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| Job Title: | Pharmacy Technician |
| Reports to (job title): | Service Manager |
| Line Manager to: | XXX |
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## Job purpose

Join our friendly team as a **Pharmacy Technician** at CRG Medical Services based in HMP Prison, Chelmsford.

Playing an integral role within our prison service, which aims to ensure primary care is at the heart of our everyday role, you will assist in the delivery of a high quality pharmacy service to the prison population.

***About our prisons service:***

We operate round-the-clock, nurse-led healthcare including prisoner screening on arrival and all primary care such as minor surgery, in-patient units, and prescribing. We also coordinate a wide range of other service providers, such as GP practices, to provide seamless care.

The safety of our team and the people we look after, particularly the most vulnerable, is our priority and we work closely with prison management. We also maximise the amount of ‘wing-based’ care given, which not only helps us to reduce risk posed by moving prisoners, but also helps improve waiting times and reduce the number of missed appointments.

Our motivated teams are driven by our belief that if you are a prisoner, you should receive same level of healthcare that you would in the community. We know that improving prisoners’ short and long-term health reduces their likelihood of reoffending.

**Services provide:**

* Patient-centric: Putting patients at the heart of everything we do.
* Care: To the most vulnerable patients in society
* Welfare: Holistic approach to physical, psychological, and social needs
* Safeguarding: Complex and detailed engagement with patients and external partners
* Quality: Providing the highest standard of care and treatment.
* Ethical: Operating within an ethical framework through openness and transparency.
* Passionate: Being passionate about enhancing caring for our patients.
* Teamwork: Leasing with the wider disciplinary team to provide patient lead care plans.

**Main Responsibility**

* The post holder will work as an effective member of the Pharmacy team in providing healthcare services, including medication administration to the patients.
* They will assist in the delivery of a high quality pharmacy service, providing medicines management services to assist in tackling identified inequalities within the prison.
* The post holder will also provide pharmacy related information to patients, prison officers and other healthcare professionals, ensuring that the level of advice given is appropriate to need.
* The role requires autonomous function and within the scope of competency, whilst being a support and resource to less experienced members of staff.
* Assist with the implementation and development of pharmacy support to all the residential wings in the prison which includes, where appropriate, advising patients on the correct use of medication.
* Maintain clear and comprehensive, signed and contemporaneous records both written and electronic.
* Recognise signs and symptoms of drug and alcohol withdrawal and support patients with substance misuse problems, support patients who are distressed and could be at risk of harming themselves or others or could be at risk of suicide
* Communicate effectively with other team members, prison staff and external agencies both verbally and written
* Undertake all mandatory and additional training as identified
* Use and encourage others to be familiar with the security systems within the prison
* Undertake all duties as required of a Pharmaceutical Professional in HMP Chelmsford and to comply with the competencies, knowledge and skills framework of the Department of Health

**The Ideal Candidate**

**Person Specification**

* Excellent communication and inter-personal skills
* Ability to build and develop relationships
* Must be confident and capable of autonomous practice and able to work independently

**Essential Experience / Qualifications**

* Qualified with an NVQ Level 3, BTEC or equivalent
* Registered Pharmacist Technician with current General Pharmaceutical Council (GPhC) membership
* All candidates are subject to prison vetting checks
* Ability to work effectively as part of a multi professional team within a fast-paced environment

**Desirable Experience**

* Experience in a Prison environment
* Experience of working as part of a multi-disciplinary team

**Package Description**

As “**Pharmacy Technician**”, you’ll be part of our valued team:

* Competitive salary of **£27,000.00** depending on experience with group pension
* Membership of My Reward Hub, giving you access to discounts on everyday purchases like grocery shopping as well as cashback and voucher offers for treats for you and those special to you
* Access to your wages as you earn them to help cover life’s emergencies and avoid overdraft fees or high interest rates
* Online and face to face help with your mental and physical wellbeing – from healthy recipes and activity challenges through to post trauma support, legal, debt and life management help, as well career coaching and counselling
* Access to eLearning, bespoke career pathways and opportunities for continuing professional development through our ‘Outstanding’ learning and development team, The Learning Enterprise
* An open, just culture where you’re encouraged to have and implement ideas which can help us deliver our purpose: changing lives through transforming health and care – backed up by at least £100,000 of ringfenced innovation funding each year

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * 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 2018 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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.

## 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.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## 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.

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| Employee signature |
| Manager signature |