

CMG - Clinical Services and Imaging

JOB TITLE:	Chief Technician - Severe Asthma
BAND:	Band 6
BASE:	Your primary base will be Glenfield Hospital; however travel between UHL's hospital sites will be required
HOURS:	up to 37.5 hours
REPORTS TO:	Consultant Pharmacist - Respiratory
ACCOUNTABLE TO:	Chief Pharmacist

ABOUT UHL, OUR VALUES AND BEHAVIOURS

Our purpose. We are here to provide Caring at its best to our patients and their carers. Caring at its best means at all times, we behave in line with our values.

1. We **treat** people how we would like to be treated 
2. We **do** what we say we are going to do 
3. We **focus** on what matters most 
4. We are **one team** and we are best when we work together 
5. We are **passionate** and **creative** in our work 

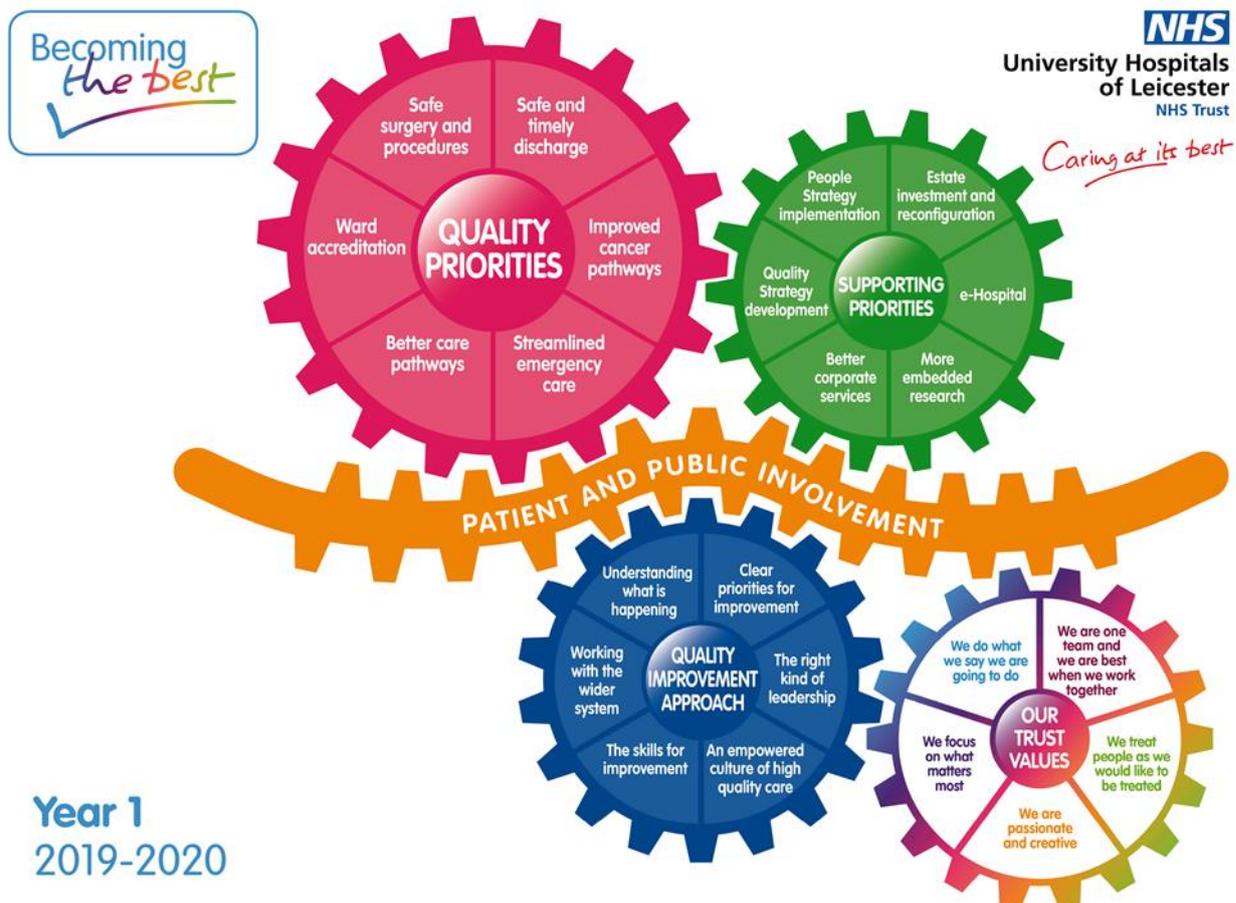
Becoming the best: Becoming the Best is our new Quality Strategy.

Whilst we are clear on **what** good looks like, there is much work to do on the **how**. This will involve everyone working together across the Trust, and with our patients, to do some more detailed thinking about how we deliver the approach which is set out in the Quality Strategy. This is a long term plan, not a quick-fix, and you should not expect to see everything change all at once.

Based on what we have seen work elsewhere, we will be applying the approach below to everything that we do:

- We will **understand** what is happening in our services, so that we know what needs to be improved
- We will have clear **priorities and plans** for improvement, so that we are clear about what we are trying to do
- We will develop our **culture and leadership**, so that everyone is empowered and encouraged to make improvements
- We will adopt a single approach to improvement (our quality improvement **methodology**), and give people at all levels the **skills** to use it
- We will always involve our **patients** when we are making improvements that impact on them and their care
- We will integrate this work with the wider **health and social care system**, of which we are a part.

Our annual priorities: Every year we will create a set of annual priorities that will help us on our Becoming the Best journey. By delivering these we will fulfil our purpose to provide 'Caring at its best'.



JOB DESCRIPTION

JOB SUMMARY

To be the lead Pharmacy Technician for service improvement and strategic development of the medicines management operational aspects of the Severe Asthma service.

To ensure the delivery of an efficient, high quality, innovative, cost effective service, that meets local, national standards and CQUINs. Adhering to professional guidelines, ethical codes of practice and legal requirements.

To be responsible for the delivery of the pharmacy operational elements of a safe and effective Pharmacy Severe Asthma service, in conjunction with the Respiratory Consultant Pharmacist and RRCV CMG Lead Pharmacist.

To lead the implementation of ward based Pharmacy Severe Asthma training, ensuring quality monitoring standards are developed, agreed and implemented. Work across UHL to help improve the care of patients with Severe Asthma under the clinical supervision of the Respiratory Consultant Pharmacist.

To be responsible for ensuring quality monitoring systems are developed, implemented and agreed, and that targets and standards are set related to medicines management of Severe Asthma.

SCOPE

Budget

To support any CIP schemes that are identified within Severe Asthma within UHL, LLR or via regional or national networks.

To support the achievement of any related CQUINs, national or local targets or standards which support optimising the care of patients with Severe Asthma or efficient use of medications within Severe Asthma.

Provide financial data or analysis as required to support cost effective prescribing or initiatives to improve Severe Asthma services. Use JAC, FP10 data and/or Blueteq to provide financial oversight and assurance of prescribing within Severe Asthma.

Staff

To identify staffing and resource needs for future departmental and Trust developments and devise strategies to meet these needs in conjunction with the Respiratory Consultant Pharmacist, with the support of the Deputy Chief Pharmacist for Clinical Services.

To line manage assigned members of the pharmacy team, ensuring that all aspects of performance, attendance, sickness, training and appraisal are addressed in accordance with Trust Policy.

To act as a mentor for member of pharmacy and the wider Trust. To lead on training pharmacy staff and the wider multi-disciplinary team in relation to medicines optimisation opportunities in Severe Asthma and medicines management with the clinical support of the Respiratory Consultant Pharmacist.

Policy

Manage and actively assist in providing assurance related to medicines governance of Severe Asthma. Review and develop Standard Operating Procedures, guidelines, policies or training packages with the support of the Respiratory Consultant Pharmacist.

Monitor compliance against existing processes and working with clinicians to audit and implement revised was of working to improve Severe Asthma.

Communications

To take a lead role in improving medicines optimisation processes for Severe Asthma within UHL. Work closely with patients, carers, finance and the multi-disciplinary team.

Work closely with the whole pharmacy team via a range of communication methods to improve Severe Asthma processes across UHL.

KEY WORKING RELATIONSHIPS

- The whole Pharmacy Team especially Pharmacy Technicians and Pharmacists
- Pharmacy Professional development team
- CMG Lead Pharmacists
- UHL Pharmacy Leadership Team
- Respiratory Clinical Team and RRCV CMG Senior Management
- External: GP practices, CCGs, Pharmacists in GP Practices
- Service users: Patients and Carers
- Business partners

KEY RESULT AREAS

1. To provide operational leadership to the Pharmacy elements of the Severe Asthma service to ensure consistent service delivery and achievement of relevant local, national and CQUIN targets.

2. Contribute to improving patient safety and the patient experience in relation to medicines management within Severe Asthma.
3. To liaise with the Respiratory Consultant Pharmacy, RRCV CMG Lead Pharmacist, Respiratory CMG Staff and other key stakeholders to review the current levels of service, identify future developments and measure and monitor all relevant aspects of the Severe Asthma service on a regular basis.
4. To identify, assess and manage the risks associated with medicines management within Severe Asthma in accordance with current legislation and best practice. This includes establishing and maintaining safe systems of work in conjunction with the clinical expertise of the Respiratory Consultant Pharmacist.
5. To lead the delivery of training of pharmacy staff related to medicines management and Severe Asthma in conjunction with the pharmacy professional development team. To support the delivery of training to other healthcare professional working closely with Respiratory Pharmacists.
6. To identify, plan and organise strategic developments of the technical elements of Pharmacy Severe Asthma services with clinical support from the Respiratory Consultant Pharmacist. Implementing and monitoring new service developments to ensure service needs are being met.
7. To develop key performance indicators to monitor, audit and evaluate the effectiveness of the Pharmacy Severe Asthma service. Identifying any service developments and work with the clinical team to operationalize.
8. Write and review Standard Operating Procedures (SOPs) and ensure they comply with the UHL policies and processes. Implementing processes which minimise the risk to patients and the Trust by ensuring the quality and safety of care.
9. To supervise Pharmacy staff, ensuring the provision and maintenance of an efficient, effective and comprehensive pharmacy service specifically focused on Severe Asthma.
10. To liaise with the Senior Pharmacy Team and Senior Respiratory Clinical Team to maintain best practice developments within Severe Asthma and develop services accordingly.
11. To liaise with Clinical Leads, Principal Pharmacy Technicians and Dispensary team leads to ensure there is a timely, integrated and seamless discharge process for Severe Asthma patients.

GENERAL DUTIES

1. To participate in the recruitment, selection, induction and supervision of staff as required.
2. To be a role model for staff and take a lead role in the safe supply of medicines also to provide a positive management profile.
3. Maintain core Pharmacy Technician practice skills by participating in core activity (minimum one session per week) to maintain professional registration and competencies.
4. Undertake the role of a Medicines Management Pharmacy Technician on wards and maintain core Pharmacy competencies in order to complete this role.
5. Participate in the Pharmacy operational service to include daytime, late shift, weekend and bank holiday working hours as defined by departmental rotas

GENERAL

All employees are subject to the requirements of the Health & Safety at Work Act and prevailing Acts since. It is the post-holders responsibility to ensure they are familiar with all UHL Health and Safety related policies that apply to their workplace or work –practice. The post holder is required to ensure that as an employee, his or her work methods do not endanger other people or themselves.

All employees are subject to the requirements of the current Data Protection legislation and must maintain strict confidentiality in respect of patient's and staff's records.

All employees must comply with the Trust's Equal Opportunities Policy and in line with the Equality Act 2010, must not discriminate on grounds of age, disability, gender reassignment, race, religion or belief, marriage or civil partnership, pregnancy or maternity, sexual orientation or sex. Other grounds on which they should not treat others unfavourably include trade union membership (or non-membership) or political affiliation, or any other grounds which cannot be shown to be justifiable.

This job description is not to be taken as an exhaustive list of duties and it may be reviewed in the light of changed service needs and development. Any changes will be fully discussed with the post holder. The post holder will be required to carry out the duties appropriate to the grade and scope of the post.

The Trust is committed to supporting the health and wellbeing of all its employees. Should the post holder be employed in a people management capacity then they will be required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and appropriately manage stress and ill health in accordance with Trust policies, procedures, legislation and best practice.

In order to ensure the Trust's ability to respond to changes in the needs of the service, after appropriate consultation and discussion with you (including consideration of personal circumstances current skills, abilities and career development) the Trust may make a change to your location, duties and responsibilities that are deemed reasonable in the circumstances.

Your normal place of work will be as discussed at interview and will be confirmed in Section 1 of your contract but you may be required to work in other locations of the Trust. In particular, flexibility is required across the three main Hospital sites (Leicester Royal Infirmary, Leicester General Hospital, Glenfield Hospital). If your initial location is based at one of these sites, excess travel reimbursement will not apply for a permanent/temporary change to base.

Health Clearance for Healthcare Workers ('Occupational Health checks')

- 1) It is recommended that all *new healthcare workers* have checks for tuberculosis (TB) disease/immunity and are offered hepatitis B immunisation (with post-immunisation testing of response) and blood tests for evidence of infection with hepatitis C and HIV [1]. Being free of infectious tuberculosis is mandatory. Checks for immunity to measles, mumps, rubella and varicella (chicken pox) will also be made and vaccination offered if immunity is not detected.

These *standard health clearance* checks will be completed on appointment. Managers should inform new workers that they must contact the OH department so the necessary arrangements can be made. Even if the new worker has had similar checks recently elsewhere, or has worked in UHL before, they will still need to attend for a review, unless these were undertaken at UHL as part of a current rotational medical appointment.

- 2) For healthcare workers who will perform exposure-prone procedures (EPPs), work in a renal unit*, or likely to practice in an exposure prone environment, *additional health clearance* must be undertaken. Additional health clearance includes testing or demonstration of satisfactory test results for:
 - HIV
 - Hepatitis B
 - Hepatitis C

The exact standards that must be met are described in detail in the Public Health England document: *Integrated guidance on health clearance of healthcare workers and the management of healthcare workers infected with blood borne viruses (hepatitis B, hepatitis C and HIV) October 2017, or revisions thereof.*

**Workers in renal units only need to demonstrate satisfactory results for Hepatitis B.*

These additional checks should be completed before confirmation of an appointment to an applicable post, as the healthcare worker will be ineligible if they do not meet the required

criteria. Those who refuse to have the required tests will not be given clearance to start work.

All tests will be arranged in confidence through the Occupational Health department. All costs for testing will be borne by the employing organisation.

[1] Health clearance for tuberculosis, hepatitis B, hepatitis C and HIV: New healthcare workers. DoH 2007.

DISCLOSURE AND BARRING SERVICE (DBS) – {Formerly known as Criminal Records Bureau (CRB)}

If this post requires a standard/enhanced disclosure by the DBS, it is regulated by statute. Failure to disclose details if you are currently / or in the future the subject of police investigation / proceedings which could result in a conviction, caution, bind over order or charges is a disciplinary matter, and may result in dismissal.

The cost of undertaking a DBS disclosure at the required level and associated processing costs will be met by the individual.

To expedite the process the Trust will meet the initial costs of the disclosure which will be deducted from the individuals' salary over a three month period commencing on their first months payment.

INFECTION CONTROL

Registered Healthcare Professionals

All healthcare professionals on a professional register are personally accountable for their standards of practice which must include compliance with the Trust's infection prevention and control policies and guidelines. In addition all registered practitioners are expected to challenge non-compliance when observed to protect patients and promote patient safety. Local clinical leaders have a responsibility to maintain an organisational culture of vigilance through their role in supervising other staff.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating a safeguarding practice and to report and act on concerns that they may have.

RESPONSIBILITIES FOR CONTINUING EDUCATION AND PERSONAL DEVELOPMENT

Undertake the Trust Corporate and Directorate specific Induction and competency Programmes appropriate to role.

ELECTRONIC ROSTERING

Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all UHL staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role.

Statement On The Recruitment Of Ex-Offenders

As an organisation using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, the University Hospitals of Leicester NHS Trust complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

The University Hospitals of Leicester NHS Trust is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview and appointment based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, job adverts and job descriptions will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. At conditional offer stage, we ask applicants to complete a

declaration form. This is only seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows the University Hospitals of Leicester NHS Trust to ask questions about your entire criminal record we only ask about “unspent” convictions as defined in the Rehabilitation of Offenders Act 1974. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment. We will discuss any matter revealed in a Disclosure with the person seeking the position should a situation arise where we are required to withdrawal conditional offer of employment. We have a specialist team who is available on hand to provide support and guidance on these matters.

There is a DBS Code of Practice details of which are available at:
<https://www.gov.uk/government/publications/dbs-code-of-practice>

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

PERSON SPECIFICATION

Post: Chief Technician – Severe Asthma

Band: 6

Division/CBU: CSI and Pharmacy

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	<ul style="list-style-type: none"> Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours 		Interview
Training & Qualifications	<ul style="list-style-type: none"> Registration as a qualified Pharmacy Technician with the General Pharmaceutical Council Management qualification or equivalent experience 	<ul style="list-style-type: none"> Project management experience 	Certificates Application Interview
Experience	<ul style="list-style-type: none"> Significant relevant post qualification experience including in a ward based medicines management role Evidence of successful team leadership and involvement in change management. Evidence of building and maintaining sound relationships within teams and with colleagues in other areas. Experience of managing staff performance. Previous experience of 	<ul style="list-style-type: none"> H&S or risk management experience Experience of working in Respiratory and/or a Severe Asthma speciality 	Interview

	training and development in a pharmacy role		
Communication and relationship skills	<ul style="list-style-type: none"> • High level of verbal and written communication skills to include the ability in report writing. • Negotiation and influencing skills. • Personable, ability to network and build strong working relationships 		Application & Interview
Analytical and Judgement skills	<ul style="list-style-type: none"> • Service evaluation and improvement 		Application & Interview
Planning and organisation skills	<ul style="list-style-type: none"> • Highly organised, able to prioritise and manage own and others time effectively 		Application & Interview
Physical skills	<ul style="list-style-type: none"> • Able and willing to travel. • Good levels of concentration and ability to focus on task at hand to see it through 		Application & Interview
Equality and Diversity	<ul style="list-style-type: none"> • Able to demonstrate a commitment and understanding of the importance of treating all individuals with dignity and respect appropriate to their 		Application & Interview

	individual needs.		
Other requirements specific to the role	<ul style="list-style-type: none"> • Desire to learn 		Application & Interview