

POSITION DESCRIPTION



Position Title	Pharmacy Manager
Department	Pharmacy
Location	
FTE	1.0
Award/Agreement	Pharmacy Industry Award MA000012
Employment Type	Permanent
Classification/Salary	
Reports To	Operations Manager
Direct Reports	Pharmacists, Dispensary Staff, Retail Coordinator, Pharmacy Assistants
PD Updated as of	September 2023

About UFS	<p>UFS is a not-for-profit healthcare company committed to empowering more people to live longer, healthier lives. Established in 1880, we have been operating health services for over 142 years. As a mutual organisation owned by our members, we invest our profits back into the business for the benefit of more than 100,000 members, as well as our patients, customers and the wider community.</p> <p>Headquartered in Ballarat, we:</p> <ul style="list-style-type: none"> • operate 19 pharmacies across the western region of Victoria delivering health services beyond dispensing • offer a range of services through our three medical centres • provide non-emergency medical care, free of charge to our local community through the Ballarat Priority Primary Care Centre (PPCC) • operate Supercare Nursing Services across Victoria, providing after-hours nursing services to the communities we serve. <p>Our collective vision for the next ten years is to be a leading partner in connecting more people to high quality, integrated healthcare across our regions. We believe UFS is uniquely placed to deliver on this vision, which will see us expand and diversify the health services that we offer, both in Ballarat and across our regions to improve access for more people to high quality, personalised and affordable healthcare.</p>
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Position Purpose	<p>The purpose of this position is to lead and inspire your team to provide exceptional customer service, resulting in loyal customers and successful business outcomes. This position will manage and develop an integrated range of services within a pharmacy to deliver positive member benefit and business outcomes, and reinforce and enhance the position of UFS as a high quality health care destination.</p> <p>As a Pharmacy Manager, you are also expected to actively manage your store's performance against key objectives and budget.</p> <p>All UFS pharmacists are required to deliver professional services to customers, provide health counselling, record clinical interventions and practice forward pharmacy.</p>
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Responsibilities	<p>Business Unit Success</p> <ul style="list-style-type: none"> • Ensure a high level of customer service in a competent and timely manner.
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- Foster UFS membership and service the needs of members and of the community at large.
- Ensure a high level and up-to-date knowledge of products and services available within our organisation.
- Undertake training in all professional services offered by the store.
- Complete required hours of recognised training for QCPP accreditation.
- Liaise effectively with other team members.
- Provide high quality and efficient pharmacy services including dispensing, counselling, information provision and primary health care.
- Provide collaborative and patient-centred care through engaging and working with GP's, other allied health professionals, health care providers and the community.
- Promote the role of community pharmacy as a health care provider both within the health sector and to the community.
- Ensure positive and pro-active contribution to the effective functioning of the immediate team and the achievement of pharmacy key performance objectives.
- Implement and coordinate the Quality Care Pharmacy Program.
- Ensure all procedures and templates required for QCPP are defined, implemented and maintained.
- Monitor performance and compliance with the Operations Manual.
- Ensure the reviews of the Operations Manual are undertaken and records maintained of the reviews.
- Participate in strategic planning, budgeting and other business management matters, in conjunction with the senior management team.
- Contribute as part of the management team to the development of UFS policies and procedures.
- Ensure your Pharmacy provides high quality and efficient pharmacy services including dispensing, counselling, information provision and primary health care, within a forward pharmacy model.
- Manage the effective functioning of the team, to ensure the achievement of pharmacy key performance targets.
- Monitor and analyse changes in revenue and expenditure in the pharmacy and make recommendations to adjust business practices accordingly.

Specialist Services

- Responsible for maintaining your knowledge of, and ensure staff abide by, the requirements and/or regulations of the various Pharmacy regulatory organisations (ie: Pharmacy Board, HIC, Department of Health and Community Services etc.) for your Pharmacy.
- Report to the Operations Manager any errors, discrepancies or breaches of ethics that may occur in relation to the Pharmacy.
- Dispense prescriptions in accordance with Pharmacy Board regulations, utilising dispensary assistants process the routine elements of dispensing, where these staff are rostered in the pharmacy.
- Provide medicines information and advice on optimal medication use.
- Ensure a high level of customer service in a competent and timely manner.

- Actively engage in providing and promoting professional services such as clinical interventions, MedsChecks/Diabetes MedsChecks, medication management, health promotion and screening services.
- Maintain constant vigilance for patient safety and optimal medication use when dispensing and providing medication (including S2 and S3 medications). Intervene when required to avoid medication mishap or to improve patient health outcomes. Record clinical interventions using the Guild Care software.
- Provide opioid replacement services (in participating pharmacies).
- Provide a staged supply service on either prescriber or patient/carer request in accordance with guidelines.
- Record and complete all dispensing in accordance with the HIC requirements.
- Report any and every error or discrepancy or breach of ethics that may occur in relation to the Pharmacy
- Assist in the maintenance of dispensary stock control by regularly checking dates, the rotation of stock and recording of fridge temperature, when required.
- Ordering and receiving of pharmacy stock following in-store guidelines.
- Demonstrate the use of specialist products and /or services to customers.
- Follow-up orders and enquiries for specialist products with Product Managers within the Purchasing Department.
- Actively maintain and grow professional knowledge in relation to drugs: usage, dosage and side effects; and all complimentary products and services.
- Lead by example and encourage staff participation in training programs.

Pharmacy

- Commit to behaving in a way that respects the values, beliefs and efforts of co-workers, as outlined in the UFS Code of Conduct and Behaviour.
- Daily opening and closure of the Pharmacy including supervision of the end of day settlements of tills and EFTPOS machines, and ensuring the regular provision of required business information to central office.
- Maintain computer facilities, and ensure that back ups are performed at appropriate intervals.
- Ensure that NHS claims for payment are prepared regularly.
- Work with the Retail Coordinator to deliver operational and visual merchandising excellence.
- Maintain constant vigilance for patient safety and optimal medication use when dispensing and providing medication (including S2 and S3 medications). Intervene when required to avoid medication mishap or to improve patient health outcomes. Record clinical interventions using the Guild Care software.
- Oversee the ordering, receiving and maintenance of dispensary stock.
- Undertake the development, coaching and/or supervision of Pharmacists, Dispensary Assistants and Pharmacy Assistants.
- Conduct work in a manner which is compliant to all relevant industry regulations.
- Maintain and communicate best practice standards for UFS including policies, procedures and support documents.

- Follow company and QCPP standards in all areas of the pharmacy, including customer service, prescription procedures and entitlements under PBS.
- Actively participate in annual performance management program.
- Be aware of the changing circumstances in the pharmacy and provide support/availability to other team members in a timely way to assist in dealing with customers and other issues as the need arises.
- Identify and suggest improvements that will make UFS more efficient, effective and/or customer-focused.
- Identify and suggest new or improved healthcare or professional services revenue streams.

Leadership

- Ensure that your professional knowledge, and that of all Pharmacists and Dispensary Assistants under your supervision, in relation to drugs, usage, dosage, side effects and complimentary products/services remains up-to-date.
- Model continuous learning on new products and services.
- Lead by example and encourage staff participation in after-hours training programs.
- Ensure your staff are aware of how your store/work unit is performing and also how UFS is performing broadly.
- Ensure your expectations are clearly communicated and understood by the staff you are responsible for.
- When change needs to be made, ensure staff are as involved as possible and made aware of the reasons for change.
- Treat all staff fairly, equitably and respectfully, in accordance with relevant UFS policies, procedures and legislation.
- Provide regular and timely feedback to staff, both positive to ensure their contribution is valued, and constructive to ensure their potential and contributions are maximised.
- Address individual staff issues constructively, in private, and in a calm and respectful manner.
- Ensure your staff understand and follow the conduct and behaviour outlined in the UFS Code of Conduct and Behaviour, and the underpinning policies and procedures.

Legislation

- Maintain awareness of current and new legislation to ensure business practices are complying with statutory and regulatory obligations.
 - Pharmacy Practice Act 2004
 - OH&S
 - QCPP
- Make UFS a safe place to work by complying with procedures to meet occupational health and safety requirements and reporting potential breaches of safety or security to appropriate senior management.

Teamwork

	<ul style="list-style-type: none"> • Contribute to a team culture where everyone is supported and valued and assist team members with tasks during peak business periods • Keep team members informed of relevant issues impacting them or their work and share best practice learnings • Suggest and promote creative ideas and approaches to improve individual and team performance.

<p>Key Performance Indicators</p>	<p>Members of the UFS Operational Team are collectively accountable for the achievement of organisation-wide KPIs including:</p> <ul style="list-style-type: none"> • Profit • Growth • People Experience <p>The Pharmacist is specifically accountable for KPIs related to:</p> <ul style="list-style-type: none"> • Feedback through performance appraisal. • Feedback from direct reports and/or peers. • Feedback from Operations Manager. • Feedback from customer surveys and the mystery shopper program. • Compliance • Individual targets set for Professional Services programs and initiatives. • Percentage of time spent in delivering Forward Pharmacy Services. <p>You will be responsible for achieving the Pharmacy performance targets. These will be a range of measures negotiated for each Pharmacy, from across these areas:</p> <ul style="list-style-type: none"> • Professional services, including volume of professional services, health related OTC sales per scripts, generic substitution, and forward pharmacy implementation. • Key volume measures such as scripts, OTC sales and Customer numbers. • Customer service as measured by Mystery Shopper Performance. • Management of staffing costs with measures such as wages to GP, proportion of O/T and penalties and managing to staffing budgets.
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<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor of Pharmacy Degree
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<p>Skills, Knowledge & Experience</p>	<p>Mandatory</p> <ul style="list-style-type: none"> • Bachelor of Pharmacy Degree • A current registration with AHPRA. • A high level of clinical knowledge and demonstrated willingness to maintain and expand that knowledge. • Demonstrated ability to create new relationships and managing existing ones, building customer loyalty. • Demonstrated experience in leading and inspiring a team to success in a fast-changing and competitive market • Experience and ability in setting, monitoring and managing budgets and other key business management tools. • Demonstrated customer service focus, including experience in effective counselling and interactions with customers/patients.
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	<ul style="list-style-type: none"> • Proven ability to anticipate difficulties, resolve problems and make sound decisions. • Ability to contribute ideas, demonstrate initiative and manage change. • Ability to plan and organise self and others to ensure the timely completion of tasks and achievement of targets. <p>Desirable</p> <ul style="list-style-type: none"> • Qualifications or study in a business or management related field. • Demonstrated competence in relevant computer programs. • Experience in QCPP.
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<p>Our Guiding Principles</p>	<p>Our people and our culture are fundamental to realising our ambition and delivering on our strategy. Our Guiding Principles reflect the deep DNA of our brand and the best of our past and will support us to confidently face the emerging future.</p> <p>Care at our core: care for our people, commitment to communities, high quality healthcare</p> <p>Operate as one: shared vision & ambition, collaboration & integration, identify as one</p> <p>Redefine Performance: achievement & accountability, excellence in systems & processes, profit for a purpose</p> <p>Be on the pulse: Pioneer the future, future-proof our workforce, willingness to change</p> <p>Dispense hope & joy: energy & optimism, bias towards solutions, make a positive difference</p>
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