

# PHARMACY DIRECTOR

Schematic Code 14152 (31000257)

## I. 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.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level direct pharmacy operations including supervision, planning and budgeting, quality control, and policy development under general supervision. Employees may perform responsibilities of an Assistant Director of Pharmacy in more complex programs.</p>	<p>Positions at this level direct pharmacy operations including supervision, planning and budgeting, quality control, and policy development under minimal supervision. They have complete responsibility for planning, coordinating, implementing and evaluating the quality of pharmacy operations delivered through the organization. They are members of the clinical executive management team. They participate in the development of the Division, facility or organization's strategic plan. Positions at this level may serve as an expert in a specialized field providing technical consultation, guidance, and oversight. They may manage pharmacy operations through Assistant Director of Pharmacy positions.</p>	<p>Positions at this level typically are responsible for the direction, administration and supervision of multiple pharmacy services/programs in an organization/system, including consultation organizations, whose scope is extensive and complex. They have complete responsibility for planning, coordinating, implementing and evaluating the quality of pharmacy operations delivered through the organization/system by supervising subordinate pharmacy staff or directors. They participate in the development of the organization's strategic plan and define a Pharmacy strategic plan that is consistent with the organization's mission and vision and clearly communicates the mission, vision, values and plan for Pharmacy Services throughout the organization/system.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge - Professional</b>	Knowledge of the theories, principles and professional practices of the professional discipline. Knowledge of developments, trends and current technology in the practice of pharmacy. Knowledge of appropriate regulations.
<b>Planning, Organizing and Managing</b>	Ability to work with Federal/agency/university and local management to ensure that program is aligned with the strategic goals of the organization. Ability to meet unit/organization goals through effective planning, prioritizing, organizing and aligning human, fiscal, material and information resources. Ability to provide leadership by empowering others and setting clear job expectations; ability to provide meaningful feedback and coaching; ability to create a motivational environment and measure performance. Ability to monitor workloads and document performance. Ability to deal effectively with performance problems.
<b>Communication and Instruction</b>	Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.
<b>Human Resources Management</b>	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.
<b>Budgeting</b>	Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance. Ability to assist in or prepare budget documents and reports.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Professional**

Knowledge of the theories, principles and professional practices of the professional discipline. Knowledge of developments, trends and current technology in the practice of pharmacy. Knowledge of appropriate regulations.

Contributing	Journey	Advanced
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.	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.	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.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

**Planning, Organizing and Managing**

Ability to work with Federal/agency/university and local management to ensure that program is aligned with the strategic goals of the organization. Ability to meet unit/organization goals through effective planning, prioritizing, organizing and aligning human, fiscal, material and information resources. Ability to provide leadership by empowering others and setting clear job expectations; ability to provide meaningful feedback and coaching; ability to create a motivational environment and measure performance. Ability to monitor workloads and document performance. Ability to deal effectively with performance problems.

Contributing	Journey	Advanced
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.	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.	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 convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>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.</p>	<p>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.</p>	<p>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.</p>

**Human Resources Management**

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
<p>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.</p>	<p>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.</p>	<p>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.</p>

**Budgeting**

Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance. Ability to assist in or prepare budget documents and reports.

Contributing	Journey	Advanced
<p>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.</p>	<p>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.</p>	<p>Ability to develop and manage a system-wide budget. Ability to recommend and approve major expenditures throughout the organization/system.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

Licensed to practice pharmacy in the State of North Carolina and two years of experience as a licensed pharmacist.

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