

OPPORTUNITY PROFILE

PHARMACY PRACTICE CONSULTANT



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Pharmacy practice in Alberta is evolving and growing. By guiding and coaching pharmacists, pharmacy technicians and their teams, Pharmacy Practice Consultants play a critical role in helping them adapt to the changes, meet practice standards and provide quality patient care.

The Pharmacy Practice Consultant is responsible for approximately 250 pharmacy practices, primarily in Calgary, Lethbridge, and Medicine Hat. The successful candidate may also be asked to cover other areas of Alberta, as determined by business needs. Travel will be required and will include overnight stays.

ACP provides Pharmacy Practice Consultants with a wide range of individual and group training and development opportunities to enhance their skills and professional growth in their role.

THE POSITION

Reporting to the Professional Practice Director, the Pharmacy Practice Consultant will:

- Manage a portfolio of approximately 250 practice settings and conduct territory planning according to performance segmentation.
- Perform practice and operations assessments with pharmacy teams to ensure compliance with legislation, ACP standards and the Code of Ethics and develop practice change goals to address deficiencies.
- Identify and evaluate sources, event and trends that may negatively affect patient safety and communicate findings to the Professional Practice Director.
- Coach practice teams over multiple visits to promote and sustain practice change and quality improvement.
- Champion practice improvements by developing and using educational programs and tools.
- Develop and use reporting tools to monitor progress on practice change goals.
- Facilitate training sessions for practice teams and students.
- Identify and develop peer leaders to advocate practice improvement.
- Collaborate proactively with the ACP team as well as a variety of stakeholders in healthcare and other disciplines to achieve the College's mission and goals.
- Handle general inquiries from the public and registrants.

THE PERSON

The Pharmacy Practice Consultant is a passionate and innovative change agent and coach. She/he is a committed and motivated team member who works well both independently and collaboratively.

Key Skills and Attributes

Leadership & Teamwork

- Strong management (time, resources and activities) and leadership skills.
- A team player. Facilitates a collaborative environment. Articulates and directs objectives and expectations for outcomes while engaging others.
- Always honest and ethical. Has a reputation for integrity and respect for others.

Communication/People Skills

- Personable, empathetic and energetic.
- High emotional intelligence.
- Exceptional communication skills, both written and verbal. Active listener.
- Exceptional relationship and partnership building skills. Is effective at building and sustaining strong positive relationships. Has the ability to quickly connect with others.
- Tactful, diplomatic and assertive. Able to resolve conflicts and facilitate negotiations.

Change Management

- An agent for change; directs initiatives to desired outcomes; able to motivate and influence others.
- Possesses a “can-do” attitude. Copes effectively with change, pressure and adversity.
- Continuously looks for creative ways to improve processes and/or outcomes.
- Outcome-oriented with the ability to maintain a clear sense of priorities and vision.

Innovative Decision Making

- Forward thinking. A systems thinker.
- Excellent problem solving and analytical skills.
- Logical and systematic. Able to identify causes, gather and process relevant information, generate possible solutions, and make recommendations, often in ambiguous and changing situations.

Quality Assurance

- Excellent knowledge of pharmacy practice, professional standards and guidelines.
- Strong interest in quality assurance programs with an educational focus.
- Plans for future events, trends, problems and opportunities and exercises judgment as appropriate.

- Understands the principles of policy development and is able to create and evaluate policies and practices.

Professional

- Personal presentation is consistent with the College's values, culture and image.
- Exhibits a strong work ethic, a positive outlook toward work and co-workers.
- A quick learner, interested in ongoing knowledge development. Has a willingness to learn from others.

Qualifications & Experience

- Bachelor of Science degree in Pharmacy.
- Eligible for registration on the clinical register of the Alberta College of Pharmacists.
- At least five years of experience in pharmacy practice in Canada.
- A valid Alberta driver's license and a satisfactory driving record.
- Experience in a supervisory or managerial role preferred.
- Experience in patient safety, quality assurance, root-cause analysis, and training/education would be considered strong assets.

COMPENSATION

A competitive compensation package based on education, experience and skills is available and will be discussed further during interviews. Relocation assistance is available.

ALBERTA COLLEGE OF PHARMACISTS

Vision

Healthy Albertans through excellence in pharmacy practice.

Mission

The Alberta College of Pharmacists governs the pharmacy profession in Alberta to support and protect the public's health and well-being. We take responsibility for pharmacy practice by setting and enforcing high standards of competence and ethical conduct.

Values

ACP bases our activities and decisions on the following values. These values are cornerstones to the College's operations and the manner in which we carry out our business in pursuit of our vision.

- the health, safety and well-being of Albertans
- professional and ethical conduct in all we do
- transparent expectations and processes
- accountability for decisions and actions
- collaboration and partnerships
- innovation and creativity in fulfilling our mission
- a positive culture and working environment for our employees

For further information about this position, please contact:

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