



SECTION:	<u>Job Descriptions</u>	POLICY NUMBER:	<u>JD 41.0</u>
TITLE:	<u>National Pharmacy Supervisor</u>	EFFECTIVE DATE:	<u>01/01/2019</u>

PURPOSE:

To identify the function, required skills and job responsibilities of a National Pharmacy Supervisor.

POLICY:

The National Pharmacy Supervisor is responsible to providing direct guidance to all Pharmacist In Charge and will also provide input to the Pharmacy Operations Manager and the Vice President Managing Pharmacist with respect to pharmacy operations, staffing, pharmacy performance and strategic direction of the pharmacy(s).

PROCEDURE:

The National Pharmacy Supervisor reports to: Pharmacy Operations Manager

Job Responsibilities:

- Oversees and ensures through the PICs that records are maintained for all transactions of the pharmacy necessary to ensure accurate control over and accountability for all drugs as required by applicable state and federal laws, rules, and regulations; ensures legal operation of the pharmacy, including meeting all inspection and other requirements of state and federal laws, rules, and regulations governing pharmacy operations.
- Provides oversight to ensure managerial supervision is being provided by all Pharmacists-in-Charge to staff in their respective pharmacy, including training, assigning duties, and providing input for performance evaluations. The National Pharmacy Supervisor will set goals and objectives for all Pharmacists-in-Charge and measure and evaluate performance relative to those goals.
- Devise metrics to assess pharmacy performance and provide analysis and commentary on those metrics.
- Establish a uniform system for training.
- Ensures consistent standards and processes across all pharmacies.
- Oversight responsibility for reviewing finance reports including the Financial Impact Report to analyze profit margins/ Rx volume/ product cost.
- Oversees pharmacy prescription volume to maximize growth opportunities.
- Oversees recruitment of all pharmacy staff (pharmacist/technicians).
- Participates in the recruitment for Pharmacist-in-Charge, including interviews.
- Participates in on-site training for Pharmacist-in-Charge and staff pharmacist.
- Provides oversight to ensure pharmacies are documenting and reporting medication errors.
- Provides oversight and supervision to ensure PIC's complete patient/client records, charts, including initial patient assessment, medication profiles, care plans, initial opening patient notes and continuing patient progress notes.



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- Oversees and supervises the work completed by PIC's engaged in all areas of the prescription process including processing, mixing/compounding, labeling, packaging, and claim submission, of pharmaceuticals/supplies.
- Oversees pharmacies to ensure patient counseling in compliance with clinical program protocols and adhere to and counsel patients in compliance with REMS programs; Documents any and all interactions with patients' and prescribers in the appropriate systems in compliance with protocol.
- Oversees pharmacy staff to ensure adherence to established procedures concerning security of controlled substances, pharmaceuticals and supplies, disposal of hazardous waste materials and pharmaceuticals and security and disposal of aseptic compounding, quality assurance where applicable.
- Documents procedures for reference and training, creating a "how to" manual of practices for successful pharmacy program.
- Other duties as assigned.

Required Skills & Experience

- Pharm D. degree and at least 2-year experience as a pharmacy manager (PIC).
- Must hold active pharmacist licenses for all states supervised.
- At least 6 years of experience in providing customer service to internal and external customers, including meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to regularly visit and work at company's pharmacies, currently located in PA, AZ, CA, IL, MA, NY, OR and TX.
- Experience in writing policies and procedures with respect to pharmacies.
- Experience training and monitoring performance with respect to policies and procedures.
- Experience communicating both verbally (on phone, one-on-one, to groups) and in writing (emails, letters, reports, presentations) to various audiences (work group, team, company management, prospective acquisitions, external clients).
- Experience developing ways of accomplishing goals with little or no supervision, depending on oneself to complete objectives and determining when escalation of issues is necessary.

Work Conditions:

Travel up to 75% of time.

Work is performed in an office environment. The employee with or without reasonable accommodation must have the ability to remain in a stationary position 50% of the workday; occasionally move about inside the office to access file cabinets, office machinery, etc. and constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned