

Quality Assurance Advisor, R. Ph

Position Summary

The Quality Assurance (QA) Advisor, R. Ph, is responsible for applying the Quality Assurance regulations to develop and deliver quality assurance assessments and activities. Their role ensures that pharmacists and pharmacy technicians have transparent, objective, impartial, and fair opportunities to demonstrate that they have met the OCP quality assurance requirements. The QA Advisor, R.Ph., guides and advises pharmacists and pharmacy technicians on quality assurance requirements and supports registrants through remediation processes. The QA Advisor, R.Ph., oversees and supports peer working groups in developing QA (knowledge) assessments and peer QA coaches and assessors in conducting QA assessments. The QA Advisor, R.Ph., provides staff support for the Quality Assurance Committee as required.

What You'll Do at OCP

- Review QA assessments (practice assessments, knowledge assessments, QA assessments) where the outcome is unsuccessful
- Advise registrants who are unsuccessful on the QA process and any issues. Provide support and guidance
- For the Practice Assessment: Ensure that registrants have access to coaching, where applicable
 - Ensure development and delivery of practice assessment process by defined timelines
 - Ensure updating and delivery of coach and assessor training
 - Guide best practices with respect to assessment development and delivery
- For the Knowledge Assessment and Self-Assessment: Ensure registrants are guided and supported
 - Ensure development and delivery of knowledge assessment and self-assessment process by defined timelines
 - Oversee and facilitate standard setters, reviewers and writers group meetings
 - Guide best practices with respect to assessment development and delivery
- Respond to quality assurance-related questions from a variety of system partners
- Update QA materials to ensure that they reflect current practice, assessment processes, and communication technology
- Research and develop materials for Quality Assurance Committee meetings. Review materials for Quality Assurance monthly panel meetings as a College resource, as assigned
- Research, prepare, and deliver quality assurance-related presentations to registrants and system partners
- Assume responsibility for projects as required or assigned
- Draft and update QA-related website content
- Continually examine work process and explore opportunities for improving efficiencies through technology, elimination or altering of work processes and make recommendations to the Manager, QA
- Contribute to quarterly and annual statistical reports and respond to inquiries pertaining to quality assurance data. Work within records management principles and guidelines for record keeping
- Other reasonable duties as assigned by the Manager, QA

What We are Looking For

- Self-motivation and solid organizational skills to efficiently and effectively manage workload, deal effectively with multiple demands, and maintain composure while progressing toward desired outcomes
- Excellent written, verbal, and interpersonal skills with a demonstrated ability to build trust and relationships with system partners
- Proven knowledge of best practices in professional regulation
- Diplomacy and tact when dealing with individuals on behalf of the College; proven ability to establish and maintain effective working relationships with all internal and external system partners
- Experience in coaching and/or motivational interviewing
- Technologically savvy with the ability to leverage technological tools to enhance process efficiency
- High degree of sensitivity, discretion, and confidentiality
- High degree of emotional intelligence
- Ability to multitask
- Excellent analytical skills with attention to detail and problem solving
- Demonstrated ability to be creative and innovative; continuous quality improvement
- Progressive, forward-thinking, flexible and adaptable

What Experience We Prefer

- Active Pharmacist license in Ontario plus a member in good standing with the College
- Must have 2 years of progressive experience in a Pharmacy environment or other relevant setting.
- Minimum 5 years of practice experience
- Regulatory experience an asset

Why Work for Us

We are the registering and regulating body for the profession of pharmacy practice in Ontario with a mandate to service and protect the public interest. In addition to ascertaining all registrant meet professional standards, the College sets and ensures ongoing adherence to professional and operational standards as it leads the advancement of pharmacy.

If you are interested in applying, please submit your cover letter and resume by September 22, 2024.

*OCP is committed to supporting accessibility and diversity.
Requests for accommodations can be made at any stage of the recruitment process.
Applicants need to make their requirements known when contacted.*

We wish to thank all applicants for their interest in this position. We will only contact those whose skills, knowledge and experience most closely match the requirements of the position.