepancies investigated and rectified.
- Ensure that databases are kept accurate and up to date

- Co-ordinate own daily workload

Analysis and Data Management

- Undertake audits and compile detailed data reports for senior staff and external organisations.
- Monitor and report progress of completed medication reviews.
- Assist in the Community Medicines Optimisation Service audit programme.
- Analyse, compare, interpret and check complex and sensitive information from various sources about patient's social and medical conditions and their medication.
- Input patient's medicines details onto the Intermediate Care electronic prescribing system (EMIS)
- Monitor and log incidents and report to Lead Pharmacist as appropriate

Responsibilities for Human Resources

- Provide medicines management training and advice for community healthcare staff (including staff working for gtd healthcare).
- Assist in the development and training of other medicines optimisation and healthcare staff.
- Oversee the work of the medicines management assistant working in gtd healthcare

Responsibilities for Physical and Financial Resources

- Have a personal duty of care for equipment and resources used in course of work.
- Minimise wastage by developing and implementing efficient systems for stock control in CMFT community clinics and gtd healthcare .
- Provide reports as necessary to enable financial planning

Communications and Leadership

- Manage the day to day provision of general procurement duties for gtd healthcare in accordance with Standard Operating Procedures and the legal framework for the supply of medicines: including placing orders via phone/fax/internet receiving goods
- Provide appropriate feedback to the medicines optimisation pharmacists and Lead Pharmacist Community Medicines Optimisation Services as required.
- Communicate effectively and appropriately with healthcare staff and patients regarding medicines issues
- Provide counselling and reassurance to patients on aspects of their medication, overcoming barriers to communication with patients who have physical, mental, social, language, hearing, or sight problems.

Partnership Working

- Work in partnership with staff working in all work-streams of the Community Medicines Optimisation Service
- Work with staff, care workers, CMFT health staff, social services, voluntary organisations, pharmaceutical wholesalers, patients and carers as necessary to ensure safe, effective use of medicines and so improve patient care.
- Work in collaboration with community pharmacists to support patients in obtaining maximum benefit from medicines.

Clinical Governance

- Contribute to the development of medicines management policies and procedures
- Investigate and deal with stock control discrepancies
- Contribute to the Community Services Medicines Optimisation Service's governance agenda
- Participate in objectives set by the Trust, CQC, and others to meet clinical governance targets, develop patient care, improve clinical outcomes and ensure compliance with all standards expected for medicines optimisation and the interface between primary and secondary care.

Research, Development and Audit

- Audit medicines management systems currently in place within Community Services and gtd healthcare in order to develop and improve services.
- Assist in the development of audit tools for use across all work-streams of the Community Medicines Optimisation Service
- Promote evidence-based practice that reflects the principles of governance and clinical effectiveness to improve the quality of patient care

Risk Management

- Provide input to CMFT and gtd healthcare complaints procedure.
- Participate in and promote the CMFT and gtd healthcare incident reporting system.
- Contribute to improving processes for safe handling of medicines and prescribing within Community Services and gtd healthcare

General

Physical effort

Physical effort is required in all aspects of the work including:

- Extensive use of computer, monitor and keyboard
- Prolonged sitting
- Travel between CMFT sites, gtd healthcare sites, local CCGs and patients' homes.

Mental effort

- Prolonged concentration and accuracy is required for most duties of the post: for example; planning, organising, analysis, report writing, attending meetings, negotiating
- Constant need to evaluate situations, prioritise work and meet deadlines whilst managing frequent interruptions.

Emotional effort

Working conditions may include:

- Unpredictable work patterns
- The obligation to meet deadlines and urgent requests
- Occasional dealing with complaints, verbal aggression and challenging circumstances.
- Occasional exposure to distressing circumstances during investigation of medicines related incidents.

Health and Safety

Postholder will be required to;

- Ensure the adoption of safe work practices consistent with Health and Safety. The postholder must not, by act or omission, wilfully endanger themselves or others whilst at work. All accidents and untoward occurrences must be reported and potential hazards identified.

Freedom to Act

Postholder will be required to;

- Use own initiative to prioritise workload and action findings.
- Be accountable for own continuing professional development in order to keep medicines management knowledge up to date.
- Work unsupervised within Intermediate Care, gtd healthcare, patient's homes, community clinics and other areas of Primary Care .

Any Other Duties within the Framework of the Post

- Ensure best practice and comply with requirements for entry onto the pharmacy technician register.

- The post holder will be required to undertake any other duties and responsibilities within the framework of the post

Conditions of Service:

Appraisal

The postholder will be appraised by a Senior Community Services Medicines Optimisation Pharmacist

Security

The postholder has a responsibility to ensure the preservation of NHS property / resources and must report all potential or actual breaches of security

Confidentiality

The postholder will maintain confidentiality at all times in respect of their work.

Team Briefing

The Trust operates a system of team briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing. It is expected that all employees will attend the monthly briefing sessions.

Smoking

The trust operates a no smoking policy. The policy applies to staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will undertake not to smoke on hospital premises.

Review

This job description will be reviewed periodically in consultation with the postholder to reflect the changing nature of the duties and requirements of the service.

Equality and Diversity

CMFT encourages equal opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity, nationality gender or disability are encouraged to apply for all advertised posts.

CMFT may make 'reasonable adjustments' to the post/work place in order to facilitate the employment of individuals with a disability. These adjustments will be in line with the requirements of the Equality Act 2000.

Disclosure of Criminal Background

All NHS employers are required to check with the Criminal Records Bureau the possible criminal background of staff and volunteers who apply to work with vulnerable patients. If it is a requirement of the post that such a check be undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place. Having a criminal record will not necessarily bar you from working with the Trust. This will depend on the nature of the position and the circumstances and background of offences. Please note applicants refusing to sign the form will not be progressed further.

Signature of Post Holder _____ Date _____

Signature of Manager _____ Date _____

Person Specification

Community Medicines Optimisation Technician

	Essential	Desirable
Registration	The post will require registration with GPhC	
Qualifications	Pharmacy technician – BTEC in Pharmaceutical Sciences or equivalent	.
Experience	A significant amount of experience working as a pharmacy technician in hospital or community pharmacy Experience of implementing change and new developments Experience of developing guidelines/ protocols/ SOP Experience of training healthcare professionals/ unqualified staff Experience of audit	Experience in procurement of pharmaceuticals Experience with stock control systems Experience of working in a hospital as a ward based technician Experience of working within Primary Care. Experience of analysing prescribing data
Knowledge	Understanding of current medicines optimisation issues. Basic knowledge of primary care Evidence of continuing professional development	Knowledge of wholesaler dealer licensing requirements Knowledge of NHS reforms
Skills	Data analysis skills Attention to detail Ability to work independently or as part of a team. Excellent written and verbal communication and interpersonal skills. Able to prioritise and meet deadlines. Ability to influence change. Ability to identify when advice needs to be sought IT literate	ePACT skills Report writing skills
Personal Qualities	Self motivated. Willing to undertake flexible working patterns.	
Physical and Mental Requirements	Neat and professional appearance Required to use a VDU for long periods of time, during the working day. Required to undertake prolonged concentration, i.e. during data extraction from various computer systems. Regular use of own road transportation as part of work.	
Health and Fitness	The job holder must be assessed by Occupational Health as having a level of fitness to carry out duties/tasks after reasonable adjustments under the terms of the Equality Act 2000 have been made	
Rehabilitation of Offenders Act 1974	A DBS check is required for this post in the event of a successful application	