

## Pharmacy Director

**DESCRIPTION OF WORK:** Positions in this banded class perform supervisory and managerial pharmacy work. Duties performed include developing, implementing, and evaluating short and long-range goals and objectives. Employees develop, implement and enforce plans, policies, procedures, systems, programs and performance standards. They participate in strategic planning efforts as part of the management team. They are responsible for managing staff, equipment and facilities. They determine resource needs and priorities and make recommendations to management. They determine training needs and make appropriate arrangements for provision of training.

### **EXAMPLES OF COMPETENCIES:**

#### **CONTRIBUTING:**

**Knowledge – Professional:** Working knowledge of principles and practices of professional pharmacy. Working knowledge of trends, current technology, and standards of pharmacy practice. Basic knowledge of the organization.

**Planning, Organizing and Managing:** Ability to plan and implement the delivery and improvement of services, staffing and resources. Ability to provide oversight of program/services. Ability to manage inventory. Ability to order drugs and supplies.

**Communication and Instruction:** Ability to listen, ask questions and give feedback to employees. Ability to give clear and concise instructions. Ability to develop and maintain effective communication and work relationships with Physicians, healthcare personnel, patients, families, agencies and others. Ability to write program descriptions and to make verbal presentations on the program using technology. Ability to write and present reports to management and administration, displaying data in various ways.

**Human Resources Management:** Ability to plan daily activities and coordinate workflow. Ability to develop work plans and monitor performance. Ability to review the technical work of others. Ability to recommend resolution of disciplinary and grievance issues. Ability to plan for and deliver on-the-job training. Ability to participate in the recruitment and selection process. Ability to ensure compliance with performance management policies and procedures. Ability to resolve disciplinary and grievance issues, as needed.

**Budgeting:** Ability to operate within assigned budget. Ability to track expenditures. Ability to identify potential cost savings. Ability to prepare monthly reports. Ability to prepare cost analysis reports.

#### **JOURNEY**

**Knowledge – Professional:** Full knowledge of principles and practices of professional pharmacy. Full knowledge of trends, current technology, and standards of pharmacy practice, particularly in any area of specialization. Working knowledge of the organization.

**Planning, Organizing and Managing:** Ability to plan and implement the delivery and improvement of services, programs, staffing and resources, some of which may include larger staff, multiple programs or moderately complex or significant medical matters.

**Communication and Instruction:** Ability to prepare reports to upper management. Ability to disseminate information on changes in policies, procedures, protocols, using various methods. Ability to effectively articulate staffing and recruitment needs to management. Ability to disseminate information from administration/management including ability to provide interpretation and clarification of information to staff. Ability to ensure compliance with federal and state laws and regulations, the North Carolina Board of Pharmacy policies and procedures, and customer service standards.

**Human Resources Management:** Ability to schedule, assign and prioritize work of others. Ability to determine training needs and resources. Ability to develop training programs. Ability to make appropriate determinations for recruiting and selecting staff. Ability to plan and coordinate career development opportunities with employees.

**Budgeting:** Ability to identify potential budget issues. Ability to recommend needed expenditures and revisions to the budget. Ability to prepare budget requests. Ability to review reports prepared by staff. Ability to serve as expert in reporting compliance.

**ADVANCED**

**Knowledge – Professional:** Thorough knowledge of principles and practices of professional pharmacy. Thorough knowledge of trends, current technology, and standards of pharmacy particularly in area of specialization. Thorough knowledge of the organization.

**Planning, Organizing and Managing:** Ability to participate in high-level planning, organizing and staffing for the entire organization/system. Ability to coordinate through lower-level Director or staff positions. Ability to modify or upgrade pharmacy information management and automation systems. Ability to participate in the strategic planning for the organization as a whole and to facilitate strategic planning with system-wide Pharmacy within their service/program.

**Communication and Instruction:** Ability to prepare reports, proposals and policies/procedures. Ability to prepare and implement policies and procedures for use statewide. Ability to effectively communicate and present information and data through use of various media and formats to various audiences. Ability to effectively articulate needs of Pharmacy Services/programs across the organization to management and administration.

**Human Resources Management:** Ability to mentor, coach and manage the total competencies of staff in the organization/system. Ability to identify and obtain resources and opportunities for employee training and growth. Ability to develop career development program for services/programs across the system and ensure that all employees have access to career development opportunities. Ability to identify and address quality monitoring and performance improvement issues for services/programs throughout the organization/system.

**Budgeting:** Ability to develop and manage a system-wide budget. Ability to recommend and approve major expenditures throughout the organization/system.

**MINIMUM TRAINING AND EXPERIENCE:** Licensed to practice pharmacy in the State of North Carolina and two years of experience as a licensed pharmacist.

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.