

Job Title:	Lead Wing Pharmacy Technician
Reports to (job title):	Pharmacy Manager
Line Manager to:	n/a

## Job purpose

The Lead Wing Pharmacy Technician plays a key leadership role in the delivery of a safe, effective, and high-quality pharmaceutical service within the prison setting. The post holder is responsible for the efficient operational management of wing-based pharmacy services and the day-to-day leadership of Wing Pharmacy Technicians, ensuring medicines are managed, supplied, and used safely within a highly secure environment.

Working closely with the Lead Pharmacist and the wider multidisciplinary healthcare team, the Lead Wing Pharmacy Technician provides on-site professional support and advice on medicine-related issues to both healthcare professionals and prisoners. A core objective of the role is to support service development, drive positive change, and actively promote medicines optimisation to improve clinical outcomes and value for money.

The post holder will ensure pharmaceutical services are delivered in line with national legislation, prison standards, and local policies, including HCRG Care Group Medicine Policy. They will contribute to the development and implementation of medicines management strategies and associated projects, support cost-effective prescribing, and assist with the effective management of medication budgets.

In addition, the Lead Wing Pharmacy Technician will provide professional guidance and operational advice to pharmacy technicians working within the prison and will proactively manage, train, and develop Wing Pharmacy Technicians to ensure safe staffing levels, high standards of performance, and continuous improvement across the service.

## Key responsibilities

*This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -*

### Management and Organisation

- Be responsible for efficient day to day running of the wing pharmacy team. Be responsible for maintenance of correct Controlled Drug records in accordance with the Misuse of Drugs Act 1971
- Maintain an up to date knowledge of developments in local/national guidance in order to maintain/deliver high quality services to the Prison.
- Ensure that any incidents are reported on the incident reporting system promptly and leading the investigation of medication related incidents at HMP Norwich including report writing and trends analysis
- Be responsible for the delegation of staff to provide a timely and efficient stock topping up service, ensuring stocks are maintained within agreed parameters
- Be responsible for all aspects of people management for wing pharmacy colleagues including pro-active management of establishment, recruitment processes and absence and performance management.
- Monitor maintaining a clean and tidy working environment for the wing medication hatches, and all other areas outside of pharmacy that hold medication
- Leading on the development, implementation and review of Standard Operating Procedures
- Supporting Lead pharmacist in implementation of formulary substitutions and medicines optimisation strategies.
- Maintain high levels of safety and security and be constantly vigilant
- Ensure that pharmaceuticals are transported to the prison gate and around the prison in a manner which maintains the integrity and security of the medicines whilst adhering to necessary safety precautions
- Assist in providing a medicines administration service to patients on the wings whilst maintaining accurate electronic records

### Clinical

- Undertake clinical audits and operational reviews as required by the Lead Pharmacist

- Assist the Lead Pharmacist in the review of medicines related incidents on Datix including undertaking investigations and producing reports where required
- Providing regular medicines management services to wings including prescription re-ordering/management.
- Attendance to local and cluster Medicines Management meetings
- Initiation, promotion and management of pharmacy based clinics including implementation of medicines reconciliation.
- Identification of areas where the technical pharmacy service can be developed and work with Pharmacist team to implement this

## Education and Training

- Participate in the development and delivery of training events for HCRG Care Group employed staff in the prison Healthcare to support:
- The implementation of medicine related policies and procedures
- Monitoring an appropriate level of knowledge for healthcare professionals using homely remedies
- Training and competency sign off for Medication administration skills.
- Ensure consistent personal and team compliance in all statutory and mandatory training.

## Communication

- Deal appropriately with requests from GPs, courts, police and substance misuse clinics regarding patient medication, weighing up the need for information against patient confidentiality and seeking advice from more senior staff on complex and contentious issues
- Advise selected patients regarding their medication and other relevant pharmaceutical issues adjusting the level of advice as appropriate to overcome barriers to understanding (e.g. hard of hearing, conveying complex information in an easily understandable form, reasonable adjustment for any neurodivergent patients )
- Liaise on a regular basis with the nursing staff and senior management team to ensure a seamless medicines management service is provided which is open to change in order to optimize the service.

## Financial

- Support the Lead Pharmacist in providing the pharmacy service within the budgets relating to prescribing, provision of pharmaceutical services and pharmacy staff in the HCRG Care Group managed prisons to ensure that budgets are not exceeded.
- Support the Lead Pharmacist to identify potential savings from the medicine budget for future financial years if so required.

## Responsibilities specific to the prison environment

- The post holder will be in contact with prisoners on a daily basis; this client group can be challenging due to the high proportion that have mental health illness and substance misuse problems.
- The post holder may need to assist in nurse led clinics after obtaining competencies in long term conditions due to the high demand of complex needs in the prison
- To be familiar with Prison Standards, rules, policies and any other relevant material within the prison setting
- This job description is not exhaustive and may be amended with agreement from the employee and employer.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care

- Inspire
- Understand

### Think

- Challenge
- Improve

### Do

- Accountability
- Involve

• Communicate

• Learn

• Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

It is your responsibility to ensure you are registered with the Health and Care Professions Council (HCPC) and that you renew your registration in a timely manner every 2 years when prompted to do so.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- BTEC or NVQ level 3 in pharmaceutical sciences or equivalent
- Registered with the GPhC
- Knowledge of legislation and good practice in relation to medicines

- Experience of stock control
- Experience of managing people in team leader or line management capacity
- Ability to monitor and assist in management of medication budget
- Experience in use of Excel to produce tables and charts
- Experience of working in a multidisciplinary team
- Experience managing pharmacy technicians and related professionals
- Demonstrate initiative
- Good interpersonal skills and ability to communicate with clinicians, healthcare professionals and patients
- Ability to manage own workload and meet objectives and targets
- Ability to motivate self and others
- Ability to perform in a challenging environment
- Ability to respond in a calm manner in a crisis
- Good attendance record and willingness to participate in weekend/bank holiday rota
- Experience working in a prison setting as pharmacy technician desired.

**Employee signature**

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**Manager signature**

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