



**POSITION ANNOUNCEMENT
PHARMACY OPERATIONS MANAGER**

Department:	Medical	Supervisor:	Chief Medical Officer
Status:	Full Time	Date:	August 2017

POSITION SUMMARY:

This position is primarily responsible for effectively managing, directing, monitoring pharmacy operations and programs; including staff to ensure compliance with contractual, regulatory, and internal requirements. Develop strategic direction, goals and objectives for the department and oversees process improvement in all aspects of internal pharmacy operations. Must be capable of effectively working with clinical pharmacy advisors and cross functionally with CareSouth Medical and Dental (CSMD) health plan leadership. In addition, the POM is responsible for ensuring pharmacy services procedures, training, and documentation meet HRSA, FTCA, and all federal and state practice requirements.

REQUIREMENTS:

1. Bachelor's degree in Pharmacy, Business, healthcare or related field (degree in Pharmacy preferred), degree from an accredited college or university.
2. Must possess a license from the Louisiana Board of Pharmacy.
3. The position requires a minimum of 8 years of experience in a health plan or pharmacy setting, 5+ years of experience in a supervisory/management role, and 3+ years of experience working with Medicare/Medicaid, or an equivalent combination of education and related experience. Able to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

RESPONSIBILITIES:

1. Knowledge and understanding of Employee Handbook. Consults with Chief Financial Officer, Chief Executive Officer or designee before decisions are made on questions of interpretation.
2. Prepare and present monthly reports to supervisor outlining productivity, performance, improvement adherence and patient activities.
3. Provide an effective communication link between billing staff, patients, and providers.
4. Directs activities necessary to ensure efficient operation of pharmacy services in compliance with state, federal and HRSA regulatory requirements.
5. Provides timely reporting on service levels, workload, historical outcomes and audit function.
6. Identifies, designs and delivers ongoing process improvement initiatives in collaboration with Chief of Quality Performance and Improvement and Chief Medical Officer.
7. Supports operations by coordinating between pharmacy services and other areas of the organization as needed to ensure the health plan is meeting HRSA, FTCA, and all federal and state practice requirements.

8. Work with Compliance Officer to ensure that pharmacy services procedures meet HRSA, FTCA, and all federal and state practice requirements.
9. Remain up to date with new medicine coming into the marketplace, harmful side effects related to medicine, and other related matters.
10. They are involved in other administrative tasks, such as budgeting and keeping track of expenses at their facility.
11. Responsible to ensure department documentation and training meets HRSA, FTCA, and all federal and state practice requirements.
12. Ensure Medicare Part D customer service staff receives appropriate training and appropriate service are provided.
13. Responsible for ensuring accuracy and completeness of all reporting that pharmacy services needs to provide to HRSA, FTCA, and all federal and state practice requirements.
14. Must review performance on an ongoing basis to identify any areas of concern that need to be addressed.
15. Provides routine updates to Chief Executive Officer on performance/compliance.
16. Directs activities if service areas are changed or added; including preparation of appropriate applications.
17. Responsible for analyzing new statutes and regulations to determine the operational impact to the pharmacy program and verify they are implemented properly.
18. Facilitates and coordinates resources to support compliance/audit activities (federal and state site visits, surveys, reviews, etc.) and directs activities on corrective action plans.
19. Maintains positive working relationships with constituent organizations.
20. Leads special projects and activities as assigned.
21. Manages staff activities including hiring, evaluation, corrective action and other items of staff administration.
22. Serve on quality improvement committees, as necessary.
23. Works professionally as a team member in conjunction with other department employees and center.
24. Perform other duties as assigned by supervisor.

APPLICATION PROCEDURE:

Please submit a completed employment application found at www.caresouth.org/jobs or the HR office, resume, and credentials via email to jobs@caresouth.org or deliver to the HR office. CareSouth is an EOE.

CLOSING: This announcement will remain open until filled.