

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Lead Pharmacy Technician - Clinical Trials
Band:	6
Directorate:	Clinical support and specialist services directorate
Department:	Pharmacy
Base:	Musgrove Park Hospital
Responsible for:	Leading the pharmacy implementation of medication related clinical trials at Somerset NHS Foundation Trust. Responsible for the operational daily management of clinical trial prescriptions and medicines supply.
Responsible to:	Associate Director of Pharmacy – Clinical service
Line manager:	Lead Pharmacist – Clinical Trials
Accountable to:	Director of Pharmacy

Job Purpose:

- Responsible for the operational and daily management of clinical trial prescriptions and medicines supply.
- Support the development of all grades of staff involved in dispensing and checking clinical trial prescriptions through education, training, and mentoring.
- Supervise and provide training on systems and processes to all new staff involved in clinical trial prescriptions.
- Audit and monitor the activity of the pharmacy clinical trials service and report to the Research and Development Team at MPH at regular intervals.
- Ensure that the pharmacy clinical trials service complies with all current statutory obligations, Good Clinical Practice (GCP) and other appropriate professional guidelines
- Provide dispensary support as a senior accredited checking technician (ACT) and supervise the work of pharmacy technicians, trainee pharmacists and pharmacy dispensers

Date of Job Description: December 2022

Duties and Responsibilities

Communication and Key Working Relationships

- This post will involve communicating with a variety of individuals via a number of media including face to face and virtual meetings, telephone, letters, electronic communications and high-quality reports.

Key Working relationships include:

Lead Pharmacists for Clinical Trials and Haematology/ Oncology

Pharmacy staff of all grades

Medical and Nursing Staff

Research & Development staff

Other multidisciplinary staff

Patients, patient interest groups, and the general public

Sponsors, Clinical Research Organizations, Clinical Research Associates.

Medicines and Healthcare Regulatory Authority (MHRA)

Colleagues in other NHS Trusts and organisations

- Represent pharmacy at all forums, internal and external, relating to clinical trials.
- To communicate effectively with trainees and peers in the pharmacy department ensuring that the role of clinical trials is communicated appropriately to ensure all stakeholders are included.
- To communicate and build relationships with external providers of pharmacy clinical trials.
- To present complex information formally and informally at individual, small and large group levels, and using initiative, tact and persuasive skills to secure positive engagement.

Planning and Organisation

- Organise and maintain the Pharmacy Clinical Trials Services, ensuring compliance with Good Clinical Practice (GCP) guidelines, the UK Policy Framework for Health and Social care Research, the E.U. Clinical Trials Directive, the Medicines for Human Use (Clinical Trial) Regulations 2004 and other relevant guidelines, regulations and policies.
- Ensure the Trust is compliant with all regulations applicable to Pharmacy aspects of Clinical Trials.
- Regularly liaise with Lead Pharmacists for Clinical Trials and Haematology/ Oncology to support decision making relating to accepting new trials

Analytics

- To review clinical trial and research protocols and work with the R&D team to ensure sufficient Pharmacy resources (space, staffing and funding) are available

Responsibility for Patient / Client Care, Treatment & Therapy

- Responsible for managing and co-ordinating all operational aspects of the pharmacy clinical trials service ensuring that the supply of investigational medicinal product (IMP) is undertaken in accordance with current legislation and best practice



guidelines with appropriate handling of IMP in order to safeguard patients, staff and the Trust.

- Work closely with the Lead Pharmacist for Clinical Trials to ensure clinical and operational aspects of the pharmacy clinical trials service are aligned.
- Attend general set up meetings and dispensary set up meetings with the clinical research associate (CRA), and clinical trial nurses to ensure all protocols, prescriptions and associated recording paperwork meet the requirements of the department and with current guidelines.
- Meet with R & D department regularly to discuss new trials, financing, storage etc.
- Be responsible for the ordering and receipt of trial medication, and ensuring it is stored appropriately.
- Ensure all returned stock is recorded and kept for removal by the CRA or disposed of according to the agreement.
- Receive information and answer queries from patients, research nurses, medics and external customers relating to clinical trials.
- Participate in the dispensing and final accuracy checking of clinical trials.
- Train pharmacists, pharmacy technicians and pharmacy assistants as part of the in-house validation procedure for clinical trials to ensure compliance with legislative requirements for training in the principles of Good Clinical Practice
- Prioritise the workload to ensure the smooth running of the service and ensure turnaround times are met.
- To work when required in the dispensary, undertaking safe, prompt and efficient dispensing and checking of inpatient, outpatient and discharge medication for MPH.
- Ensuring management of stock control and security of stock (in particular Controlled Drugs) is always adhered to.
- To support dispensary co-ordinators to ensure efficient workflow through the dispensary.
- To supervise the work of pharmacy technicians, trainee pharmacists and pharmacy dispensers.
- Responsible for the safe use of dispensary equipment and the pharmacy robot
- Where agreed and as necessary support ward-based Pharmacy Medicines Optimisation Teams by undertaking accurate medication reconciliation, named patient medication supply and accurate discharge medication provision for in-patients.
- To perform accurate assessment of Patient's Own Drugs, assessing appropriateness and suitability for use during admission as service provision dictates.
- Identify and refer clinical pharmaceutical issues to respective ward Pharmacists
- Counsel patients about medicines, some of whom may be upset and challenging

Policy, Service, Research & Development Responsibility

- To review Clinical Trial and research Protocols to ensure sufficient Pharmacy resources (space, staffing and funding) are available and provides pharmacy capability and capacity to the R&D department.
- Develop and maintain S.O.P.'s for all aspects of clinical trials in accordance with current guidelines.
- To implement local and national policies relating to clinical trials.
- Propose changes to departmental policies and procedures and assist in their implementation.
- To ensure that standard operating procedures are adhered to in all aspects of clinical pharmacy work.
- Support the Trust's Clinical Governance Agenda and implement agreed Clinical Governance initiatives



Responsibility for Finance, Equipment & Other Resources

- Work with the local R&D team, Lead Pharmacist for Clinical Trials and pharmacy management to ensure that all pharmacy related costs are recognised, agreed and claimed

Responsibility for Supervision, Leadership & Management

- Always promote the values of the Trust
- Ensures team members attend allocated training
- Hold regular team meetings, to ensure staff are consulted, when appropriate and informed, when necessary, of changes affecting their working practice
- Be responsible for development and maintenance of the in-house induction and training for clinical trials.
- Conduct regular supervision and annual appraisals of other pharmacy staff as required
- Promote best practice
- Work collaboratively with senior pharmacy colleagues and relevant staff in other disciplines to forward the pharmacy services agenda, in accordance with agreed objectives and priorities
- To provide day to day support of junior pharmacists, pharmacy technicians and pharmacy assistants dispensing and checking clinical trials.
- To participate in the dispensary training and assessment of trainee pharmacists and provide feedback on their performance to their Designated Supervisors

Information Resources & Administrative Duties

- Recording of clinical and research activity and other data using departmental/ organisational databases and electronic systems
- To be responsible for the administration of clinical trials including documentation
- Ensure that all documentation is completed in-line with relevant legislation.

Any Other Specific Tasks Required

- To maintain familiarity with dispensary practice and procedure, providing weekend and weekday dispensary cover.
- Participate in bank holiday rotas
- To undertake any other reasonable duties as requested by the Associate Director of Pharmacy - Operations
- Actively participates in departmental continuous professional development.
- Maintain professional registration with the General Pharmaceutical Council through payment of fees and participation in Continuous Professional Development.
- To always follow SFT pharmacy departmental policies and procedures.



Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.



Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u>		
<ul style="list-style-type: none"> • Outstanding care • Listening and leading • Working together 	E E E	Interview & Application form
<u>QUALIFICATIONS & TRAINING</u>		
<ul style="list-style-type: none"> • BTEC National Certificate in Pharmacy and/or NVQ Level 3 in Pharmacy Services or equivalent • Full current registration with the General Pharmaceutical Council (GPhC) • Accredited Checking Pharmacy Technician • GCP training accreditation and competence • Accredited Medicines Optimisation Technician (or working towards) 	E E E E D	Interview & Application form
<u>KNOWLEDGE</u>		
<ul style="list-style-type: none"> • Have wide-ranging hospital pharmacy experience post registration. • Good knowledge of therapeutic drug use in clinical situations gained by continuing professional development • Comprehensive knowledge of the legal requirements for dispensing and supplying all medicines including Controlled Drugs • Knowledge of Health and Safety issues and their implications for staff, including COSHH • Undertake the professional requirement for CPD and continuing education as required by the GPhC. 	E E E E E	Interview & Application form
<u>EXPERIENCE</u>		
<ul style="list-style-type: none"> • Demonstrable experience of staff appraisal and objective setting • Minimum 5 years' experience as a hospital pharmacy technician 	E E	Interview & Application form



<ul style="list-style-type: none"> • Significant experience of working in and supporting a dispensary environment • Experience of supervision of staff; including direction of work; prioritisation skills and feedback • Experience of staff education and training • Awareness of risk management issues and how to identify and minimise these • Demonstrated understanding of current pharmacy and NHS issues • Experience of using pharmacy computerised stock control systems • Experience specifically related to clinical trial drugs, ensuring GCP compliance • Experience of providing a pharmacy clinical trials service 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	
<p><u>SKILLS & ABILITIES</u></p> <ul style="list-style-type: none"> • Positive attitude to change. • Innovative and well organised. • Ability to utilise email, word processing, presentation and spreadsheet software packages to support routine work activity • Able to co-ordinate and manage audit and improvement project work. • Ability to handle difficult situations whilst maintaining a professional approach 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview & Application form</p>
<p><u>COMMUNICATION SKILLS</u></p> <ul style="list-style-type: none"> • Evidence of a good standard of Literacy / English language skills • High quality communication skills written, verbal, telephonic and the ability to work virtually using electronic means such as MS Teams • Highly effective interpersonal skills to communicate with staff or service users at all levels • Negotiation skills to deal with conflicting demands to ensure best outcomes for all service users • Professional attitude 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview & Application form</p>



<p style="text-align: center;"><u>PLANNING & ORGANISING SKILLS</u></p> <ul style="list-style-type: none"> • Demonstrated ability to work under pressure, methodically and accurately • Demonstrated ability to work independently and use initiative appropriately and as part of a team • Able to motivate the team • Act as role model for all managed staff • Able to problem solve highly complex issues • Able to manage conflict effectively • Excellent organisational and time management skills • Able to prioritise tasks and workloads across different areas and respond to urgent demands by diverting resources whilst managing own and others workload • Able to allocate duties to staff and re-allocate should priorities change 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">Interview & Application form</p>
<p style="text-align: center;"><u>PHYSICAL SKILLS</u></p> <ul style="list-style-type: none"> • To be able to carry out tasks seated or standing and frequently move between clinical areas to deliver service and liaise with staff. • To carry medicines and other materials between wards and dispensary. • To be able to handle unpredictable workload • Requirement to use VDU equipment every day. • As with all registered pharmacy technicians may, when carrying out duties in the pharmacy, handle hazardous materials e.g., cytotoxic drugs, which are carcinogenic and potentially teratogenic 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">Interview & Application form</p>



SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.

- Kindness
- Respect
- Teamwork

SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		x	
Working in physically cramped conditions		x	
Lifting weights, equipment or patients with mechanical aids		x	
Lifting or weights / equipment without mechanical aids		x	
Moving patients without mechanical aids		x	
Making repetitive movements		x	
Climbing or crawling		x	
Manipulating objects		x	
Manual digging		x	
Running		x	
Standing / sitting with limited scope for movements for long periods of time		x	
Kneeling, crouching, twisting, bending or stretching		x	
Standing / walking for substantial periods of time		x	
Heavy duty cleaning		x	
Pushing / pulling trolleys or similar		x	
Working at heights		x	
Restraint ie: jobs requiring training / certification in physical interventions		x	



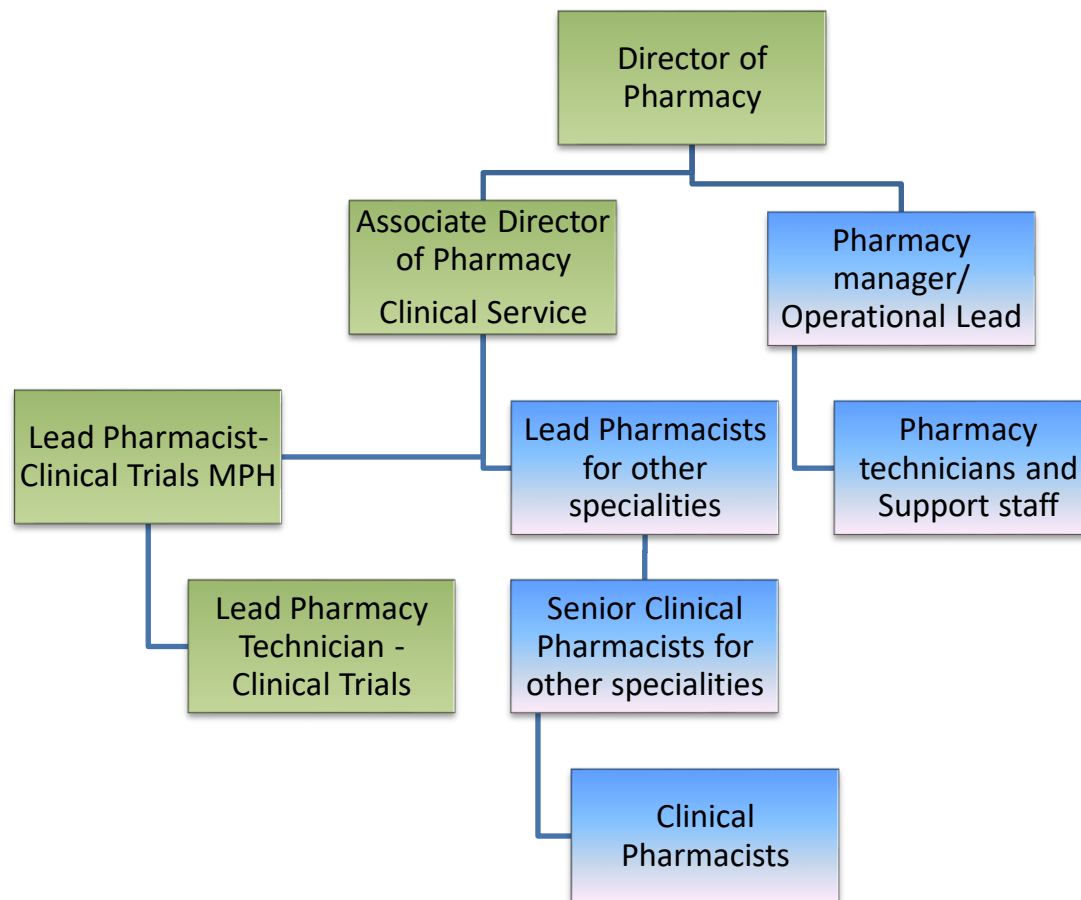
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	X		Daily – alternating between clinical, ACT, Trials, training and other priorities
Carry out formal student / trainee assessments	X		
Carry out clinical / social care interventions	X		
Analyse statistics	X		Quarterly – monitoring and analysing clinical trials KPI
Operate equipment / machinery	X		Daily – IT hardware
Give evidence in a court / tribunal / formal hearing		X	
Attend meetings (describe role)	X		Variable depending on need – SIVs, training Monthly - RDEG
Carry out screening tests / microscope work		X	
Prepare detailed reports	X		
Check documents	X		Daily – as part of clinical trials role
Drive a vehicle		X	
Carry out calculations	X		Daily – as part of accuracy checking and monthly pharmacy costings for trials
Carry out clinical diagnosis		X	
Carry out non-clinical fault finding		X	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events		X	
Giving unwelcome news to patients / clients / carers / staff		X	
Caring for the terminally ill		X	
Dealing with difficult situations / circumstances		X	
Designated to provide emotional support to front line staff		X	
Communicating life changing events		X	
Dealing with people with challenging behaviour	X		Monthly – Ward based interaction with patients who may be challenging
Arriving at the scene of a serious incident		X	
Working conditions – does this post	Yes	No	



involve working in any of the following:			If yes - Specify details here - including duration and frequency
Inclement weather		X	
Excessive temperatures		X	
Unpleasant smells or odours	X		Weekly – unpleasant bodily smells in clinical areas
Noxious fumes		X	
Excessive noise &/or vibration		X	
Use of VDU more or less continuously		X	
Unpleasant substances / non household waste		x	
Infectious Material / Foul linen		X	
Body fluids, faeces, vomit		X	
Dust / Dirt		X	
Humidity		X	
Contaminated equipment or work areas		X	
Driving / being driven in Normal situations		X	
Driving / being driven in Emergency situations		X	
Fleas or Lice		X	
Exposure to dangerous chemicals / substances in / not in containers		X	
Exposure to Aggressive Verbal behaviour		X	
Exposure to Aggressive Physical behaviour		X	



Department Organisational Chart



Department Core Purpose

We provide safe, high quality pharmacy services to our users to promote optimal medication outcomes across all care settings. We are committed to delivering an efficient, caring, professional and cost-effective service.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Associate Director of Pharmacy - Operations Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

