

**Job Class Profile: Clinical Pharmacist II****Pay Level: CG-42 Point Band: 994-1037**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	7	5	2	4	7	6	5	5	2	
Points	327	83	13	19	210	130	103	107	21	1013

**JOB SUMMARY**

The Clinical Pharmacist II provides professional supervisory pharmaceutical work with the Department of Health and Community Services. Responsible for the areas of therapeutic monitoring, drug utilization, program benefit status and regulations, formulary status, education programs, quality assurance programs, developing and administering policies and procedures, and health professional consultations.

**Key and Periodic Activities**

- Supervises other pharmacists including providing advice and guidance regarding clinical policies and special authorization protocols and processes.
- Assesses special authorization requests, develops drug utilization protocols, reviews/controls drug utilization, reviews drug product submissions and monitors abuse and inappropriate use of medications.
- Formulates questions to conduct research for non-funded drug requests, critically appraises the evidence, and provides a recommendation for coverage to the Medical Consultant.
- Represents the department on committees related to the division's mandate and/or related to the use of pharmaceuticals.
- Proposes, develops, implements/administers, monitors, and evaluates initiatives aimed at improving the division's work processes. This includes ongoing assessment of current areas of benefit coverage, development, and implementation of guidelines for utilization and coverage limitations, prepares and documents clinical assessments in support of changes and/or impacts on the Division.
- Provides direction and communicates with the information technology provider of the Newfoundland Labrador Prescription Drug Program (NLPDP) website related to the support requirements for data information content, structure format, claims processing, and specialized reports.
- Communicates and provides direction to external agencies, manufacturers, advocacy groups, healthcare providers through the drafting and responding to requests for information such as benefit status, appropriate use of pharmaceuticals, and other related issues.
- Liaises with a variety of internal and external stakeholders on drug utilization related matters.
- Meets with the Medical Consultant to review medications to be considered for coverage under the NLPDP.

### Key and Periodic Activities

- Assists and participates in the formulation of the annual budget process for drugs. This involves providing a clinical background for drug information, information on the financial impact of inclusion/exclusion of new drugs on the benefit list, and the review of expenditures, evaluation of trends and project future expenditures.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- New medications and indications.
- Provincial and Federal legislation.
- Computerized databases.
- Administrative processes and procedures (Communication briefs and budgets).

#### Formal Education and/or Certification(s):

- Minimum: Bachelor of Science (Pharmacy).
- Completion of Pharmacy Examining Board of Canada National Exam.
- Registration and licensure with the Newfoundland and Labrador Pharmacy Board.
- PhC (Designation).
- Annual continuing education requirements for licensure.

#### Years of Experience:

- Minimum: 4-5 years of experience.

#### Competencies:

- Strong verbal and written communication skills.
- Understanding of ethical, legal and professional responsibilities.
- Professional collaboration and team work.
- Ability to understand and apply clinical evidence in decision-making.
- Computer skills.

### Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listen, ask questions and gather information regarding complex medical information, provide information and direction, provide care/comfort/nurturing, gain the co-operation of others, promote services, coach, mentor, facilitate meetings, provide expert advice and counselling. May deal with upset or angry people regarding drug coverage, conduct formal interviews, resolve disputes between people, and make formal presentations.
- Communications occur with employees within immediate work area and department, supervisor/manager, clients/general public, and healthcare professionals. Interactions are with employees or peers in other departments, sales representatives, professional advisors, subject matter experts, as well as professional associations, students, patient advocacy groups, and suppliers/contracts.
- The most significant contacts are with clients, employees, and provincial counterparts.

## EFFORT

<b>Physical Effort</b>
<ul style="list-style-type: none"> <li>— The demands of the job do not result in considerable fatigue, requiring periods of rest.</li> <li>— Occasionally lifts binders less than 10 lbs.</li> <li>— Majority of activities are performed constantly sitting, but occasionally required to walk and stand.</li> <li>— Constantly uses fine finger movement to work on the computer typing, and to answer or make telephone calls.</li> </ul>
<b>Concentration</b>
<ul style="list-style-type: none"> <li>— <b>Visual</b> concentration is constantly required to read medical information, and access information on the computer. It is also required to enter and review data on large spreadsheets.</li> <li>— <b>Auditory</b> concentration is occasionally required to listen attentively while on the telephone, receive and interpret information and reply to questions.</li> <li>— Reviewing client drug history to determine drug coverage and reviewing large spreadsheets are examples of tasks that are <b>repetitive, but require alertness</b>.</li> <li>— <b>Constantly do not have control over the pace of the work</b> as requests for information from the Minister's office are often of a time sensitive nature and are required for press releases, briefing notes, etc.</li> <li>— There <b>are time pressures</b> due to urgent requests, inquiries, and deadlines associated with the preparation of information for benefit status, drug coverage, and claims.</li> <li>— <b>Alertness and concentration</b> is required to deal with highly sensitive, personal, financial, and medical information and care must be taken at all times to keep the information secure. Alertness and concentration is also required when reviewing special authorization requests, and when maintaining the NLPDP benefit list.</li> <li>— <b>Exact results and precision</b> is required when entering and reviewing data on spreadsheets, to ensure the correct drug is logged on the appropriate client's medication file, the authorization form is read and interpreted correctly, and to ensure that any correspondence pertaining to the request are sent to the correct client/physicians.</li> </ul>
<b>Complexity</b>
<ul style="list-style-type: none"> <li>— Tasks and activities are different/unrelated and require a broad range of skills and a diversity of knowledge.</li> <li>— Work ranges from repetitive/well defined tasks to problem solving where there are limited opportunity for standardized solutions and require consideration of a wide range of factors and their interdependencies to resolve.</li> <li>— The most typical challenging problem is a request for medications not covered under the NLPDP and not approved by Health Canada. To resolve this problem it requires formulating questions to conduct research, critically appraising the evidence, and providing a recommendation for coverage to the Medical Consultant.</li> <li>— Work responsibilities such as therapeutic monitoring, drug utilization, quality assurance programs, developing and administering policies and procedures requires consideration of a wide range of unrelated factors/issues and their interdependencies.</li> <li>— The resources that are available to assist are special authorization criteria, various drug</li> </ul>

manuals, references guides, the Drug Information Center, School of Pharmacy, Pharmacists reviewers for the Atlantic Common Drug Review Program, medical web sites (Medscape, Pub Med), colleagues, and the supervisor/manager.

## RESPONSIBILITY

### Accountability and Decision-Making

- Decisions are made independently regarding approval/denial of special authorization coverage, addition of drugs to the benefit list where there is minimal budget impact, and staff leave approval in the absence of the manager. Also, can independently draft letters and bulletins to manufacturers, healthcare providers, etc., and draft/maintain special authorization criteria to be posted on the NLPD website.
- Approval is required to add new medications to the benefit listing. Makes recommendations to the Medical Consultant regarding non-funded requests and changes in special authorization. Provides input into changes in policy for manager's approval.
- Has some discretion within predetermined limits to approve coverage of drugs that do not meet the special authorization criteria for coverage. Also, can add drugs to the benefit list as long as there is no financial impact, and when representing the department on committees can provide input/make decisions on issues that are consistent with the department's objectives. There is a high degree of independent discretion and judgment when involved in the day-to-day operations of approving the normal special authorization requests.
- Provides information, advice and recommendations for decisions made in the special authorization process, medication coverage, and NLDP policies and procedures.

### Impact

- Tasks and activities have impact within the immediate work area, department or group, clients, and outside the organization.
- Resources directly impacted are processes and systems because of new drugs added, information (communication of staff and the public through policies, bulletins, newsletters and website), finances (budget expenditures), facilities, human resources, health and safety, and corporate image.
- There can be both negative and positive impact on a client's well-being.
- Types of errors that could occur are incorrect drugs added to the benefit list and incorrect decisions made regarding approvals or disapprovals of requests for special authorization. Requires a licensure to practice and professional activities are monitored through a professional association. The timeframe for picking up mistakes or errors varies. The consequences of errors could result in a client not receiving the proper medications or delays in receiving treatment.

### Development and Leadership of Others

- Responsible for the supervision of a medium size work group (5 to 10 employees).
- Provides orientation and on the job training to new employees, job advice and guidance to support staff and pharmacists, acts as a technical mentor or advisor, and builds morale and employee relations. Provides direction and feedback to pharmacists regarding the special authorization process, changes to the benefit list, and to IT support on the websites content.

- In addition, often plays a team lead on policy changes and project leader role in relation to working on committees and being a technical or content expert in some areas.

## WORKING CONDITIONS

### Environmental Working Conditions

- This class does not require the use of any special precautions or safety equipment.
- There is no likelihood of receiving job-related injury, illness, and partial or total disability.
- When performing the activities of this class, the incumbent is constantly exposed to unusual or distracting noise from telephone calls and interruptions from staff. Occasionally, this class is exposed to physical dangers or threats from upset clients and is required to travel.