



NOW HIRING

## **Pharmacy Manager**

### **ABOUT US:**

Founded in 2011, Circle Care Center (CCC) is Connecticut's largest independent provider of stigma-free sexual health and LGBTQ+-affirming medical services. CCC now serves more than 3000 patients annually across its two clinical locations in Norwalk and Glastonbury, and operates an in-house pharmacy at its Norwalk location. Circle Care Center's mission is to provide the highest quality medical care to its patients in Connecticut, specializing in primary care for people living with HIV and the LGBTQI+ community, as well as HIV prevention (PrEP & PEP), Hepatitis C, and STI testing and treatment, Gender-Affirming Care, and Behavioral Health Services.

### **Summary:**

Leads and oversees pharmacy services of entity-owned pharmacy in Glastonbury, CT. Provides empathetic pharmacy services to patients regarding the effective use of medications and awareness of drug interactions. Ensures prescribed medications are reviewed, dispensed, and verified accurately in accordance with regulatory guidelines and company policies and procedures. Manages an efficient pharmacy workflow and improves pharmacy financials, manages inventory effectively, and enhances patient experience. Manages pharmacy staff performance and engagement. Ensures the professional development of pharmacy staff by overseeing training, focused coaching, and executing formal performance management initiatives.

### Requirements

- a. Provides supervision and oversight of pharmacy staff
  - i. Participates in the selection and hiring of pharmacy staff, including pharmacists, technicians, and support staff.
  - ii. Develops pharmacy staff weekly/monthly schedule
  - iii. Does yearly staff performance appraisals and supports staff in ongoing professional development.
- b. Responsible for all activities related to dispensing medications.
  - i. Provide guidance for clinical operational aspects of the program and oversight of clinical decision-making aspects of the program.
  - ii. Be accountable for decisions affecting consumers.
  - iii. Complies with the FDA mandates and self-imposed manufacturer restrictions on particular drugs as applicable
  - iv. Ensure appropriate record keeping for each prescription filled for pharmacy files, for control files on narcotics, poisons, habit-forming drugs, or for billing records.
  - v. Maintains strict control over the distribution and usage of government-controlled products such as narcotics and barbiturates.
  - vi. Ensure inventory control of pharmacy stock to an acceptable turnover to minimize the amount of expired medications.

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- vii. Ensure semiannual physical inventory processes are completed.
- viii. Oversees the implementation and documentation of drug recalls through established policy and procedures, which are followed in a timely manner, including documentation, required detailing the disposition of such drugs.
- ix. Credit client for medications that are not picked up within 7 days
- c. Responsible and accountable for quality and performance improvement and patient management
  - i. Participate on Pharmacy & Therapeutics Committee and Quality Assurance Committee, and serve as the secretary
  - ii. Participate in all continuing quality improvement activities.
  - iii. Develops, implements, monitors, and participates in QA activities within the department.
  - iv. Work collaboratively with administrators, physicians, and nursing staff to provide quality care.
  - v. Ensure adherence to State and Federal laws and regulations.
  - vi. Ensure that billing & remittance documents and inventory control records are completed and accurate.
  - vii. Ensure strict compliance with all standardized professional policies and procedures
  - viii. Works in collaboration with pharmacy staff to increase their clinical effectiveness and counseling skills
  - ix. Assist with the development, use, analysis, and feedback of clinical performance measurement indicators, processes, and audits
  - x. Prepare monthly pharmacy reports as needed
  - xi. Provides clinical & operational aspects for the HIV/AIDs and Hepatitis C programs
  - xii. Periodically consults with the practitioners in the clinic regarding patient treatment
- d. Responsible and accountable for operational & pharmaceutical budgets, ensuring that the operation of the department is within budget guidelines and providing an explanation of significant variances.
  - i. Assist in preparing annual pharmacy budget projections.
- e. Facilitate new business and oversee the timely and accurate delivery of services to clients.
  - i. Engages patients by greeting them and offering assistance with products and services. Resolves patient issues in a timely manner and answers questions to ensure a positive patient experience.
  - ii. Models and shares customer service best practices with all team members to deliver a distinctive and joyful patient experience, including interpersonal habits that show care (e.g., greeting, eye contact, courtesy, etc.) and Walgreens service traits (e.g., demonstrating curiosity to identify needs and proactively helping, servicing until satisfied, championing empathy and inclusivity, etc.).
  - iii. Counsels patients and answers questions regarding usage of medicine, side effects, interactions, contraindications, patient information privacy, generics, less expensive medicines, and over-the-counter products. Refers to the medical provider, as needed, to ensure medication is taken correctly, health needs are addressed, and patient is satisfied with service.
  - iv. Maintains information technology knowledge of pharmacy systems including workflow, prescription fulfillment, billing, clinical documentation, training, inventory management, and point of sale registers. Supports pharmacy staff and patients with information technology. Finds opportunities to improve productivity



#### Qualifications and Licenses

- i. Licensed pharmacist, requires graduating from a college of pharmacy accredited by the Accreditation Council on Pharmaceutical Education (ACPE), such as a Doctor of Pharmacy Program (Pharm.D.) and passing the North American Pharmacist Licensure Exam, or NAPLEX.
- ii. Must hold a current unrestricted pharmacist license in Connecticut
- iii. One to three years' experience working in a retail pharmacy setting with supervisory skills in an outpatient clinic pharmacy services or retail pharmacy.
- iv. Current and Bi-Annual certification of Basic Life Support/AED
- v. Must be detailed oriented and possess good people skills.
- vi. Must possess both written and verbal communication skills in order to interact with patients and clinic staff.

#### Work Conditions

Constant standing or walking is required. Manual dexterity is required for sustained periods.

#### Compensation

Circle Care Center provides generous and fair compensation to its employees based on fair market value analysis. Compensation for this position may range between \$135,000 - \$150,000, depending on credentials and experience. Benefits include, but are not limited to, medical, dental, vision, short and long-term disability, life insurance, FSA, and 403B retirement savings.

To apply please submit your resume and cover letter to the organization's Pharmacy Director at [rmhatre@circlecare.org](mailto:rmhatre@circlecare.org)

Circle Care Center provides merit-based equal employment opportunities to all qualified individuals without regard to membership in any protected class in accordance with applicable federal, state, and local laws.