**M7: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a moderate- to notably-sized department charged with providing a variety of cross-disciplinary services. Incumbents should have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

* Modify practices and procedures to improve efficiency and quality of service delivered by subordinate staff.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed.
* Set staff objectives, immediate- and/or long-term, as a means to fulfill departmental or division initiatives.
* Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
* May determine how to achieve directives set by directors, at a department level.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division, and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific division goals and milestones.

*🡪 Job Controls*

* Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives.
* Subject to managerial controls through conferences, review of reports, and occasional departmental visits.
* Managerial controls are exercised on incumbents for matters of policy development and coordination, intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent or policy at a division or University level.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches.
* Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
* Actions regularly affect a department or a project outcome with division-wide impact.
* Actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
* Actions may have high-risk financial, compliance, political or safety implications.
* Performance results tend to related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides comprehensive medication counseling to students, accurately dispensing appropriate prescription and over-the-counter medications. Serves as a clinical resource by providing drug information to the clinical staff. Supervises pharmacy, radiology, and phlebotomy staff and ensures compliance with federal, state, and department regulations.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Supervises the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Fills prescriptions for students and provides comprehensive medication counseling. Monitors for allergies, contraindications, and drug interactions.
* Counsels patients to ensure an understanding of the therapeutic plans, the appropriate use of medication, and the benefits and risks of such plans.
* Ensures that medications are labeled appropriately and that products are delivered to patients in a timely, safe, and efficient manner.
* Collaborates with physicians, nurse practitioners, and patients as needed to establish therapeutic objectives. Recommends and advises on appropriate drug entities, dosages, and dosage schedules.
* Serves as a clinical resource for pharmaceutical related questions from providers, nurses, trainers, and students. Obtains student insurance information and resolves prescription insurance rejections; bills third party prescription insurance carriers on behalf of patients.
* Maintains control records on drugs received and dispensed. Prepares all reports as required.
* Performs and manages semi-annual physical inventory of pharmacy stock and prepares associated reports. Ensures the security of the drug product inventory.
* Maintains prescription and over the counter inventory for pharmacy department as well as secured medication inventories outside the pharmacy.
* Utilizes State contracts and State programs to obtain supplies for pharmacy, radiology, and phlebotomy.
* Oversees pharmacy, radiology, and phlebotomy staff, experiential learners, and interns. Ensures staff compliance with Federal and State regulations. Creates and maintains policies and procedures for pharmacy, radiology, and phlebotomy.
* Works with Health and Welfare financial department to optimize pharmacy services.
* Participates in various Student Health and Wellness in-service continuing education programs, committees, and advisory groups.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Pharm D or equivalent qualification
* Connecticut Pharmacist License
* Immunization Certification
* CPR Certification
* Four to five years of experience as a practicing pharmacist.

**COMPETENCIES**

**Knowledge of:**

* Clinical pharmacology including pharmodynamics, pharmokinetics, and drug-drug interactions
* Applicable state and federal regulations for pharmacy, phlebotomy, and radiology services
* State and University contracts and procurement policies
* Human Resources protocols and Union regulations
* Principles and practices of employee supervision
* The wellness needs of students in an academic setting
* Microsoft Office and related software applications

**Skill in:**

* Inventory management
* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Write protocols and reports in a clear and precise formats
* Communicate effectively through both oral and written means
* Educate providers and staff as needed and make educational presentations
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Navigate insurance protocols and prior-authorizations
* Educate and counsel students, patients, and their families as needed
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to direct supervisor
* Manage department staff, projects, objectives, and operations.