

## **Job Summary**

Boggio Family of Pharmacies is looking for a Full-Time Designated Manager- Pharmacist for our Niagara Falls location. The Designated Manager Pharmacist provides optimal pharmaceutical care and service for all patients while being responsible for the overall operation of a pharmacy including supervision of staff, facilities, equipment, and supplies. The Pharmacist ensures the proper functioning of services and activities in the field of pharmacy and must comply with the professional Code of Conduct, the Pharmacy Act and other regulations respecting pharmaceutical practices, as well as all provincial and federal laws.

We have 5 locations across the Niagara Region - Port Colborne, Niagara Falls, Fonthill, Grimsby and Ridgeway. Come join a dynamic team and start your career with Boggios today!

## **Designated Manager**

- Has authority and accountability over decisions affecting the operation of a pharmacy
- Responsible for the human resources management in a pharmacy, including the supervision of both professional and lay staff.
- Effectively oversee the day-to-day management of the pharmacy.
- Responsible for the overall operation of a pharmacy including supervision of staff, facilities, equipment, and supplies.
- Supports safe medication practices within the pharmacy through the development of policies and procedures to ensure that clinically relevant information that impacts patient care is immediately available to appropriate staff members, including drug recalls, advisories, and warnings
- Ensure the pharmacy practice meets the requirements of legislation and regulation.

## **Patient Care**

- Greets patients in a professional and welcoming manner and by name as much as possible
- Builds meaningful, trust based relationships with patients where the customer knows the name of the pharmacist that is helping them and requests the pharmacist by name in future visits
- Makes educated decisions (sometimes under pressure and on the spot) based on relevant information and in the best interest of the patient. Clearly documents all decisions and discussions with patients for easy reference by another pharmacist.
- Asks relevant questions and provides thorough counselling during consultations and advises patients on non-pharmaceutical measures and over-the-counter medication use (ensures that adequate time is allotted to answer all of the patient's questions)
- Actively seeks opportunities to provide added pharmaceutical services and makes recommendations for improved patient health through POP system
- Engages in medication reviews (Medschecks) with patients regularly to go over medications, answer questions as well as build rapport, loyalty and lasting relationships
- Collects essential information from patient records to evaluate needs while keeping those records up-to-date
- Obtains results from patient's lab testing and relevant clinical measures to improve patient care and ensure correct dosing of medications

- Records all the essential information in the patient's record, along with all interventions and follow-up notes
- Identifies drug therapy-related problems (e.g., inadequate dosage, non-prescription medication, adverse interactions and effects) and provides the appropriate intervention in the form of a pharmaceutical opinion
- Initiates or adjusts prescription-based drug therapy, monitors its impact on the patient's health and ensures timely follow-up with patient
- Provides patients with the necessary information regarding his or her therapy and advises on the proper use of medication (when to start, how to take, when to expect results, when to stop and when to seek medical attention)
- Interacts with other health professionals on a daily basis to ensure the proper handling of the patient's various health problems and ensure continuity of care
- Adapts prescriptions in such a way to improve patient care and convenience with proper patient consent and understanding
- Utilizes all services offered within the pharmacy to increase patient health and independence and makes referrals when necessary
- Actively recommends different products and services that will increase patient loyalty, health and independence
- Keeps up-to-date with changes in legislation, therapeutic data and recognized professional standards
- Continuously increases professional knowledge through regular continuing education
- Takes ownership of incorporating expanded services to their professional service offerings for patients i.e. respiratory education, travel health services, INR monitoring, point of care testing, strep throat screening, etc.
- Manages all exceptional and unpredictable patient situations that arise and proposes solutions (sometimes on the spot) adapted to circumstances
- Provides effective prevention and management measures regarding any event (incident/accident) that involves medication
- Continuously looks for ways to improve patient care and patient experience within the pharmacy and actively notifies management of ideas they have
- Continuously looks for quality improvement ensuring all errors are analyzed for root cause and future prevention
- Enforces and complies with company's Confidentiality Agreement

### **Supply Management**

- Enforces legal and professional obligations regarding packaging and labelling along with the identification of expiry dates for medication use
- Manages medication storage and transportation procedures with respect to the cold chain to maintain its integrity
- Securely manages dangerous medication and hazardous materials

- Manages control mechanisms to safeguard against the theft of narcotics, controlled drugs, targeted substances
- Ensures the distribution of medication and sharp instruments remains secure and compliant with environmental standards.

**Employee Relations** (where applicable)

- Enforces and complies with various labour laws (e.g., health and safety, etc.)
- Welcomes new staff and directs them to follow proper pharmacy procedures (e.g., filling protocol)
- Establishes priorities for employees while ensuring work is completed daily with no overflow into the following day
- Directs workflow in the pharmacy to improve patient care and increase customer service standards
- Periodically assesses the performance of employees and follows up on their developmental needs
- Implements disciplinary measures, where needed
- Communicates all relevant work-related information to employees
- Encourages and motivates employees by directing their efforts and energy towards common objectives to create a harmonious work environment
- Acts as trainee supervisor for pharmacy and pharmacy technician students
- Coordinates professional events for the department

**Qualifications & Skills**

- Bachelor of Pharmacy (B. Pharm.) or Doctor of Pharmacy (Pharm. D.);
- Valid practice license;
- Injection Certification;
- Experience with Methadone;
- Knowledge of Pharmaclik Rx, an asset;
- Exceptional customer service skills;
- Excellent decision making skills;
- Excellent communication and team management skills;
- Strong interpersonal skills and the ability to build trust-based relationships;
- Strong listening and empathy skills;
- Strong attention to detail;
- Problem solving abilities;
- Self-control;
- Team player.

Job Type: Full-Time

Salary: \$56-\$59 per hour, depending on experience

COVID-19 considerations:

To keep our staff safe, we have installed plexiglass barriers, provide gloves, masks and hand sanitize