



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Head of Community Service Medicines Management/Pharmacy
Pay Band:	8c
Hours of Work and Nature of Contract:	To be confirmed on recruitment
Service Group:	Medicine
Department:	Medicines Management
Base:	To be confirmed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Chief Pharmacist
Professionally Accountable to:	Chief Pharmacist
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

Lead, develop, transform, and set the strategic direction of the Community Services Pharmacy team to ensure the safe and secure management of medicines and the provision of high quality clinical and technical pharmacy services across PTHB community hospitals, community teams and other provided services.

Accountable for the operational delivery of PTHB provided pharmacy services, the two pharmacy supply contracts and medicines processes and governance across PTHB provider sites and teams.

Member of and provides highly specialist medicines management support to the Individual Patient Funding Request (IPFR) Panel.

Member of the Medicines Management senior management team, contributing to the overall strategy, management and leadership of the service.

Deputise for the Chief Pharmacist at a local and national level providing pharmacy leadership across a broad range of specialities, areas, and subjects.

Responsible for ongoing service evaluation, workforce planning and staff and trainee development.

DUTIES & RESPONSIBILITIES

Clinical

Provide highly specialist pharmaceutical, therapeutic and prescribing advice to medical, nursing and allied health professional staff within the Health Board and external contractors, researching answers, analysing clinical trial papers, and critically appraising evidence or expert advice. Interpreting and acting on highly complex clinical information from a wide variety of conflicting or incomplete sources and providing a clinical, pharmaceutical, legal or governance opinion when information may be challenged.

Handle clinically urgent enquiries within a timely manner, prioritising between multiple tasks according to the level of urgency. Input enquiries and answers given into the agreed database or equivalent.

Member of PTHB Individual Patient Funding (IPFR) Panel including providing highly specialist therapeutic advice to the Panel researching evidence surrounding each case involving medicines, much of which will be highly complex, limited in quality or rare and potentially conflicting.

Provide advice to clinicians and patients/carers on unlicensed or off label use of medicines, where evidence base may be lacking, and medical opinion may differ.

Embed clinical informatics into PTHB pharmacy practice to improve therapeutics and medicines productivity.

In collaboration with the Health Board's Antimicrobial Stewardship Pharmacist, provide leadership for delivering antimicrobial stewardship initiatives within the PTHB provided services.

Work with secondary/tertiary care providers and care transfer co-ordinators to advise on continued supply of medicines and information when transferring patients to PTHB facilities.

Work in collaboration with the Digital Transformation Pharmacy Lead to provide expert clinical input into the implementation and ongoing use of electronic Prescribing and Medicines Administration (ePMA) and other digital transformation programmes across PTHB provider services.

Provide advice on the administration of injectable medicines and skills for the preparation of injections and infusions.

Service Development

Lead on the strategic direction and transform the work of the community services pharmacy team including development of an annual workplan.

Develop action plans and proactively support the implementation of recommendations resulting from national and local pharmacy service reviews.

Accountable for the delivery of high quality, progressive pharmacy services, ensuring that they are centred around the patient, are safe, modern and are delivered by competent staff within agreed budgets.

Work closely with wider PTHB teams to ensure PTHB Pharmacy team meets the needs of services.

Monitor, risk assess, audit, performance manage and benchmark current PTHB provider pharmacy services using recognised standards. Research options for the service, testing, scoping, and implementing changes if necessary or appropriate.

Collaborate with national colleagues to develop standards and to implement key performance indicators.

Continually work to develop opportunities to optimise efficiencies within PTHB Pharmacy service and external supplying pharmacies, including financial, clinical and operational improvements

Negotiate service change with key stakeholders as required.

Provide expert pharmaceutical advice to the development of Health Board wide clinical services, including challenging initiatives where they do not meet with current recommended guidelines, legislation, or practice around medicines.

Identify new prescribing practices or changes in practice that may impact on the drugs budget, overall healthcare costs, or require repatriation of costs.

Transform the Pharmacy Team and medicines process changes that will be required following the implementation of ePMA and other systems.

Work in collaboration with the PTHB Medicines Safety Officer to ensure national patient safety alerts for PTHB services are actioned, analysing the impact on the services or practices, producing recommendations, and implementing changes.

Risk Management/Clinical Governance

Identify need and develop policies and procedures to ensure clear frameworks for medicines management and pharmacy processes are in place. Interpreting broad clinical/professional policies and NHS guidance to ensure these are reflected.

Ensure medication and medical gas storage areas across the Health Board comply with current standards on the safe and secure handling of medicines.

Escalate any concerns to the appropriate level and via the Risk Register.

Ensure that regulatory requirements of Good Distribution Practice are complied with so that PTHB has assurance on the quality of medicines supplied.

Ensure that medication errors are reported via the DATIX incident reporting system. Receive DATIX reports of medication errors, lead investigations and implement actions as necessary reacting to errors made by external providers and supporting patients subject to a drug error. Identify trends and themes that allow learning from incidents and cascade in an appropriate format.

Identify potential risks in prescribing, dispensing or drug administration and ensure appropriate changes in policy, procedure or practice are made.

Ensure that medicines management and pharmacy practices and services comply with or exceed legal, national and local guidelines and standards and enable the Chief Pharmacist to meet statutory role requirements.

Ensure appropriate legal frameworks are in place for all medicines prescribed, administered, or supplied within PTHB services.

Ensure where PTHB Pharmacy are following legal exemptions, that all practices are carried out within the limits of the exemptions and follow nationally agreed standards and practices, including requirements for appropriate licensing if required.

Policies & Procedures

Lead on the creation, continued development, and implementation of the comprehensive PTHB Medicines Policy which mandates all legislative and good practice requirements for the prescribing, administration, storage and other safe use of medicines, vaccines, medical gases, other pharmaceutical products and controlled stationary.

Identify need for and lead on development of policies and procedures to support the implementation and development of PTHB Pharmacy services.

Provide expert clinical, pharmaceutical and medicines legislative advice to inform clinical policies, procedures and guidelines involving medicines, medical gases or vaccines for use within PTHB provided services, including Patient Group Direction development.

Ensure all relevant medicines and pharmacy process documents are updated to reflect changes effected by ePMA implementation.

Research & Development/Clinical Audit

Provide guidance to ensure legal and good practice requirements are met for clinical trials involving medicines and assure continued compliance.

Design, develop and conduct audits to establish if safe and secure handling of medicines and medical gases, are in line with current guidelines and legislation.

Work with national teams and HEIW to develop researched based Pharmacy workforce planning tools and performance indicators.

Integrate research and best practice evidence into clinical practice.

Design, develop and undertake clinical audits involving prescribing, and administration of drugs, including high risk therapeutic areas e.g allergies. Critically analyse results and challenging practice where there is variance with local or national guidelines or policies. Recommend and lead audits for the departmental audit plan. Develop and guide team members to be able to design and deliver audits and service improvement initiatives.

Communication

Analyse and present medicines information and data to a variety of local and national committees and groups.

Undertake medicines evaluations for IPFR cases and present to IPFR Panel outlining any critical appraisal undertaken, and following analysis and interpretation, provide considerations or recommendations to the Panel.

Analyse and develop intelligence information based on prescribing or workforce data from various sources. Present as meaningful information to identify areas of potential change. A significant degree of persuasion or negotiation may be required. Manage conflict, including mediation; challenging, hostile and distressing situations.

Present information or advice in a suitable format (e.g. written or verbal; remote or face to face) and styled for the target audience of clinicians, senior management, or patients.

Identify need for, develop and deliver training sessions and competency assessments for a range of healthcare professionals or patient groups on clinical or pharmaceutical topics.

Investigate, manage, and resolve complaints from staff, patients or members of the public in an appropriate manner which can include involvement in safeguarding investigations and collaboration with or escalation to external partners or regulators.

Facilitate workshops to engage stakeholders.

Professional Development & Leadership

Ensure collaboration with HEIW and training organisations, for local provision of pharmacy education and training programmes to undergraduate and post graduate students.

Responsible for the management, development, and motivation of staff, leading a team of Pharmacists, Pharmacy Technicians, Medicines Management Nurses and Support staff to meet their full potential and ensuring values and behaviours reflect and align to PTHB.

Lead on recruitment and manage performance and development reviews, formal disciplinary, grievance and sickness absence procedures.

Act as a mentor to support the clinical or professional development of colleagues. Lead on initiatives to support retention, career development, and succession planning for the pharmacy service.

Be flexible in working patterns both within the designated area but also being prepared to support or lead other medicines management areas to meet the needs of the service.

Financial

Accountable for and to manage expenditure for delegated budgets which includes staff and non-staff budgets and includes authorised signatory for medicines, medical gases, expenses, and ancillary supplies.

Specify and performance manage pharmacy supply contracts with Aneurin Bevan and Hywel Dda Health Boards ensuring they comply with agreed levels of service delivery.

Critically review the skill mix of the pharmacy team, ensuring maximum value from all staff groups including non-registered staff.

Lead on medicines cost efficiencies and savings plans and horizon scan and report on potential cost pressures for PTHB provider services.

Develop systems for and interrogate and present prescribing information from a range of databases and resources to establish compliance with formulary, prescribing indicators or policies and guidelines for PTHB provided services and teams. Identifying areas where cost effective improvements may be made.

Support the development of the PTHB formulary, including providing expertise around hospital drug contracts.

Liaise with English and Welsh secondary and tertiary care providers to advise on IPFR requirements for high cost or complex drugs which requires in depth knowledge of the differences of funding and commissioning practices and policies in NHS England and Wales.

Ensure appropriate discounts are being applied to drugs purchased for PTHB, challenging providers where discrepancies found.

Support the performance management of prescribers and provider organisations working in PTHB to achieve appropriate cost-effective prescribing.

Support wider Health Board repatriation of services ensuring medicines are available for use and work with Finance teams to ensure financial flows are in place.

Autonomy

Make judgements, decisions and interpret information and guidance within the confines of own professional code of conduct boundaries, within national and organisational guidelines/policies and within personal scope of practice.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>4 years Master's degree (MPharm) or equivalent BPharm or BSc in Pharmacy, and highly developed specialist knowledge</p> <p>GPhC registered Pharmacist</p> <p>Postgraduate Diploma in Clinical Pharmacy or Therapeutics</p> <p>Recognised management qualification and completion of a recognised leadership development course</p> <p>Up to date extensive & highly specialist clinical/therapeutic knowledge</p> <p>Excellent understanding of pharmacy/medicines standards and guidelines and extensive knowledge of legislation governing medicines management</p> <p>Training in critical appraisal and ethical decision making</p> <p>Significant awareness of implications of current developments in pharmacy practice and changes in NHS Wales strategies/policies</p>	<p>Membership of the Royal Pharmaceutical Society</p> <p>Non-medical prescriber</p>	<p>Pre-employment checks</p> <p>Application Form</p>
Experience	<p>Significant experience of working as a Clinical Pharmacist</p> <p>Significant experience working at a senior Pharmacist level and managing a team</p> <p>Experience of change management</p> <p>Evidence of leading on policy and procedure development and input into national policy developments</p>		<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	Experience of high-level report writing to inform on current practice or to influence change e.g. business cases		
Aptitude and Abilities	<p>Demonstrate safe, effective and efficient use of medicines</p> <p>Drive the development of pharmacy services in line with local and national objectives</p> <p>Critically appraise and interpret highly complex information where information may be lacking, or opinion differs</p> <p>Solve highly complex problems and make effective, prompt decisions when faced with variable, complex information and situations</p> <p>Work calmly under pressure and prioritise work to respond to conflicting demands for time and urgent (including clinical) needs for advice</p> <p>Educate, train, manage and evaluate pharmacy staff and other healthcare professionals</p> <p>IT skills including confidence with the full Office 365 suite and internet-based databases</p> <p>Excellent verbal and written communication and presentation skills with experience of successfully conveying highly complex information to a variety of audiences</p> <p>Manage significantly professionally challenging conversations and situations</p> <p>Work well in a team and to build effective working relationships</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Motivate, negotiate with and influence the pharmacy team, healthcare professionals, senior managers and patients, where there may be conflicting interests or opinions</p> <p>Analyse, interpret, manipulate and effectively communicate highly complex data appropriate to the audience e.g. prescribing or medication incident data</p> <p>Deal sensitively and confidentially with disturbing and distressing personal patient information</p> <p>Communicate effectively with members of the public and patients either individually or in groups, in varied circumstances and using appropriate media</p> <p>Demonstrable skills in</p> <ul style="list-style-type: none"> • Recruitment & selection • Performance management • Financial and Risk management • Workforce planning • Coaching and mentoring 		
Values	<p>Demonstrate all PTHB Values</p> <p>Self-motivated, proactive and able to act on own initiative with a significant freedom to act autonomously within professional and legal boundaries</p>		Interview Application Form
Other	<p>Evidence of publishing (posters at conferences or editorials or peer reviewed papers)</p> <p>Frequent travel across the county and Wales as necessary</p>		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy.

Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **direct contact** with patients / service users /vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



