

Job Title	Medicines Management Technician
Department	Pharmacy
Job Family	Clinical Fulfilment
Grade	7
Reports to	Lead Pharmacy Technician
Scope	
Behavioural Competency Level	2

Our mission

To give patients control of their health through knowledge, choice, convenience, and connection.

Your Job Family Purpose

These roles are concerned with effective end to end clinical fulfilment. They drive improved performance, storage and throughput of medicines through removal of waste, reduction of variance and increase of value-add across all stages of goods handling and distribution, including drug dispense and facilities management.

Your Role Purpose

To facilitate the delivery of a high-quality service for patients across all therapies. Act as the point of contact for hospitals and referring centres, address patient queries/complaints and internal queries relating to the pharmacy department, and work effectively with other internal departments and external customers to provide an efficient and effective service.

Our Values



Your Key Deliverables

- Support the delivery of high-quality patient management by being an integral link to external stakeholders and internal teams for all complex therapy areas. Manage and resolve any issues within this area to ensure continued treatment to vulnerable patients.
- Counsel patients on the correct use of their medication and any issues arising from this within the scope of technician training and raise exceptions to the pharmacist in a timely manner.

- Effectively handle issues or complaints within scope of training. Escalate issues where needed in line with departmental procedures.
- Complete reports for hospitals in line with service agreements including stock level reports, nursing visit reports and growth hormone compliance reports. Manage contracts with referral centres within the guidelines of the CMU framework.
- Raise Purchase Orders, manage deliveries and exceptions for complex therapy medication and check invoicing to ensure medications have been delivered to Warehouse and dispatched correctly to patients. Provide support to the wider business when issues arise with supply of this medication.
- Oversee the ordering of compounded products, clinical trials and dose changes in accordance with agreed procedures.
- Liaise with Customer Service: send paperwork from hospitals (i.e. prescriptions, ancillary item requests, medical history) to CPS to be registered on patient file.
- Provide internal Pharmacy advice: provide advisory service on complex therapy and pharmaceutical matters to internal departments
- Ensure safe systems of work are practiced with due regard to Health and Safety, COSHH Regulations and National Pharmaceutical Standards.
- Support with the out of stock lines and liaise with the pharmacy department, procurement and the referral centre with any resolutions.
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Our Regulatory Responsibilities

- Adhere to (CQC/ GDP/NMC/GPhC / ICO) standards relevant to role
- Be aware of all responsibilities relating to Infection Prevention and Control
- Have knowledge and understanding of the principles and practice of Safeguarding, relevant to their role.

Your Skills and Knowledge

Experience:

- Qualified Pharmacy Technician with NVQ 3 or BTEch in Pharmaceutical Services
- Registered with the GPhC
- Minimum 2-year post qualification experience
- Maintain professional registration through CPD
- Specific knowledge of any of the main medicines used in pharmacy (Biologics/Duodopa/Desferal/Growth Hormone) (desirable)

Skills/Abilities:

- Strong ability to prioritise and work with a heavy workload
- Pays close attention to detail
- Strong team player
- Adapts well to change
- Works in an organised and systematic manner
- Able to work well in a high-pressure environment.
- Finds solutions to problems
- Self-motivated
- Copes well under pressure; demonstrates personal resilience
- Very patient focused; passionate about delivering excellence
- Displays effective oral and written communication skills

Qualification required for the role :

- Qualified Pharmacy Technician with NVQ 3 or BTEch in Pharmaceutical Services
- Registered with the GPhC

Your Accountability

Size of the unit	• Contributing Group EBITDA performance
Direct Report units	• N/A
Indirect Report units	• N/A

Last Reviewed: 09/09/2024