

I. DESCRIPTION OF WORK

Positions in this banded class perform professional pharmacy work in either a pharmacy, clinical or administrative setting. Duties performed may include screening and preparing physician's medication orders, recording data on patient/client profiles, issuing drugs, chemicals and other pharmaceutical products and maintaining inventory. Work may include training, writing, interpreting or implementing appropriate regulations. Work may include providing consultation to clinicians, developing and maintaining pharmacy formularies, and participating in drug utilization reviews and pharmacy related research. Work may include providing instruction to others.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level review and interpret medication orders, compound a variety of drugs, chemicals, and other pharmaceutical products, dispense medications, obtain medication histories, provide drug therapy consultations, monitor pharmacotherapy, and provide drug information to clinicians and patient/clients. They may maintain records, order and ensure appropriate levels of drugs and supplies, review and maintain the pharmacy formulary, participate in drug utilization reviews, and participate in pharmacy related research. Work may include training and supervising others. Positions perform their responsibilities under direct supervision.</p>	<p>Positions at this level interpret medication orders, obtain patient/client histories, provide drug therapy interventions, and monitor pharmacotherapy. They review and recommend modifications to the pharmacy formulary and provide consultation to clinicians and patient/clients. They may provide in-depth patient/client assessments. They may have expertise in a specialized field. Work includes providing patient/client education and in-services training. Positions perform their responsibilities under general supervision.</p>	<p>Positions at this level may serve as an expert in a specialized field providing technical consultation, clinical guidance, and oversight. They may provide patient/client therapy consultation through direct provider and patient/client/client contact. They may research and prepare materials related to formulary development and patient/client/client issues. They may precept students. Positions may have regulatory responsibilities such as clinical reviews, drug utilization reviews, inspections and audits, policy development, evaluation of drug studies and implement of regulations, policies and procedures. They perform their responsibilities with minimal supervision.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Professional	Knowledge of the theories, principles and professional practices of the professional discipline. Knowledge of developments, trends and current technology in the practice of pharmacy.
Coordination - Work	Ability to follow specific pharmacy instructions. Ability to perform routine tasks. Ability to check work for accuracy before completion of tasks.
Assessment and Decision Making	Ability to observe, collect, and record data. Ability to assess the accuracy, validity and integrity of the data. Knowledge of and ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences.
Communication and Instruction	Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL**Knowledge – Professional**

Knowledge of the theories, principles and professional practices of the professional discipline. Knowledge of developments, trends and current technology in the practice of pharmacy.

Contributing	Journey	Advanced
<p>Basic knowledge of principles and practices of professional pharmacy. Basic knowledge of trends, current technology, and standards of pharmacy practice. Basic knowledge of disease states and pathophysiology as it relates to Pharmacology and medication use. Basic knowledge of techniques, practices and procedures in compounding and dispensing medications and other pharmaceutical products.</p>	<p>Full knowledge of principles and practices of professional pharmacy. Full knowledge of trends, current technology, and standards of pharmacy practice, particularly in the area of specialization. Full knowledge of disease states and pathophysiology as it relates to Pharmacology and medication use. Full knowledge of techniques, practices and procedures in compounding and dispensing medications and other pharmaceutical products.</p>	<p>Thorough knowledge of principles and practices of professional pharmacy. Thorough knowledge of trends, current technology, regulations and standards of pharmacy practice particularly in the area of specialization. Thorough knowledge of disease states and pathophysiology as it relates to Pharmacology and medication use. Thorough knowledge of techniques, practices and procedures in compounding and dispensing medications and other pharmaceutical products.</p>

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Coordination – Work

Ability to follow specific pharmacy instructions. Ability to perform routine tasks. Ability to check work for accuracy before completion of tasks.

Contributing	Journey	Advanced
<p>Ability to review medication orders and patient/client medical profiles for appropriateness. Ability to resolve questions or problems with the provider. Ability to fill and dispense medication orders or direct pharmacy technicians to do same. Ability to accurately compound a variety of drugs, chemicals, and other pharmaceutical products. Ability to dispense medications. Ability to provide drug information to clinicians and patient/client. Ability to enter and maintain patient/client data in pharmacy information management system. Ability to participate in performance improvement reviews. Ability to participate in quality assurance reviews. Ability to monitor and maintain drug inventory including controlled substance inventory. Ability to conduct periodic inspections and physical counts of the pharmacy inventory. Ability to perform inventory audits and prepare audit reports.</p>	<p>Ability to provide technical advice to others. Ability to monitor effectiveness of procedures and workflow. Ability to help prioritize work. Ability to help resolve processing problems. Ability to recommend improvements to procedures. Ability to develop and monitor compounding processes for new drugs and/or novel drug delivery systems. Ability to ensure accurate patient/client database. Ability to monitor data integrity. Ability to monitor use of resources and compliance with federal and state regulations. Ability to order drugs and supplies. Ability to perform audits. Ability to develop and monitor pharmacy performance improvement programs.</p>	<p>Ability to maintain workload balance to enhance productivity. Ability to review work of others. Ability to resolve technical problems. Ability to establish new procedures. Ability to coordinate work with other medical services, programs and agencies. Ability to develop, implement and monitor new pharmacy services, policies, procedures and regulations. Ability to ensure compliance with OSHA standards and other federal and state regulations. Ability to evaluate and modify pharmacy performance improvement procedures.</p>

Assessment and Decision Making

Ability to observe, collect, and record data. Ability to assess the accuracy, validity and integrity of the data. Knowledge of and ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences.

Contributing	Journey	Advanced
<p>Ability to assess needs of patient/clients. Ability to talk with patient/clients. Ability to record patient/client data. Ability to assess proper drug utilization for patient/clients. Ability to identify any possible adverse drug reactions. Ability to take action consistent with available facts, constraints and anticipated consequences. Ability to research drug information resources and effectively communicate findings with clinicians. Ability to enter and maintain all data as mandated by law; prepares reports. Ability to respond to inquiries and comply with all routine reporting requirements. Ability to participate in drug utilization reviews. Ability to participate in pharmacy-related research.</p>	<p>Ability to assess pharmaceutical needs of patient/clients with complex, acute and chronic medical problems. Ability to review documentation prepared by others. Ability to detect and resolve adverse drug reactions. Ability to provide clinical consultation on patient/clients with complex, acute and chronic medical problems. Ability to monitor data quality. Ability to train others in data entry and database management. Ability to present complex data and findings to providers and multi-disciplinary teams. Ability to lead drug utilization review activities. Ability to make recommendations. Ability to aid in design of pharmacy-related research.</p>	<p>Ability to train others in observing and recording patient/client data. Ability to provide direct clinical consultation for patients with complex, acute and chronic medical problems. Ability to serve as an expert in assessing pharmaceutical and production needs. Ability to resolve complex adverse drug reaction issues. Ability to train others in patient/client assessment and documentation. Ability to plan and implement data management modifications and improvements. Ability to evaluate reports prepared by others. Ability to develop, implement and modify the drug utilization review program as needed. Ability to lead others in research design. Ability to lead efforts to modify and adapt research methodologies and protocols. Ability to review all patient/client and pertinent information and make appropriate recommendations based on policies, procedures and regulations.</p>

Communication and Instruction

Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.

Contributing	Journey	Advanced
<p>Ability to provide medication education information to patient/clients about drug administration and possible drug interactions according to patient/client counseling laws and regulations and the North Carolina Board of Pharmacy policies and procedures. Ability to meet customer service standards. Ability to provide clinicians and professional staff with general formulary information and current information about drug therapy selection, pharmacokinetics and pharmacology. Ability to provide orientation, consultation, in-service education, and on-the-job training. Ability to counsel others on techniques, practices and procedures.</p>	<p>Ability to monitor consistency and effectiveness of medication education information provided to patient/clients and others. Ability to identify issues and recommend solutions. Ability to monitor compliance with federal and state laws and regulations, the North Carolina Board of Pharmacy policies and procedures, and customer service standards. Ability to provide clinicians and professional staff with a wide range of information about drug therapy selection, pharmacokinetics and pharmacology. Ability to provide direction and advice to others.</p>	<p>Ability to train and counsel others in how to effectively communicate medication education information to patient/clients. Ability to ensure compliance with federal and state laws and regulations, the North Carolina Board of Pharmacy policies and procedures, and customer service standards. Ability to develop appropriate policies and procedures. Ability to provide clinicians and professional staff with advanced consultation on formulary decisions and new information about drug therapy selection, pharmacokinetics and pharmacology.</p>

V. MINIMUM TRAINING & EXPERIENCE

Licensed to practice pharmacy in the State of North Carolina.

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