

# Manager, Pharmacy Clinical Programs - Full-Time Pharmacy Services

## Clinical Support & Business Development

London Health Sciences Centre (LHSC) is a national leader in Pharmacy practice, and the largest hospital Pharmacy employer in Southwestern Ontario. Pharmacists using a philosophy of patient-centred care are integral members of the patient care team, moving LHSC forward in its mission of excellence in patient care, education and research. Joining the LHSC Pharmacy team means working with extraordinary people to create exceptional experiences for patient and families, engaging in partnerships with healthcare staff both within the organization and in our community, and being provided with endless opportunities for career development.

Reporting to the Director, Pharmacy Services, the Manager, Pharmacy Clinical Programs is responsible for the leadership and management of the professional clinical service component of Pharmacy Services, with an overall goal to enhance the services of the Pharmacy Department for our patients and the health care providers supported by the Pharmacy Department. The Manager exhibits expertise in the domains of leadership, pharmaceutical care, education and research. This expertise, in turn, advances the practice of Pharmacists, Pharmacy Technicians, Pharmacy Residents and students. The Manager, Pharmacy Clinical Programs, through direct reports, is accountable for all undergraduate and postgraduate Pharmacy-based education.

The Manager ensures the responsible provision of drug therapy for the purpose of achieving definite outcomes that improve quality of life for our patients. This is accomplished through the utilization of the best available evidence, sound fiscal and operational judgment, education and research. The Manager is also accountable to develop and monitor quality of Pharmacy care and service metrics.

This is a unique career-building opportunity to showcase your strengths and talents. To be successful in this role, applicants who possess the following critical competencies and qualifications are encouraged to apply.

### Critical Management Competencies:

- Developing Others
- Holding Self & Others Accountable
- Results Orientation
- Service, Quality & Safety Orientation

### Other Management Competencies:

- Interpersonal Sensitivity
- Business Acumen
- Leadership Presence
- Impact and Influence
- Visionary Leadership
- Strategic Orientation

### Qualifications:

- Successful completion of a Masters Degree in a related field; Doctor of Pharmacy (PharmD) preferred
- Licensed or eligible for licensure on Part "A" Registered Pharmacist with the Ontario College of Pharmacists (OCP)
- Minimum five (5) years experience in progressively more responsible leadership roles in a healthcare environment
- Strong Clinical Pharmacy background and experience in leading edge practice
- Experience in LEAN/process management leadership
- Demonstrated commitment to research
- Fluent with computer systems such as email, word processing, spreadsheet applications, etc.
- Demonstrated behaviours supporting the Core Values of Respect, Trust and Collaboration
- Demonstrated knowledge of and commitment to patient and staff safety
- Demonstrated ability to effectively and efficiently manage human and fiscal resources; knowledge of budgets and hospital operations preferred
- Strong participatory leadership, team building and highly developed organizational skills with a track record of achieving results
- Excellent interpersonal skills with the ability to build partnerships and generate consensus
- Excellent and effective abilities in both oral and written communication skills, including strong negotiation and conflict resolution skills
- Innovative critical thinking skills with the ability to analyze and problem solve
- Demonstrated experience with organizational change and improvement initiatives
- Excellent decision-making, strategic planning experience and evaluation skills
- Recognition, understanding and demonstrated Emotional Intelligence (EI), particularly emotional self-awareness, assertiveness, optimism, stress tolerance and empathy in a variety of situations
- Demonstrated ability to foster collaboration in an interdisciplinary team environment with diverse backgrounds, appreciating that different opinions, backgrounds and characteristics can bring richness to the challenge at hand
- Demonstrated ability to attend work on a regular basis

We foster a culture of patient and staff safety whereby all employees are guided by LHSC's Mission, Vision, Values and Code of Conduct. If interested in this leadership opportunity, please prepare your submission and forward to Julie Webster-Rogers no later than May 15, 2012.

### Submission Requirements: (submit electronically by deadline date)

- Cover Letter, Resume and a Listing of Education, Credentials & Certifications
- Written summary identifying how you demonstrate LHSC's Core Values (less than 150 words)

Julie Webster-Rogers, Management Recruitment Consultant  
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London Health Sciences Centre

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