

Quality Assurance Technician Job Description [Example 1]

Overview

The Pharmacy Technician IV, Quality Assurance is responsible for providing technical support to pharmacy operations under the supervision of a licensed pharmacist.

The Pharmacy Technician IV, Quality Assurance will staff and lead in all pharmacy locations/areas as required, including coverage of satellite areas. Additional responsibilities include regulatory, compliance and operational duties such as projects, audits, and process improvement initiatives. Plans, develops, and leads training and orientation processes for quality assurance related activities.

Responsibilities

Quality Assurance Duties (~4 days/week):

1. Conducts observations of technicians for quality and accuracy of aseptic technique and practice for compliance with applicable policies.
2. Administers required validations of employees such as media fill tests and fingertip testing at all pharmacy locations as required.
3. Observe and validate staff member techniques on donning / doffing personal protective equipment (PPE), handwashing, aseptic technique, and quality assurance software.
4. Leads and organizes quality assurance related training and orientation of staff members and creates and/or revises training documentation and resources for staff education.
5. Reviews, provides input, and supports the education of staff on policy or practice changes and assists in creating and revising standard operating procedures.
6. Provides ongoing support and acts as a resource to staff on internal quality- related policies.
7. Assists in detecting and addressing quality issues in collaboration with Quality Assurance team and area Supervisor/Manager.
8. Performs environmental sampling as needed.
9. Participate in Corrective and Preventative Actions (CAPAs).

10. Performs audits on controlled substance activities, code carts, and floor reviews.
11. Responsible for documentation of quality assurance related activities (e.g., observations of staff, testing results, and quality assurance tasks) and assists in data entry and collection as needed.
12. Complete audits of quality assurance tasks as required for safety and regulatory requirements in collaboration with Supervisor/Manager.
13. Assists in assessing new technology and products, and medication and product recalls.
14. Leading and/or participating in a quality assurance related presentation or project annually.
15. Participate in the creation and/or presentation of one quality assurance (1) Continuing Education (CE) course per year or independently creates one (1) annual competency course.
16. Participates in and drives quality assurance related process improvement / department initiatives.
17. Completes quality assurance education and training as assigned.
18. Performs other duties as assigned.

Infusion Technician Duties (~1 day/week):

1. Practices as a pharmacy technician in accordance with all federal, state, DFCI and Joint Commission policies, regulations, and standards.
2. Performs sterile and non-sterile compounding of predominantly hazardous drugs in compliance with USP <795>, USP <797>, USP <800>, DFCI policies and procedures and, when applicable research protocols.
3. Fills medication orders according to policy, including proficiency with the most complex preparations.
4. Ensures timely delivery of medication orders and/or supplies.
5. Utilizes multiple systems such as EHR (Electronic Health Record, Inventory Management Systems, and other systems to complete and document duties. Identify issues, troubleshoot and triage as necessary.
6. Maintains the Pharmacy inventory: sorting, stocking, rotation of stock expiration date checking, and assessment of par-levels.
7. Performs and documents quality control steps as required for safety and regulatory requirements.
8. Performs cleaning of sterile and non-sterile areas of the pharmacy as assigned.
9. Communicates and escalates issues or problems.
10. Coordinates sterile compounding operations.
11. Stocking emergency medication as appropriate by site.
12. Sets up and logs pharmacy batch compounded products.
13. Federally controlled substance replenishment.
14. Ensures compliance with requirements of medications within Research Protocols as assigned.

15. Maintains and supports Automated Dispensing cabinets, including Federal controlled substance retrieval from return drawer.
16. Demonstrates proficiency in the coordinator role.
17. Performs other duties as assigned.

Qualifications

Minimum Education:

High School graduate or currently enrolled in an accredited entry-level degree program for Pharmacy or related field.

Minimum Experience:

8 years of pharmacy technician experience, with at least 5 years working in sterile compounding. Oncology and quality assurance experience preferred.

License/Certification/Registration:

Board of Pharmacy Registration as a Pharmacy Technician required.

National Pharmacy Technician Certification (PTCB) required.

In addition, at least one certification in advanced Pharmacy Technician practice from a nationally certifying body such as PTCB preferred.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to accurately perform complex pharmaceutical calculations.
- Proficient working with and teaching complex pharmaceutical calculations.
- Proficient working with and teaching pharmacy technology systems
- Ability to develop proficiency in Microsoft Suite of programs (Excel and Word).
- Full proficiency in aseptic technique and the compounding of sterile products.
- Full proficiency in compounding of non-sterile products.
- Ability to independently troubleshoot issues and assist in resolution or escalation to the appropriate resource.
- Ability to treat all others (fellow pharmacy staff, patients, nurses, providers, support personnel, etc.) with the utmost professionalism and respect.
- Ability to effectively work within a collaborative team-focused environment.
- Participate in department meetings and functions to promote a successful and efficient pharmacy workgroup.
- Skilled at driving and providing training to other staff members.
- Ability to provide effective feedback.
- Ability to effectively communicate both orally and in writing.
- Demonstrated critical thinking skills (ability to analyze information objectively and make a reasoned judgment).
- Strong attention to detail.
- Interpret generated data and communicate results.
- Adapt to changes in work environment.