

# EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting **Regular Full-Time** opportunity as a **Manager, Pharmacy Services (Competition #280.18)** exists in the Pharmacy Services department reporting to the Director, Specialized Medicine and Mental Health.

## Summary of Duties, but not limited to:

### Management/Leadership

- Plan, organize, develop and evaluate the pharmacy services based on the needs of Women's College Hospital
- Provide leadership and direction to the operation of pharmacy services (including staff) ensuring cost effective operations and maximized revenue
- Recommend, implement, educate and maintain up to date distribution systems which include: software, hardware, and various type of operational equipment
- Responsible for resolution and decisions pertaining to challenges within pharmacy operations, medication safety and quality and staff schedules. Conflicts are managed in a professional manner that ensure efficiency of the pharmacies and promotes strong customer service
- Manage and enable, all aspects of human resource planning within the pharmacies including recruitment, retention and safety and professional development strategies
- Develop or revise job assignments to fulfill technical operations needs, in collaboration as relevant.
- Ensures that professional and technical staff maintain all necessary skills through selection, orientation and training of staff, and by providing ongoing coaching and performance management; uses participatory leadership to encourage staff to participate in problem solving, goal setting and ongoing quality improvement
- Mentor and develop skills of the team and perform regular performance appraisals of all staff members.
- Promotes and encourages the development and adoption of innovative practices to improve efficiencies and enhance productivity and patient/client care, ensuring responsible stewardship of resources
- Facilitates the development and implementation of leading edge evaluation methodologies in collaboration with the Program Administrative Directors and Program Managers
- Develops goals and objectives in collaboration with department staff and other internal stakeholders, in support of Women's College Strategic Directions and evolving directions within the health care system and uses management accountability systems to track effectiveness
- Coordinates and supports the development and implementation of strategic plans within areas of responsibility. Develops business cases, proposals and impact analysis for program changes and new program implementation
- Publicly support the strategic vision and goals of Women's College Hospital

### Financial/Administrative

- Oversees the efficient and effective allocation of resources to meet department and patient/client care needs through management and oversight of the department operations and projects and ensures adherence with corporate standards

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- Manage expenditures and results for the assigned portfolio of services with multiple cost centers including responsibility for the preparation, management, and administration of the departmental budgets, including ongoing variance analysis and enhancements of financial, accounting and administrative systems
- Prepare, reconcile and monitor pharmacy operating and capital budgets
- Generate pharmacy activity and sales reports for finance department, including third party billings
- Manage control and accountability of pharmacy inventory and the maintenance of a computerized pharmacy dispensary system with assistants of Pharmacy Technicians
- Conduct and/or participate in interdepartmental meetings and conferences representing pharmacy services within the hospital. Lead or participate in committees, task forces, working groups
- Formulate, review and educate staff on pharmacy policies and procedures and ensure their adherence by staff

## Drug Distribution and Quality Improvement

- Co-ordinate procurement of and approval of purchase orders for pharmaceuticals and pharmacy supplies
- Oversee inventory management including monthly monitoring of inventory levels, inventory turnover rate, trends in drug use, expiry dates and rotation of stock
- Review and execute pharmaceutical contracts as needed, co-ordinate revision of formulary entries in pharmacy system, co-ordinate yearly inventory counts; verify monthly inventory value
- Co-ordinate and oversee all necessary certification for all sterile preparation equipment
- Participate in policy and procedure development and evaluation
- Accurately interpret physician's orders as written and perform final product prior to dispensing
- Judge appropriateness of physicians orders and facilitate changes if necessary
- Monitor all patient profiles for drug indication, effectiveness, safety and cost compliance parameters upon order entry and follow up
- Develops corporate and departmental specific policies and procedures in accordance with patients'/clients' needs and department requirements, adhering to the principles of Continuous Quality Improvement and 'Best Practices'
- Supports and develops continuous Quality Improvement strategies and initiatives in conjunction with corporate quality improvement programs

## Professional Responsibilities

- Ensure all requirements of an accredited pharmacy and has appropriate record keeping in accordance with the Drug and Pharmacies Regulation Act, Food and Drug Act and Regulations, and Controlled Drug and Substances Act
- Maintain awareness of published literature, seek new information and updates on developments in medication systems/processes, equipment, delivery/devices and assess/recommend their application to improve quality or process and/or achieve external standards or requirements
- Actively pursue self-development on an on-going basis and foster team spirit and collaboration within the team
- Acts as Secretary to the Pharmacy and Therapeutic Committee to guide responsible hospital formulary management and to provide expertise in pharmacotherapy

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- Collaborate with team and patients to develop, prioritize, implement, monitor and assess comprehensive pharmaceutical care plans
- Provide direct patient care through prescription counseling and communication of vital drug information/monitoring parameters
- Determine appropriate therapeutic options to resolve or prevent drug-related problems
- Perform pharmacokinetic consultations, therapeutic interventions, and adverse drug reaction reporting as required
- Contribute to the development of chronic disease management models / protocols
- Act a resource and serve as a consultant to physicians, and nurse practitioners throughout the institution for medication management and drug information related questions

## Education

- Educate and update team members with respect to most current drug-related guidelines and evidence-based research through attending weekly journal clubs and rounds
- Participate in structured or informal teaching of pharmacy residents and students, medical residents and clerks and other learners
- Lead and co-ordinate external team building and development exercises for staff

## Health Promotion/Advocacy

- Carry out health promotion through group and/or individual patient counseling/education
- Foster an environment of safe medication practices through systems analysis
- Develop and facilitate clinics/clinic days highlighting pharmacists expanded scope of practice (eg. Smoking Cessation, Influenza Vaccine Administration)

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## Research

- Promote evidence-based clinical practice
- Actively participate in and/or generate patient oriented quality of care projects and research within Women's College Hospital as necessary

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

## Qualifications/Skills:

- Current registration with the Ontario College of Pharmacists is required with Part A licensure
- Bachelors Degree of Pharmacy with minimum 3 year experience in community and hospital practice and minimum 2 years managerial experience
- Doctorate of Pharmacy (PharmD) or Masters Degree or equivalent would be an asset
- Current membership in one or more professional association (i.e. Ontario Pharmacists' Association, Canadian Society of Hospital Pharmacists, Canadian Pharmacists Association) is considered an asset
- A strong commitment to team-based patient and family-centered care
- Skills in leadership, critical thinking, organizational and communication
- A clear understanding of their professional scope of practice
- Expertise in developing and maintaining excellent working relationships with all members of the health care team and partner organizations



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- Excellent decision making, problem recognition, problem solving skills, negotiation and conflict resolution skills
- The ability to prioritize, manage time effectively and be flexible in a very active work environment
- Demonstrated commitment to professional growth and development
- Demonstrated satisfactory work performance and attendance record
- Knowledge of and working experience with pharmacy information systems, Microsoft Office (Word, Excel, PowerPoint and Outlook) and applications
- Some knowledge of electronic documentation of health records using an electronic medical record
- Experience mentoring both formally and informally with demonstrated leadership skills
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

**POSTING DATE: Thursday, October 18, 2018**

**Please forward resumes via email to [HR@wchospital.ca](mailto:HR@wchospital.ca) with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)**

**We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.**

*Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.*