Job Description

Job Title: Pharmacy Operations Manager  
FLSA: Salaried “Exempt”  
Representation: Non-represented  
Department: Pharmacy (063)  
Reports to: Pharmacy Director

Virginia Garcia Memorial Health Center provides high quality, comprehensive and culturally appropriate healthcare to the communities of Washington and Yamhill Counties with a special emphasis on migrant and seasonal farmworkers and others with barriers to receiving health care.

Job Summary
The Pharmacy Operations Manager assists the Pharmacy Director in running and maintaining the pharmacies and pharmacy programs, as well as supervising the pharmacy managers and providing clinical oversight to the clinical pharmacy program. The Pharmacy Operations Manager, in conjunction with the Pharmacy Director, will strive to deliver quality pharmacy services, collaborating with primary care physicians and staff to improve the health of Virginia Garcia patients.

Essential Duties and Responsibilities
• Cover Pharmacy Director’s duties when Pharmacy Director is not available.  
• Encourage professionalism, productivity, performance, and efficiency of all pharmacy staff.  
• Strive to enhance patient care and satisfaction.  
• Maintain consistent schedule of rounding at each pharmacy care location in coordination with Pharmacy Director.  
• Ensure timely evaluations of pharmacy staff members, including performing annual reviews for direct reports.  
• Confirm correct and timely payroll approval by direct reports.  
• In collaboration with Pharmacy Director:
  o Delegate assignments and committee appointments for pharmacy staff.  
  o Develop policies, procedures and protocols for pharmacy staff.  
  o Ensure proper handling of incident and/or accidents reports through safety portal.  
  o Provide supervision and coaching for pharmacy managers and staff.  
  o Create short and long term pharmacy strategic goals for pharmacy program development  
  o Negotiate and complete pharmacy contracts and credentialing of pharmacies and staff members.  
  o Develop annual budget for operations and capital.  
  o Participate in hiring process for pharmacy positions.  
  o Coordinate pharmacy staff training (initial orientation and ongoing pharmacy team member development).
- Facilitate corrective and disciplinary actions of pharmacy staff. Confer with Pharmacy Manager, Pharmacy Director, HR Director and union on all employee disciplinary actions.
- Initiate and implement quality improvement projects in the pharmacy department.
- Create, maintain, update and enforce lean pharmacy standards in pharmacy workflow.

- Develop and maintain pharmacy dashboards on pharmacy productivity.
- Oversee records of all transactions of the pharmacy necessary to ensure adequate control over and accountability for all drugs as required by applicable state and federal laws, rules and regulations to meet all inspection and other requirements governing pharmacy operations, including 340B contracts.
- Manage or delegate QS1 issues, upgrades, and training.
- Respond or delegate clinical questions regarding patient care or formulary decisions.
- Precept pharmacy learners including technicians, students and residents.
- Consult, refer and collaborate with Pharmacy Director and other disciplines involved in the delivery of patient care for development of programs, services and grants.
- Attend management team meetings, participate in the P&T committee, and other meetings as determined by Pharmacy Director.
- Perform other duties as assigned by Pharmacy Director. Projects assigned appropriately based on professional skill areas, experience and interest.
- Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPPA).

**HIPAA Requirements**

The Pharmacy Operations Manager will have access to PHI in the course of carrying out his/her duties. The Pharmacy Operations Manager will use PHI to provide medications to patients, to evaluate medication profiles for quality of care and safety, and to consult with providers regarding patients’ medications. The Pharmacy Operations Manager will also be involved in overall quality of care discussions with the other health care providers at the Center. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: the full medical record, the pharmacy patient chart, the demographic, scheduling and insurance information of the practice management systems and all information in the pharmacy management computer system including billing and insurance information, prescription files, and patient profiles.

**Knowledge, Skills and Abilities:**

- Demonstrated ability to effectively lead teams.
- Good patient, provider and staff communication skills.
- Strong commitment to working with patients and staff from a wide range of ethnic, economic, cultural and social backgrounds.
- Refined project management skills including the ability to implement new programs and processes.
- Strong interpersonal skills including the ability to handle internal and external issues in a calm, positive, and professional manner.
- Effective presentation and training skills.
- Ability to maintain a professional demeanor and confidentiality.
- Bilingual in Spanish/English preferred.

**Education and Experience**

- Minimum 5 years’ experience as a staff or clinical pharmacist. Management experience strongly preferred.
• Registered Pharmacist in good standing with the State of Oregon, B.S. or Pharm.D degree. Preceptor registration desired or eligible.
• Additional training or clinical pharmacy experience desired which may include: PGY1 and/or PGY2 residency training in ambulatory care or management, experience providing disease state management, long-term care or institutional pharmacy experience.
• Experience and desire to participate in precepting pharmacy students and residents required.
• Experience collaborating with and providing education to diverse health care team members including nurses, physicians, nurse practitioners, medical team members and staff, clinic coordinators/managers.

State and Federal Pharmacy Requirements
The employee in this position must not have any sanctions or restrictions on his/her pharmacy license; may be required to submit to background check; and may be required and must be willing to undergo drug screening at request of supervisor.

Behavioral Competencies
Accountability
• Role model VG’s mission, vision, and shared values
Customer-Focus
• Listen to the voice of the customer and strive to delight them by exceeding their expectations
Teamwork
• If someone needs help, help them
Initiative
• Be innovative, apply fresh ideas, and continuously improve how you do your work
Confidentiality
• Maintain strict confidentiality and respect the privacy of others
Ethical
• Demonstrate integrity, honesty, and stewardship in all encounters at work
Respect
• Demonstrate consideration and appreciation for co-workers and patients
Communication
• Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others

Physical Requirements
▪ Standing/Walking: up to 90%
▪ Sitting: up to 10%
▪ Lifting/Carrying: may occasionally lift up to 30 lbs
▪ May occasionally stoop, bend; will reach frequently
▪ May use step stool occasionally
▪ Must be able to type
▪ Must be able to open and close prescription and patient vials
▪ Must be able to read for extended periods

Working Environment/Physical Hazards
• Work in well-lighted, ventilated environment
• Will be exposed to drug vapor or particles (powdered antibiotics that are reconstituted for example)
• May be exposed to blood borne pathogens, if pharmacist participates in disease state management activities
• May be exposed to potentially hazardous chemicals occasionally

**Immunization:**
Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

*Job descriptions represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.*

Employee’s Signature: ____________________________ Date: ______________

Print Name: ______________________________________

Supervisor’s Signature: ____________________________ Review Date: __________

**Workplace site (circle one)**
**VG Home Location:**  
VG Administration  
VG Beaverton  
VG Century High SBHC  
VG Cornelius  
VG Dental – Hillsboro, Cornelius, McMinnville  
VG Forest Grove SBHC  
VG Foundation  
VG Hillsboro  
VG LW Hillsboro  
VG McMinnville  
VG Newberg  
VG Pharmacy – Beaverton, Cornelius, Hillsboro, McMinnville  
VG Tigard SBHC  
VG Willamina SBHC

**VGMHC is an Equal Opportunity Employer.** No person is unlawfully excluded from consideration for employment because of race, color, religious creed, national origin, ancestry, sex, age, veteran status, marital status or physical challenges. The policy applies not only to recruitment and hiring practices, but also includes affirmative action in the area of placement, promotion, transfer, rate of pay and termination.

**HR/Payroll Coding**

<p>| Cost Center | 100 Administration |
| Program | 000 Administration/Foundation |
| Department | 102 Clinical Directors |
| Position Code | 410 Pharmacy Operations Manager |
| Revenue Source | 000 Non Specific |</p>
<table>
<thead>
<tr>
<th>BENEFIT TYPE</th>
<th>WHO’S ELIGIBLE</th>
<th>WHEN ELIGIBLE</th>
<th>BENEFIT</th>
<th>PAID BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation</td>
<td>Regular employees working more than .4 FTE in an eligible position.</td>
<td>Accrual begins at time of employment. Benefit is available upon completion of 90 days of employment.</td>
<td>120 hours per year to start; accrual is pro-rated for employees working less than 40 hours per week. Upon completion of three years of service, accrual increases to 160 hours per year. Maximum vacation carry over balance allowed is 80 hours.</td>
<td>VGMHC</td>
</tr>
<tr>
<td>Holidays</td>
<td>Regular employees working more than .4 FTE in an eligible position.</td>
<td>Immediately.</td>
<td>Eight (8) paid holidays per year. (paid hours prorated if less than 1.0 FTE).</td>
<td>VGMHC</td>
</tr>
<tr>
<td>Personal Holidays</td>
<td>Regular employees working more than .4 FTE in an eligible position.</td>
<td>Upon completion of a full three-month calendar quarter.</td>
<td>One personal holiday per full calendar quarter worked.</td>
<td>VGMHC</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>Regular employees working more than .4 FTE in an eligible position.</td>
<td>Accrual begins at time of employment. Benefit is available upon completion of 90 days of employment.</td>
<td>Ninety-six (96) hours per year; accrual is pro-rated for employees working less than 40 hours per week; No carry over limit (varies).</td>
<td>VGMHC</td>
</tr>
<tr>
<td>Other Leave</td>
<td>Varies.</td>
<td>Varies.</td>
<td>Includes leave provisions for jury duty, military leave, OFLA, FMLA, Bereavement Leave, and other reasons. Refer to VGMHC policies and/or Union Contract for details.</td>
<td>VGMHC / Employee</td>
</tr>
<tr>
<td>Medical &amp; Dental Insurance</td>
<td>Regular employees working more than 0.4 FTE in an eligible position.</td>
<td>First of the month following a full 30 days of employment.</td>
<td>Medical plan includes prescription drug, vision and alternative care coverage. Dental plan is a Preferred Provider plan.</td>
<td>VGMHC / Employee</td>
</tr>
<tr>
<td>Basic Life, AD&amp;D, STD and LTD</td>
<td>Regular employees working at least 0.6 FTE in an eligible position.</td>
<td>First of the month following a full 30 days of employment.</td>
<td>One times salary to a max of $50K of Term Life Insurance and Accidental Death and Dismemberment Insurance. Short and Long Term Disability, provided at no cost to the employee.</td>
<td>VGMHC</td>
</tr>
<tr>
<td>Voluntary Life</td>
<td>Regular employees working at least .6 FTE in an eligible position.</td>
<td>First of the month following a full 30 days of employment.</td>
<td>Employee: Available in $10,000 increments up to the lesser of 5 times salary or $500,000. Spouse: Available in $5,000 increments up to the employee coverage amount. Child: Available in $2,000 increments up to $10,000.</td>
<td>Employee</td>
</tr>
<tr>
<td>Dependent Care Flexible Spending</td>
<td>Regular employees working more than .4 FTE in an eligible position.</td>
<td>First of the month following a full 30 days of employment.</td>
<td>The use of pre-tax dollars for eligible childcare expenses, up to $5,000 per year.</td>
<td>Employee</td>
</tr>
<tr>
<td>Healthcare Flexible Spending Account</td>
<td>Regular employees working more than .4 FTE in an eligible position.</td>
<td>First of the month following a full 30 days of employment.</td>
<td>The use of pre-tax dollars for eligible health care expenses, up to $2,600 per year.</td>
<td>Employee</td>
</tr>
</tbody>
</table>
Mission

The mission of the Virginia Garcia Memorial Health Center is to provide high-quality, comprehensive, and culturally appropriate primary health care to the communities of Washington and Yamhill Counties with a special emphasis on migrant and seasonal farmworkers and others with barriers to receiving healthcare.

History of Virginia Garcia Memorial Health Center

In 1975, six-year old Virginia Garcia and her farmworker parents traveled from their home in Texas to California and Oregon to work in the fields. Along the way Virginia cut her foot, and by the time they reached Oregon, it had become infected. Due to economic, language and cultural barriers to health care, Virginia died from what should have been an easily treatable wound.

Moved to action by Virginia’s unnecessary death, the community quickly rallied together to open the first Virginia Garcia Memorial Health Center in a three-car garage, determined to prevent similar tragedies from occurring.

Today, Virginia Garcia provides healthcare services to more than 42,000 patients a year in Washington and Yamhill Counties at our five primary care clinics and pharmacies, five dental offices, and six school-based health centers. We also provide outreach to schools, community health fairs and to migrant and seasonal farmworkers at local camps and commercial nurseries through our mobile clinics.