PHARMACY TECHNICIAN SUPERVISOR

This is technician level work assisting pharmacists in providing pharmacy services within State institutions, hospitals, or infirmary pharmacy departments. Employees in this class function in one of the following roles:

1. Function as a supervisor in coordinating and/or directing the activities of pharmacy technicians and pharmacy assistants. Employees are assigned supervisory accountability in areas such as IV admixture, compounding, central distribution, and/or clinics. Work requires the employee to be responsible for ensuring adequate staffing; determining work flow; providing liaison between professional and technical staff; and participating in all personnel related functions including the approval of administrative leave, training, and orientation, performance appraisal, and selection of new employees. Employees spend the remainder of time performing pharmacy technician work.

2. Function as a technician specialist in a highly specialized area such as IV admixture, investigational drug studies, or special formulations. Employees independently calculate and compound specialty pharmaceuticals based on established formularies, directly consult with providers regarding pharmacy orders and prepare and document individualized drug regimens for complex investigational drug studies. Work is differentiated from the Pharmacy Technician level by the specialized pharmaceutical complexities, higher level of judgment, precision, and technical knowledges, use of more sophisticated equipment, direct interaction with clinicians, and more independence in completing work activities.

Employees in this class may also participate in formulary reviews, recommend budgetary needs, provide selected drug information to clinicians, and prepare pharmacy reports under the occasional review of a licensed pharmacist. Administrative and technical responsibilities are reviewed by a licensed pharmacist.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Work involves making recommendations on space, manpower and resources needed to provide technician services on a daily and/or weekly basis.

Organizing and Directing - Employees are responsible for ensuring adequate staffing and maintaining work load balance within the program or unit. Employees may work with pharmacists to resolve staffing or other technical problems.

Budgeting, - Employees have no significant involvement.

Training - Employees either coordinate or provide orientation and training to staff and may recommend additional training needs to higher level supervisory staff.

Setting Work Standards - Employees ensure that staff comply with institutional or hospital policies and procedures. Employees may have input into establishment or alteration of work procedures.

Reviewing Work - Employees meet with staff individually or in groups on a regular basis to discuss workflow, methods, and policy or procedure changes. Employees monitor work techniques while in progress and quantity of work on completion by records review. Technical supervision is provided by a licensed pharmacist.

Counseling and Disciplining - Employees counsel with staff as necessary and may carry out limited disciplinary actions. Other disciplinary measures are discussed with and referred to higher level supervisors.

Performing Other Personnel Functions - Employees have input into evaluation of staff performance, recommendations for merit increases and promotions and participate in the selection process of employees. Final decisions on personnel issues are made by the pharmacist.

II.   SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Employees are responsible for supervising pharmacy technicians or pharmacy assistants in a unit or clinic. Changes in institutional or hospital guidelines may result in occasional changes in the program or methods utilized.

Variety of Work Supervised - Employees typically supervise a small number paraprofessional staff who are involved in providing pharmacy-related services such as outpatient prescription distribution or IV admixture.

Number of Employees Responsible For - Employees are responsible for two to eight staff members.

III.   EXTENT OF SUPERVISION RECEIVED:
Employees meet regularly with professional pharmacist supervisor. Significant changes or problems in all work areas are discussed with supervisor before any action is taken.

IV.   SPECIAL ADDITIONAL CONSIDERATIONS:
Employees and staff normally work morning or day shift. Staff may be required to work evenings or weekends. Staff is usually assigned one area of the institution or hospital; however, they may be assigned to outlying clinics.

V.   RECRUITMENT STANDARDS:

Knowledges, Skill, and Abilities - Thorough knowledge of medical and pharmacy terminology and processing techniques; general knowledge of pharmaceutical drugs and formulary; general knowledge of chemical procedures used to compound, reconstitute, and dilute drugs. Ability to fill prescriptions and prepare admixture solutions accurately with limited supervision; ability to make accurate observations concerning drug qualities and quantities and to label drugs correctly as to type and strength; ability to organize and direct staff in providing pharmacy-related services; ability to establish rapport with professional level staff; ability to communicate in oral and written forms.

Minimum Training and Experience - Supervisory role: Completion of a nine-month pharmacy technician program and one year as a pharmacy technician; or graduation from high school and two years as a pharmacy technician; or an equivalent combination of training and experience.

Specialist role: Completion of a nine-month pharmacy technician program and one year as a pharmacy technician, including six months experience in a specialized area; or graduation from high school and two years as a pharmacy technician, including six months experience in a specialized area; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.