Manager of Dispensing Pharmacy Services

Hematology-Oncology Associates of CNY, PC

**JOB TITLE:** Manager of Dispensing Pharmacy Services **POSITION STATUS:** Exempt

**GENERAL STATEMENT OF DUTIES:** This individual is responsible and accountable for all Physician dispensing activities, to include leadership for daily operations, coordination of work, quality and service and strategic planning.

**SUPERVISION RECEIVED:** Reports directly to the Director of Pharmacy Services

**SUPERVISION EXERCISED:** This person will oversee a staff including Dispensing Nurse Navigator and Pharmacy Technician-Dispensing.

**TYPICAL PHYSICAL DEMANDS:** Requires full range of body motion including handling and lifting patients, manual and finger dexterity and eye-hand coordination. Requires standing and walking for extensive periods of time. Occasionally lifts and carries items weighing up to 50 pounds. Requires corrected vision and hearing to normal range. Requires working under stressful conditions or working irregular hours. Requires potential exposure to communicable diseases or bodily fluids.

TYPICAL WORKING CONDITIONS: Physician dispensing department in a private oncology office. There is the potential for exposure to communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a clinic environment.

Job Summary: This individual is responsible for organizing, coordinating, and supervising the Physician Dispensing department within Hematology-Oncology Associates of CNY, PC. This individual oversees and dispenses commercially available drugs; assesses medication orders; assists with patient care activities including planning, updating and implementing oral chemotherapy and related drug regimens; monitors patients’ response to drug therapy and recommends changes or alternative therapy and provides drug related information.

Responsibilities include, but not limited to:

1. Presents a polite, considerate, and professional manner.
2. Reviews and assesses medication orders; compounds and dispenses medications. Assesses patient’s response to drug therapy and assists with patient care activities.
3. Manages purchases/returns and inventory of pharmaceutical agents and products, including vendor selection and price negotiations; assists with indigent drug supply programs and reimbursement. Ensures the integrity of the medication supply.
4. Provides drug information to patients, physicians, nurses, and staff. Counsels patients regarding medications. Provides education and in-services for physicians, nurses, technicians, and staff.
5. Directs, assists and resolves problems encountered by area supervisors in the development of objectives, physical facility, equipment and supply needs, personnel, organizational structure, work distribution and operational processes.
6. Oversees and assists the Dispensing Nurse Navigator and Pharmacy Technician-Dispensing in the prior authorization process, patient assistance process, insurance verification and dispensing of medications.
7. Enhance patient compliance to oral therapies. Collaborate with patients and their physician team to minimize side effects and increase adherence.
8. Develops reviews, revises, complies with, and enforces HOA and department policies and procedures.
9. Develops quality improvement and competency assessment indicators. Maintains appropriate standards or accreditations.
10. Maintains professional growth and development through attendance at conferences, seminars and workshops, participates in professional affiliations, and reviewing applicable, current literature.
11. Reviews departmental operations for effectiveness, fair labor distribution, productivity analysis and by departmental meetings.
12. Supervises all dispensing pharmacy personnel and recruits, interviews, promotes, disciplines, and terminates pharmacy staff as required.
13. Evaluates, counsels and performs yearly evaluation of the Dispensing Nurse Navigator and Pharmacy Technician-Dispensing staff on their performance. Ensures applicable continuing education records and licensure are maintained. Develops and maintains job descriptions and performance standards. Maintains appropriate and safe staffing levels.

Performance Requirements:

Knowledge, Skills, & Abilities:

Management skills

Organizational skills

Knowledge of medical terminology and clinical retail pharmacy operations

Ability and willingness to work with potential exposure to toxic drugs and infectious patients

Ability to operate a computer

Ability to maintain records and files

Ability to work with precision and accuracy

Ability to maintain confidentiality

Education: Pharm.D. or Bachelor’s degree in pharmacy from an accredited college

Experience: Three years of related experience

Certificate/License: NYS pharmacist license required

ALTERNATIVE TO MINIMUM QUALIFICATIONS: None

Updated: 9/2018