

The Pharmacy Practice Consultant will conduct assessments and inspections in accordance with the *Health Professions Act* (HPA) and the *Pharmacy and Drug Act* (PDA), assessing pharmacy operations and systems; educating licensees, pharmacy directors, pharmacy staff, and proprietors through consultations to ensure safe, effective, and responsible pharmacy practice; and developing and implementing educational programs and tools to promote quality assurance and quality improvement initiatives.

This permanent Pharmacy Practice Consultant position is based in the Calgary area. Frequent travel throughout Calgary and Grande Prairie is required, with some travel elsewhere in Alberta occurring as needed.

Key responsibilities

- Perform practice and operations assessments and inspections with pharmacy teams to ensure compliance with legislation, ACP standards, and the Code of Ethics, and develop practice change goals to address deficiencies.
- Develop an effective pharmacy practice consultation plan including efficient scheduling of consultations according to segmentation of pharmacy performance.
- Provide pharmacy consultations which include the following:
 - Conducting assessments and inspections of pharmacy practice and operations to ensure compliance with legislation and ACP standards;
 - documenting assessment and inspection findings through written reports;
 - identifying and evaluating sources, events, and trends within the pharmacy practice that may negatively affect quality practice such as operational systems, human resources, and the general practice environment;
 - reporting to the Professional Practice Director any events, occurrences, sources, and trends in pharmacies that may affect quality practice;
 - promoting a culture of patient safety and continuous quality improvement by educating licensees, their pharmacy staff, and management teams, regarding legislation, ACP standards, and best practices or guidelines; and
 - collaborating with licensees and pharmacy staff on developing practice change goals that address areas of improvement identified through the assessment of the pharmacy.
- Use reporting tools to monitor achievement of practice change goals.
- Facilitate informal training sessions and/or seminars for licensees or students on pharmacy practice.
- Champion practice improvement by developing and implementing educational programs and practice tools with the Professional Practice Director.
- Collaborate proactively with the ACP team as well as a variety of stakeholders in healthcare and other disciplines to achieve ACP's mission and goals.
- Respond to inquiries from the public and registrants in an efficient and effective manner.
- Create, capture, and retain documents (electronic and hard copy) as per records management policy.

About you

- You are a passionate and innovative change agent, coach, and mentor. You have a knack for connecting quickly and easily with new people and understand the art of leading by influence rather than authority. You are skilled at getting individuals, teams, and an entire organization to perform at a higher level and to embrace change.
- You communicate a compelling vision and know that adjusting your message to suit the audience is key to buy-in. You listen attentively to understand, negotiate skillfully to promote a common cause, value tact and diplomacy in all your communications, and comfortably confront and work through conflict.
- You possess excellent knowledge of pharmacy practice and professional standards and guidelines.
- You have a strong interest in quality assurance and quality improvement programs with an educational focus.
- You have strong planning and organizational skills and are able to quickly separate the mission-critical from the nice-to-have and the trivial.
- You are self-motivated and able to work independently.
- You are analytical and an excellent problem-solver, good at figuring out how to measure and track progress.
- You are able to identify causes, gather and process relevant information, generate possible solutions, and make recommendations, often in ambiguous and changing situations.
- You are always looking for incremental process improvement.
- You are a team player who facilitates a collaborative environment when working with and engaging others.

Qualifications

The following experience and skills are required for the role:

- Bachelor of Science degree in Pharmacy,
- eligible for registration on the clinical register of the Alberta College of Pharmacy,
- at least five years' experience in pharmacy practice, and
- a valid Alberta driver's licence and a satisfactory driving record.
- A criminal record check will be required.

Assets for the role include

- additional prescribing authorization;
- knowledge of and experience in sterile compounding;
- experience in a supervisory or management role; and
- experience in patient safety, quality assurance, root-cause analysis, training, and education.

An equivalent combination of education and experience will be considered.

About us

ACP is the regulatory body for pharmacists, pharmacy technicians, and licensed pharmacies in Alberta. We are responsible for quality pharmacy care through developing and enforcing pharmacy practice standards and guidelines. We also ensure only qualified pharmacy professionals are licensed and that all pharmacies provide a practice environment that supports quality practice and patient safety.

It's a big responsibility.

ACP is a global leader in the advancement of pharmacy practice. Alberta's pharmacy professionals have the broadest scope of practice in North America. You could say ACP is a trail blazer. Our team members are

collaborative, thoughtful, respectful, encouraging, and committed to quality. In fact, that's our team charter, which was created by our team members. ACP offers competitive compensation and benefits.

How to apply

Along with your resume, please submit a cover letter outlining why you're interested in the opportunity and how your work experience has prepared you to succeed in the role. Submissions without a cover letter will not be considered.

By applying for this position, you are confirming you possess either Canadian Citizenship, permanent resident status, or a valid work permit. Please note that the successful candidate will be required to provide a Criminal Record Check satisfactory to the Alberta College of Pharmacy (ACP) and proof of full immunization against COVID-19.

This job posting will remain open until a suitable candidate is found. We thank all applicants for their interest in ACP, however, only those selected for an interview will be contacted.

Contact

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