

Job Description

Job Title	Pharmacy Technician
Function	Allied Professional
Department/Team	Clinical
Reports to	Clinical Service Lead/Lead Nurse
Direct Reports	N/A
Dimensions (budget, people span of control)	N/A
DBS Check Level Required	Enhanced DBS
Grade/Job Evaluation Level	Implement - Specialist Practitioner Support
Salary Banding	Key Contributor A
Created/Reviewed date	October 2026

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and became part of Waythrough in April 2026.

We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support.

Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

Purpose of the Role

To deliver high-quality medicines optimisation services with the relevant service area and to support interface with primary care and other organisations.

Prescribing facilitation, general health care and BBV services to the service population in more advanced role.

Key Accountabilities

(List of accountabilities specific to this role)

- Provides a clinical perspective for reducing harm from alcohol and drug use, promoting, and enabling recovery and wellbeing with a person-centred and holistic approach.
- Dispense and administer medicines (including those under Patient Specific Direction (PSD) and Patient Group Direction (PGD) when required), calculating doses and quantities for supply of the medications, e.g. methadone supervised consumption.
- Advise on the appropriate storage and handling of pharmaceutical products and controlled stationary including suitability of existing storage, providing/supporting workforce training where needed, ensuring rotation of stock and that health and safety standards are met.
- Provide counselling to people we support on the correct use of medication where appropriate.
- Undertake person centred: health care, including Blood Borne Virus (BBV) management, assessments (including basic clinical observations), health care planning and delivery, monitoring, evaluation and reviews in practice and outreach settings.
- Ensure that controlled drugs and stationery are handled and stored securely in line with policies and procedures and regulatory requirements supporting the Controlled Drug Assistant (CDA).
- Support the prescribing of cost-effective pharmacotherapies according to best practice and organisational policies. Provide prescribing information and advice to other healthcare professionals.



- Support the pharmacy and medicines optimisation programme within the service in line with relevant competencies.
- Support engagement and treatment restart process.
- Facilitate caseload review sessions with Recovery Coordinators/ Navigators.
- Foster and support the organisations' interface with primary care (including community pharmacy), secondary care and other organisations.
- Work in conjunction with wider team in developing and delivering prescribing treatment and general healthcare modalities for people using Waythrough service.
- Provide support to service and partners with Locally Enhanced Services (LES) (e.g. Supervised Consumption, Needle and Syringe Programme, Naloxone services) and Service Level Agreements (SLA).
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough clinical governance framework.
- Contribute to medicines optimisation related audits and monitor, review and manage the implementation of recommendations on the service level.
- Contribute to the maintenance of the clinical database; co-ordinate data entry, retrieval searches and reports to meet the internal and external service requirements as appropriate and ensuring data security at all times.
- Coordinate and deliver call and recall services for Hepatitis A & Hepatitis B Immunisations and wider BBV screening.
- Contribute to the collation of medicines optimisation data pertaining to key performance indicators and subsequent action of any shortfall to improve service performance against targets, external strategies, policies, guidelines and national and local benchmarks/standards.
- Contribute to the response to medication/drug alerts overseen by Pharmacy and Medicines Optimisation Team within Clinical Department.
- Support the service in reporting, investigating and resolving errors, complaints and disciplinary matters to minimise risk of future recurrence.



- Manage incidents identified within the service including use of The Hub incident reporting system and other local and/or national reporting mechanisms e.g., the local CDLIN.
- Collaborate on clinical governance, review and implementation of policies and guidelines.
- Participate in external and internal subgroups and take responsibility for production or co-production of plans and reports, as appropriate.
- Support, deliver and facilitate high-quality educational learning and development opportunities (in-house/ external).
- Assist in the induction of new workforce and supporting apprenticeship/pre-registrations initiatives.
- Undertake continuing professional development to maintain confidence and competence, meet organisational and GPhC revalidation requirements, including participating in clinical supervision, performance appraisals and attending training as/when required.
- Assist continued involvement with national and local research projects, as appropriate.
- To promote, adhere to and live our workplace values of being kind, respectful and courageous.

General Accountabilities

(List of accountabilities applicable to all roles)

- Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- Promote, adhere to and live our workplace values of being kind, courageous and respectful.
- Keep abreast of policy and professional development within your area of professional expertise.



Values and Competencies

Our Values
• Kindness - Be generous, caring and compassionate • Courage - Be bold, trust, commit • Respect - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
Registered as a Pharmacy Technician with GPhC	Essential
NVQ Level 3 Pharmacy Services BTEC Pharmacy Technician or equivalent	Essential
Accredited Medicines Management/Checking Technician	Desirable
CMHP member	Desirable
APTUK member	Desirable
CMHP Foundation Certificate/Credentialed	Desirable
Completion of CPPE Substance use and misuse course, optionally RCGP Drugs Part 1 Certificate	Desirable

Skills	Essential or Desirable
Excellent communication skills and problem-solving ability.	Essential
Ability to provide person-centred and holistic care while working as a part of Multi-Disciplinary Team (MDT).	Essential



Experience of entering complex information onto an electronic/clinical database	Essential
Proficient in Microsoft Outlook Office programmes	Essential

Experience	Essential or Desirable
Minimum 2 years relevant post qualifying experience working within a community pharmacy, primary/ secondary care.	Essential
Experience of providing medicines-related advice to service users/carers.	Essential
Knowledge of Controlled Drugs regulations.	Essential
Previous experience of carrying patient-centred interventions: medication reviews, basic observations.	Essential
Experience of supporting the management of medicines optimisation-related incidents, concerns including stock management via wholesalers.	Essential
Awareness of social context of drug misuse and the wider implications of the behaviour.	Essential
Knowledge of specific guidelines and regulations applicable to medicines optimisation in substance misuse services (e.g. methadone, buprenorphine, supervised consumption).	Essential
Awareness and experience of the principles of audit.	Essential
Experience in delivering evidence-based treatments in substance use services/Criminal Justice/Mental Health.	Desirable
Previous experience of carrying out general health care assessment including BBV, and delivering health promotion/harm reduction interventions, advice and information.	Desirable



Understanding of complexities of primary health care and the constrictions and opportunities inherent in the primary care sector.	Desirable
Experience of contributing to medicines optimisation training.	Desirable
Knowledge of dealing with personal safety situations.	Desirable

