

**Job Class Profile: Pharmacy Technician A****Pay Level: CG-28 Point Band: 578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	4	5	3	3	3	3	4	
Points	187	50	25	24	90	65	62	64	43	610

**JOB SUMMARY**

The Pharmacy Technician A provides direction to other Pharmacy Technicians in the distribution area of pharmaceutical services of compounding, preparing, dispensing, distributing, ordering, storing and controlling of pharmaceutical products including narcotic and controlled medications under the supervision of a Clinical Pharmacist.

**Key and Periodic Activities**

- Uses aseptic techniques (often under a laminar flow hood), as per specific calculations and direction by a pharmacist to prepare IV medications, admixtures, and other medications.
- Sets up, supervises drug inventory, and supplies level. Uses the Meditech computerized inventory system to electronically build up inventory, and designs drug carts for the specific needs of unit. Updates and prints labels for specific locations of drugs.
- Provides direction to Pharmacy Technicians including advice and education on IV medications and pharmaceutical calculations. Evaluates and recommends to the Director changes to work methods and procedures. Represents technicians on working groups (i.e. Patient Safety Review team).
- Troubleshoots and corrects equipment malfunctions (i.e. unit dose packaging machine, drug cart repairs, printer, and label makers.)
- Liaises with departments regarding all aspects of drug distribution, drug and stock supplies, and with pharmacists regarding the unit dose delivery system. Performs audits related to departmental policies and processes and narcotic handling procedures.
- Reviews Pharmacy Technicians' workload responsibilities with the Director and offers suggestions to improve performance.
- Travels to various sites throughout the region, audits ward stock, and adjusts stock and ward supplies.
- With respect to quality control, ensures proper labelling of drug carts, inventory, and high alert medications.
- Trains nursing staff on computer order processing, inventory of stocking crash cart supplies, and outdated medications practices.
- Visits sites to discuss problems with ordering procedures and to consult with nursing staff regarding narcotic audits.

## SKILL

Knowledge
<p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— Pharmaceutical knowledge of methods and techniques in the preparation and dispensing of drugs</li> <li>— Industry knowledge related to insurance coverage</li> <li>— Medical terminology</li> <li>— Pharmacokinetics, Drug formulary</li> <li>— Inventory Management (Purchasing and Receiving)</li> <li>— Pharmaceutical Policies and Procedures</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: 2 year Pharmacy Technician Diploma Program</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: 2 – 3 years experience</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Ability to work in a team environment</li> <li>— Computer skills for dispensing and recording medications</li> <li>— Technical skills for dispensing and preparing IV solutions, compounds, etc.</li> <li>— Calibrate and operate pharmacy machines</li> <li>— Aseptic techniques</li> </ul>
Interpersonal Skills
<ul style="list-style-type: none"> <li>— A range of interpersonal skills are used to listen, ask questions and gather information from pharmacy technicians, pharmacists or other healthcare staff, provide routine information and direction to others, instruct and teach new techniques or procedures, coach and mentor new staff or students, gain the cooperation of others to complete work, address issues or solve problems, deal with upset or angry people and resolve disputes between people. Skills are most frequently used to listen and communicate with Pharmacy Technicians and nursing staff regarding ward stock, questions about medications, and to consult with pharmacists about IV admixture.</li> <li>— Communications occur with employees within the immediate work area and department (i.e. Pharmacy Technicians, Pharmacists), supervisor/manager, nursing staff and with patients, suppliers/contractors, students, and sales representatives.</li> <li>— Most significant contacts are with Pharmacy Technicians, Clinical Pharmacists, and management personnel including immediate supervisor/manager and nursing staff.</li> </ul>

## EFFORT

Physical Effort
<ul style="list-style-type: none"> <li>— The demands of the job occasionally result in considerable fatigue, requiring periods of rest and a need for strength and/or endurance.</li> <li>— Regularly lifts objects less than 10 lbs, occasionally lifts large boxes (IV bags), drug carts and equipment over 50 lbs.</li> </ul>

- Occasionally works in awkward or cramped positions requiring bending, stretching, and lifting objects.
- Regularly stands and walks during work activities and sit and perform work on the computer such as changing ward stock quantities, build new inventories, charge and debit out items, and perform IV admixture procedures. Occasionally required to drive from site to site.
- When performing IV admixture procedures, regularly uses fine finger precision to manipulate syringes and vials.

### Concentration

- **Visual concentration** is required to draw up solutions into a syringe, to read the lines on the syringe to ensure proper dosing, read policies and procedures, and when mixing and preparing IV medication or admixtures to check for incompatibility or instability such as color change, and particles that maybe harmful to the patient.
- **Auditory concentration** is required to listen to information, instructions, and direction from pharmacists, nurses, and other technicians.
- **Other sensory demands such as smell** is occasionally used to detect drugs that produce unpleasant odours that may have expired, or when mixing medications to distinguish one drug from other.
- **Repetition requiring alertness** is evident when picking up drugs orders to be filled.
- **Higher level of alertness and concentration** are required when mixing IV admixtures, mixing and dispensing all drugs to ensure sterility and safety, and when interpreting physicians' handwriting to ensure the correct drug and dosage are selected.
- **Lack of control over the work pace** can occur with the unpredictable patient admission rates and the number of emergencies that may happen. There are constant service **interruptions** that contribute to the **tight time pressures** to fill prescription requests. There are timeframes around the delivery of medications to ensure the correct timing of patients' therapy and treatments.
- **Exact results and precision** are required when mixing IV admixtures.

### Complexity

- Work tasks and activities are quite different, but allow the technician to use similar skills and knowledge.
- Typical challenges or problems relate to the continuing education and training of technicians and the implementation of new policies, procedures, and getting staff to follow them. Other problems involve communicating with health professionals regarding changes to pharmaceutical procedures and policy, implementing these changes, and educating staff.
- Problems are often solved by speaking with the pharmacist, director, other technicians, and other healthcare professionals; however, there are also guides/tools that are available such as policy and procedure manuals, drug reference books (The Compendium of Pharmaceuticals and Specialities), research statistics, and publications.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are moderately controlled and monitored

- Independently makes decisions in regards to the quantity of drug inventory supplies, design of new drug carts including proper labelling and drug storage procedures, and provides input to the manager with regards to technicians work schedules, and the department's policies and procedures as it affects technicians.
- Approval from the supervisor is required to add to the policies and procedures manual, to commit to work on a team or committee, and when performing pharmaceutical mixing of medication such as IV admixture as the work tasks have to be checked by a pharmacist.
- There is some discretion to exercise within predetermined limits when making decisions related to departmental policies and procedures, changes to ward stock, and when designing custom built drug carts for specific units.
- The type of information and advice provided to other technicians relates to the pharmaceutical procedures and practices such as the mixing of compounds and unit dose medications.

### **Impact**

- Work tasks and activities can either negatively or positively impact the quality of care provided to the patient.
- Tasks and activities have some impact on the immediate work area, within in the department, and an impact on patients.
- The resources that are impacted as result of work tasks are processes and systems (such as drug delivery), material resources, finances (keep adequate drug and ward stock supplies, reduce overstock and outdated drugs), health and safety (compliance with the storage of drugs), and corporate image.
- Errors that impact patients are medication errors which could result when medications are mixed, dispensed, labelled, or given out incorrectly.
- Work activities are moderately prescribed and controlled; however, mistakes in preparing and dispensing medications are normally mitigated, as there is another technician who checks the work prior to the pharmacist doing the final check for accuracy.
- Errors are usually identified in the department first, and are typically resolved within hours of problem identification, or within a short time frame.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Provides development and leadership responsibilities to other pharmacy technicians and students such as on the job training, direction, advice, guidance, feedback, and orientation to new employees. Checks the work of other technicians, as part of the regular tech check tech pharmacy procedures, delegates tasks to other technicians, acts as a technical mentor, organizes and coordinates some of the work activities being performed by technicians.
- May provide a team leader role in assisting the manager with organizing technicians work schedules.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Safety precautions and equipment are required when exposed to toxic drugs and include wearing specialized gowns, gloves, and to use equipment under a fume hood (i.e. biological

safety cabinet). Other safety requirements, recommendations and/or precautions that are considered when handling these toxic drugs include reassignment of duties for those technicians who may be pregnant, breast-feeding, or are trying to conceive.

- There is a moderate likelihood of receiving minor cuts, bruises, or minor illness, and a partial or full disability, but a limited likelihood of receiving a fracture.
- Regularly prepares compounds or dispenses toxic drugs, IV mixtures, etc., and delivers these medications to departments where they are exposed to hazardous chemicals/poisonous substances and infectious diseases. Constantly exposed to distracting noise (i.e. telephones, paging systems, printers, computers, refrigerators, etc.), glare from the computer, sharp objects (i.e. needles, breaking ampules, and needle prick injuries) and work in awkward or confining workspaces such as under fume hoods. Occasionally required to travel in adverse weather conditions.