



Job Title: Pharmacy Manager
Department: Pharmacy
Supervisor: Pharmacy Director
FLSA Status: Exempt
Approved Date: 1-1-18

Position Summary

Oversees and maintains the day-to-day functioning of the pharmacy, while insuring compliance with all laws, regulations, policies, procedures and standards required by CHCW. Provides prescription services and medication information to patients and providers as needed & requested.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Directly manage the operations of the Pharmacy as the Pharmacy Manager of record with the State of Washington.
2. Ensures all employees of the Pharmacy Department maintain up-to-date licensure and education as required by State and Federal Law and report any deficiencies to the Pharmacy Director.
3. Assists the Pharmacy Director in preparing an annual and monitor for adherence.
4. Prepares employee schedules each month to ensure adequate workforce coverage.
5. Ensures all policies & procedures of CHCW pertaining to pharmacy operations are followed.
6. Supervises ancillary pharmacy staff engaged in preparing, packaging, and labeling pharmaceuticals.
7. Maintain established policies & procedures concerning pharmacy operations, medication quality assurance, security, and disposal of hazardous waste medications.
8. Periodically reviews remittance reports and/or medication invoices to ensure medications are billed and paid for accurately.
9. Assures all legal, regulatory, and accrediting requirements, including controlled substances inventory control requirements comply with the current standard of practice as determined by the Pharmacy Director.
10. Meets or exceeds all Accreditation Bodies standards related to pharmacy.
11. Oversees the purchase of drugs and supplies to balance an appropriate inventory and cost control. Ensure documentation for all drug recalls and samples received.
12. Ensures pharmacy is compliant with best practices for 340B pharmacies as determined by the Pharmacy Director.
13. Conducts an annual physical inventory of all medication, including all controlled substances. Prepares and submits a report of this inventory to the Pharmacy Director.
14. Prepares all monthly reports required by CHCW and submits to the appropriate requesting departments.

15. Reviews remittance reports and/or medication invoices to ensure medications are billed and paid for accurately.

16. Performs duties of the Staff Pharmacist as needed.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Leadership

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Defines responsibilities and expectations; sets goals and objectives; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills; addresses difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions; works within approved budget; develops and implements cost saving measures; aligns work with strategic goals; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Recommends or has the authority to hire, fire, advance or change the status of employees.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor of Pharmacy or Doctor of Pharmacy degree from an accredited college of pharmacy. At least 1 year of clinic/retail pharmacy experience as a staff pharmacist. Some management experience desired.

Certificates, Licenses, Registrations

Washington State Pharmacist License
May be required to obtain Preceptor License
Current driver's license and auto insurance
Current CPR Certificate preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk; sit; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date