



POSITION DESCRIPTION

POSITION TITLE: DRUG DISTRIBUTION MANAGER

DEPARTMENT: PHARMACY SERVICES

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL DIRECTOR, PHARMACY SERVICES

POSITIONS SUPERVISED: PHARMACISTS, PHARMACY TECHNICIANS, PHARMACY ASSISTANTS, PHARMACY STUDENTS

POSITION SUMMARY

The Drug Distribution Manager shall be accountable to the Regional Director of Pharmacy and is responsible for the development, coordination, implementation, evaluation and operation of Drug Distribution to sites serviced from the Selkirk Regional Health Centre Pharmacy Program within Interlake-Eastern RHA.

The position of Drug Distribution Manager functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for the safe administration and operation of drug distribution services throughout Interlake-Eastern RHA sites serviced by Selkirk Regional Health Centre Pharmacy Program.
- Ensures adequate inventory levels to meet operational requirements.
- Provides safe and accurate medications distribution through the use of systems such as automated unit dose cabinets, ward stock areas, cart fill distribution, narcotic and controlled substance processes, non-sterile and sterile compounding as well as unit dose repackaging.

- Monitors appropriate financial, human resources, equipment and environmental issues of drug distribution services to sites serviced from the Selkirk Regional Health Centre Pharmacy Program within Interlake-Eastern RHA.
- Oversees the development of policies and procedures related to drug distribution services.
- Instrumental in the planning and development of a sustainable program.
- Participates in portfolio/facility/regional team structure.
- Develops and maintains functional relationships with other departments/programs.
- Plans for continued professional development of staff and self.
- Promotes positive public relations.
- Operationalizes Interlake-Eastern RHA's Vision, Mission and Values statements.
- Promotes the quality dimensions of access, safety, effectiveness and satisfaction in the provision of Interlake-Eastern RHA's services.

Leadership

- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Coordinates/facilitates the activities and staff in the department in a manner that ensures quality service.
- Collaborates with all disciplines to facilitate an efficient, effective operation of assigned areas.
- Provides direction and leadership toward the achievement of Interlake-Eastern RHA vision, mission, values, and its annual goals and objectives.
- Encourages an environment that fosters teamwork and positive employee relations.
- Challenges others to develop as leaders while clarifying roles and responsibilities.
- Possesses the expert knowledge to identify opportunities for change and the ability to convey the need for change.
- Create a strong team environment that promotes the organization's strategic goals.
- Assumes a role in ensuring the development, implementation and evaluation of processes that facilitates program and service integration across the full continuum of the region.

Departmental Management

- In collaboration; plans, coordinates and supervises the work of outside contractors within the department(s) and site.
- Assigns and coordinates the functions of the department(s).
- Provides oversight for all technology within the drug distribution system.
- Provides reports, justifications, and incident reports as required.
- Initiates and attends meetings as required.

Human Resource Management

- Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of work possible within existing resources.
- Supervises, directly or indirectly, other personnel within the department(s).
- Manages human resources, interpreting and applying Regional Policies and Collective Agreements.
- Provides leadership to create an environment conducive to effective working relationships.
- Recruits and selects staff, including authority for promoting, and selects candidates for internal positions.

- Establishes standards for personnel performance, monitors performance, conducts performance reviews of personnel in the department(s) and provides follow up thereafter.
- Evaluates staff functioning in emergency situations.
- Identifies skill levels and knowledge requirements for staff.
- Identifies staff potential and promotes their development to enhance delivery of services.
- Evaluates and makes decisions regarding the retention or dismissal of casual and probationary employees, in consultation with Labour Relations
- Develops training/education plans to address deficiencies, disciplinary and developmental issues as appropriate.
- Identifies and implements the necessary remedial measures to correct performance or disciplinary problems and applies discipline, including suspension and/or dismissal, in consultation with Labour Relations.
- Participates in the collective bargaining process on a regional basis.
- Coaches and facilitates performance of personnel in the department(s).
- Schedules staff consistent with operational needs and contractual requirements.
- Authorizes leaves of absence, schedules vacations, authorizes overtime, etc.
- Manages attendance for other personnel in department(s).

Fiscal Management

- In collaboration with the Regional Director, Pharmacy Services, allocates human and financial resources, prepares annual capital/operating budgets, and annual specialized equipment requests for the Pharmacy Services program.
- Approves expenditures for the program.
- Monitors the budget on a regular basis and takes corrective action as necessary.
- In collaboration with the Regional Director, Pharmacy identifies areas of unnecessary expenditure and implements methods to reduce and/ or reallocate same.
- Reviews monthly financial reports, investigates discrepancies and takes corrective action as necessary and prepares monthly variance analysis and forwards to Regional Director, Pharmacy.
- Maintains a fiscally responsible environment; ensures operational costs such as travel, meal allowance, meetings and supplies are monitored and approved in a manner that minimizes costs as much as possible.
- Responsible to maintain day to day records as necessary for staff scheduling and payroll programs.

Policy Development

- Participates in the development of regional, program and departmental policies and procedures.
- Identifies the need for revision to regional programs and departmental policies and procedures and participates in the review and revision of same.
- Implements policy directives and establishes and evaluates feedback mechanisms.

Program Planning

- As a member of the Leadership Team, participates in the development of plans for new programs and revision of existing programs including identifying needs, conducting utilization studies, researching feasibility, coordinating receipt analysis of information,

establishing logistics, formalizing proposals, and implementing and conducting ongoing monitoring and evaluation.

- Participates in the coordination of activities related to education, teaching, client care and research.
- Participates in operational and strategic planning for the department(s).
- Forecasts future activities and formulates plans to ensure capabilities meet/exceed future needs.

Continuous Quality Improvement

- Articulates and operationalizes the philosophy, concepts and processes of quality improvement consistent with that of Interlake-Eastern RHA.
- Collaborates with staff in the development of role, strategic plan, mission, vision, ensuring their consistency with the regional Mission and Value statements.
- Reviews operational plan with the Director on a regular basis.
- Facilitates accomplishment of portfolio/region wide objectives.
- Assists in the evaluation and identification of opportunities for improvement of the drug distribution system.
- Operationalizes the Quality Improvement process through:
 - identifying expectations.
 - identifying and analyzing improvement opportunities.
 - trialing improvements.
 - documenting, reporting and evaluating the results.
 - instituting improvements.
- Identifies, in collaboration with staff, the need for revised policies, protocols, procedures in the area(s) and initiates necessary changes.
- Identifies, investigates and analyzes occurrence reports and implements appropriate follow up.
- Creates and implements audits, related to the areas of responsibility and shares results with staff, Regional Director, Pharmacy and other relevant stakeholders.

Equipment/Supplies/Space Management

- Ensures sufficient equipment for the department/facility/programs and makes recommendations for purchasing new and/or replacement equipment.
- Participates in the planning of renovations.
- Prepares and presents Acquisition Proposals.
- Ensures appropriate security and use of supplies.

Education/In-Service/Professional Development

- Collaborates with in-service education programs to identify, plan and facilitate implementation and evaluates orientation and staff development programs.
- Promotes the goals and objectives of educational programs established by the region.
- Maintains and updates knowledge of new developments in departmental areas through journal reviews, interest groups, lectures, and committee work.
- Serves as a resource to staff and other health care professionals.
- Maintains and updates professional & management skills through continuing education programs, literature reviews, interest groups, and lectures.
- Maintains professional and management linkages/networks with peers.

Committee Participation

- Participates as a member of a respective Management/Department Committee.
 - Represents the Facility/Program and/or Interlake-Eastern RHA on specific committees, Task Forces and/or Working Groups.
 - Encourages staff to participate on various committees as requested.
 - Chairs and participates on appropriate committees as requested.
 - Conducts regular staff meetings.
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- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Licensed Pharmacy Technician registered with the College of Pharmacists of Manitoba

EXPERIENCE REQUIRED:

- One (1) year related supervisory/management experience

Other combinations of education and experience may be considered.

SKILLS/COMPETENCIES:

- Proficiency with Microsoft programs (Outlook, Word, Excel, Access and PowerPoint), as well as Internet applications and other Information Technology
- Demonstrated leadership and managerial ability
- Demonstrated written and oral communication skills
- Demonstrated experience in employee and labour relations
- Demonstrated experience in initiating changes and improvements, including skills in workplace re-engineering within a Continuous Quality Improvement (CQI) environment
- Ability to prioritize in a changing environment
- Strong organizational, decision making, problem solving and skills
- Sensitivity to the human and political dynamics of health care management
- Demonstrated ability to develop Policy and Procedures
- Ability to display independent judgment
- Ability to respect and promote a culturally diverse population
- Ability to respect and promote confidentiality
- Ability to perform the duties of the position on a regular basis
- Valid Manitoba drivers license and access to a reliable vehicle.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.

- Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility’s Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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Created: August 2024
Date

Revised: _____
Date

Approved by: Kurt Schroeder, Director of Pharmacy August 2024
Regional Manager/ Supervisor Date



August 29, 2024

Approved by:

Executive Lead/ CEO

Date



Reviewed by:

Executive Lead, Human Resources

August 29, 2024

Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.