



THE QUEEN ELIZABETH HOSPITAL BOARD

JOB DESCRIPTION

JOB TITLE:	Chief Pharmacist
SALARY SCALE:	S7
DEPARTMENT:	Pharmacy
REPORTS TO:	Executive Director, Clinical and Diagnostic Services
DIRECT REPORTS:	Senior Pharmacist

JOB SUMMARY

Plans, directs and monitors all financial, operational, professional and clinical activities of the department. Implements policies and procedures that ensure the Pharmacy provides optimal pharmaceutical services that meet legal and certificate requirements. Develops competence assessment programs that ensure staff performs all duties and responsibilities with utmost efficiency and safety.

MAJOR DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

1. Responsible for the day-to-day operations of the Pharmacy to ensure the smooth flow of work processes;
2. Manages orientation, trains, instructs, supervises and mentors Pharmacists and/or new staff/students as appropriate;
3. Participates in the screening, interviewing and selection of staff for the department;
4. Manages staff grievances to seek the best possible resolution of any arising staff issues or concerns;
5. Manages the performance management and employee performance evaluation processes through the guidance, counselling and provision of necessary feedback to employees and the completion/sign off of performance evaluation forms;
6. Ensures that staff are scheduled into the roster to effectively meet the needs of the department;
7. Maintains confidentiality of patient and employee information;
8. Identifies and pursues appropriate research initiatives;
9. Participates in (and/or assists in conducting) routine in-service training and continuing education;
10. Keeps up-to-date with healthcare techniques and developments within the specialty and the general healthcare environment;
11. Ensures the department provides the optimum safe environment for staff and others;
12. Gathers data towards the preparation of budget proposals and reports;
13. Keeps current with regulations regarding the practice of pharmacy and implements changes as necessary to ensure compliance;
14. Manages, updates and prepares the department's procedure manuals;
15. Develops and maintains policies, procedures and processes that promote safe, efficient and cost-effective medication use;

16. Develops programmes to ensure that pharmacists are competent to perform their professional duties;
17. Verifies that licenses and certifications are current and valid;
18. Develops and monitors duties and responsibilities of pharmacy staff;
19. Establishes and maintains strict controls and accountability for all medication stored in the hospital, dispensed, or administered to patients;
20. Ensures the cleanliness and organization of the pharmacy;
21. Ensures that all documents are filed in a manner for prompt retrieval;
22. Ensures that the pharmacy and the therapeutic committee efficiently and effectively promote efficacious staff and cost effective medications within the hospital;
23. Analyzes end-of-the-month utilization data and purchasing information before submission to the Director;
24. Ensures that patient billing is accurate;
25. Puts mechanisms in place to monitor inventory;
26. Collaborates with Procurement Manager regarding the inventory processes and its efficiency;
27. Participates in teaching interns and allied professional students in different pharmacology related issues;
28. Ensures compliance to quality, health, safety and environmental standards;
29. Using customer service skills, establishes and maintains effective working relationships with other employees, officials and members of the general public;
30. Performs any other related duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

1. Knowledge of current regulations rules and procedures in relation pharmacy operation.
2. Knowledge of dosage requirements for paediatric, adolescent, adult and geriatric patients.
3. Knowledge of computer software, particularly medication management information systems and automated dispensing systems
4. Good knowledge of quality assurance protocols and practices
5. Excellent interpersonal and communication skills
6. Excellent decision-making and problem-solving skills
7. Advanced organization and prioritization skills
8. Excellent coaching, counselling and mentoring skills
9. Ability to adapt in a dynamic work environment and make independent decisions
10. Ability to work with other departments to resolve complex issues
11. Ability to appropriately handle hazardous or biological materials
12. Ability to manage professional, technical and clerical staff
13. Ability to function efficiently in demanding, fast-paced environments.

REQUIRED TRAITS

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| • Empathy | • Dedication |
| • Accountability | • Dependability |
| • Collaboration | • Integrity |
| • Flexibility and Adaptability | • Co-operation |
| • Initiative | |

EDUCATION AND EXPERIENCE

A degree in Pharmacy, preferably with specialization in Hospital Pharmacy Administration; and not less than three years' experience in the administration of pharmaceutical services.