

Senior Manager, Drug Information

REPORTING TO:

Director, Drug Information and Education

PURPOSE OF POSITION:

Oversee the day-to-day operation and staff management/development of the call centre services; oversee the accurate and timely dissemination of scientific/medical information to external customers to ensure the safe and effective use of medications.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Responsible for the coaching/mentoring of drug information pharmacists.
- Responsible for the professional development of direct reports.
- Responsible for ensuring customer responses are provided in a timely fashion according to internal metrics and metrics set by external contracts.
- Responsible for ensuring the drug information pharmacists adhere to the set internal quality improvement, risk management and quality assurance standards set by DIRC.
- Responsible for overseeing the implementation process to support third party drug information call centre contracts.
- Responsible for identifying, developing and/or coordinating educational programs for staff as required.
- Utilizing quality assurance information and best practice guidelines to continually improve the delivery of DIRC services.
- Accountable for establishing required drug information databases and references in order to support the scientific operations of DIRC.
- Responsible for managing external DIRC company contracts.
- Responsible for showcasing the quality services of DIRC to external audiences.
- Participate in the hiring of new DIRC staff.
- Act as a drug information pharmacist as requested and required.
- Assist in special projects as assigned.
- Designate for the Director when required.

EXPERIENCE AND ATTRIBUTES REQUIRED

- Degree in pharmacy
- Hospital pharmacy residency or equivalent clinical experience preferred
- Demonstrated drug information experience
- Demonstrated managerial experience including planning, financial controls, operations management
- Demonstrated people management experience
- Education or experience in training and education
- Demonstrated leadership experience
- Exceptional written and verbal communication skills
- Strong organizational and project management skills

If you are interested in applying for this position, please forward a covering letter and résumé to hr@opatoday.com (ref: Senior Manager, Drug Information) by September 3, 2010.