



The University of North Carolina Wilmington
PHARMACIST
COMPETENCY PROFILE

Description of Work: Positions in this banded class perform professional pharmacy work in either a pharmacy or a clinical setting. Duties performed include: screening and preparing physician's medication orders; recording data on patient profiles; issuing drugs, chemicals and other pharmaceuticals products; and maintaining inventory. 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 and/or supervision of others.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
CONTRIBUTING	JOURNEY	ADVANCED
<p>Employees at this level review medication orders, compound a variety of drugs, chemicals, and other pharmaceutical products, dispense medications, and provide drug information to clinicians and patient. Employees 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.</p>	<p>Employees at this level interpret medication orders, obtain patient histories, provide drug therapy interventions, and monitor pharmacotherapy. They review and recommend modifications to the pharmacy formulary and provide consultation to clinicians and patients. Employees may provide in-depth patient assessments. They may have expertise in a specialized field such as geriatrics or psychotropics. Work includes providing patient education, in-services training, and precepting students.</p>	<p>Employees at this level may direct pharmacy operations including supervision, planning and budgeting, quality control, and policy development. Employees at this level may serve as an expert in a specialized field providing technical consultation, guidance, and oversight.</p>

Competency	Definition
Knowledge - Professional	Possession of a designated level of professional skill and/or knowledge in specific area(s) and the ability to keep current with developments and trends in area(s) of expertise, usually acquired through post-secondary education.
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.
Human Resources Management	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.
Budgeting <i>If applicable</i>	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.

Competency	Contributing	Journey	Advanced
Knowledge-Professional	<ol style="list-style-type: none"> 1. Applies a basic knowledge of principles and practices of professional pharmacy. Applies basic knowledge of trends, current technology, and standards of pharmacy practice. 2. Applies basic knowledge of disease states and pathophysiology as it relates to Pharmacology. 3. Applies a basic knowledge of techniques, practices and procedures in compounding and dispensing medications and other pharmaceutical products. 	<ol style="list-style-type: none"> 1. Applies a full knowledge of principles and practices of professional pharmacy. Applies full knowledge of trends, current technology, and standards of pharmacy practice, particularly in any area of specialization. 2. Applies a full knowledge of disease states and pathophysiology as it relates to Pharmacology. 3. Applies a full knowledge of techniques, practices and procedures in compounding and dispensing medications and other pharmaceutical products. 	<ol style="list-style-type: none"> 1. Applies a thorough knowledge of principles and practices of professional pharmacy. Applies thorough knowledge of trends, current technology, and standards of pharmacy practice particularly in area of specialization. 2. Applies a thorough knowledge of disease states and pathophysiology as it relates to Pharmacology. 3. Applies a thorough knowledge of techniques, practices and procedures in compounding and dispensing medications and other pharmaceutical products.
Coordination-Work	<ol style="list-style-type: none"> 1. Reviews medication orders and patient medical profiles for appropriateness; resolves questions or problems with the provider; fills and dispenses medication orders or directs pharmacy technicians to do same. 2. Accurately compounds a variety of drugs, chemicals, and other pharmaceutical products; dispenses medications; provides drug information to clinicians and patient. 3. Enters and maintains patient 	<ol style="list-style-type: none"> 1. Provides technical advice to others; monitors effectiveness of procedures and workflow; helps prioritize work; helps resolve processing problems; recommends improvements to procedures. 2. Develops and monitors compounding processes for new drugs and/or novel drug delivery systems. 3. Ensures accurate patient database; monitors data 	<ol style="list-style-type: none"> 1. Assigns and maintains workload balance to enhance productivity; reviews work of others; resolves technical problems; establishes new procedures; coordinates work with other medical services. 2. Develops, implements and monitors new pharmacy services. 3. Modifies or upgrades pharmacy information management system.

	<p>data in pharmacy information management system.</p> <p>4. Monitors and maintains pharmacy quality standards; may participate in quality assurance reviews.</p> <p>5. Monitors and maintains drug inventory including controlled substance inventory; conducts periodic inspections and physical counts of the pharmacy inventory; may perform inventory audits and prepare audit reports.</p>	<p>integrity.</p> <p>4. Evaluates and modifies pharmacy quality control procedures.</p> <p>5. Monitors use of resources and compliance with federal and state regulations; may order drugs and supplies; performs audits.</p>	<p>4. Develops and monitors pharmacy quality control program.</p> <p>5. Manages inventory; orders drugs and supplies; ensures compliance with OSHA standards and other federal and state regulations.</p>
<p>Assessment & Decision Making</p>	<p>1. Assesses needs of patients; talks with patients; records patient data.</p> <p>2. Assesses proper drug utilization for patients; identifies any possible adverse drug reactions; researches drug information resources.</p> <p>3. Enters and maintains all data as mandated by law; prepares reports; responds to inquiries, and complies with all routine reporting requirements.</p> <p>4. Participates in drug utilization reviews.</p> <p>5. May participate in pharmacy-related research.</p>	<p>1. Assesses pharmaceutical needs of patients with complex, acute and chronic medical problems; reviews documentation prepared by others.</p> <p>2. Detects and resolves adverse drug reactions; provides clinicians consultation on patients with complex, acute and chronic medical problems.</p> <p>3. Monitors data quality; trains others in data entry and database management; presents complex data and findings to providers and multi-disciplinary teams.</p> <p>4. Leads drug utilization review activities; makes recommendations.</p>	<p>1. Trains others in observing and recording patient data; serves as expert in assessing pharmaceutical needs.</p> <p>2. Resolves adverse drug reaction issues; trains others in patient assessment and documentation; develops policies and procedures.</p> <p>3. Plans and implements data management modifications and improvements; evaluates reports prepared by others.</p> <p>4. Develops and implements the drug utilization review program.</p> <p>5. Leads others in research design; leads efforts to modify and adapt research methodologies and protocols.</p>

Competency	Contributing	Journey	Advanced
Communication and Instruction	<ol style="list-style-type: none"> 1. Provides technical information to patients on drug administration and possible drug interactions according to patient counseling laws and regulations and the North Carolina Board of Pharmacy policies and procedures; meets customer service standards. 2. Provides clinicians and professional staff with general formulary information and current information on drug therapy selection, pharmacokinetics and pharmacology. 3. Provides orientation, consultation, in-service education, and on-the-job training; counsels others on techniques, practices and procedures. 	<ol style="list-style-type: none"> 1. Monitors consistency and effectiveness of technical information provided to patients; identifies issues and recommends solutions; monitors compliance with federal and state laws and regulations, the North Carolina Board of Pharmacy policies and procedures, and customer service standards. 2. Provides clinicians and professional staff with a wide range of information on drug therapy selection, pharmacokinetics and pharmacology. 3. Provides direction and advice to others; may serve as lead worker. 	<ol style="list-style-type: none"> 1. Trains and counsels others in how to effectively communicate technical information to patients; ensures compliance with federal and state laws and regulations, the North Carolina Board of Pharmacy policies and procedures, and customer service standards. 2. Provides clinicians and professional staff with advanced consultation on formulary decisions and new information on drug therapy selection, pharmacokinetics and pharmacology. 3. Identifies training needs; develops and implements training programs.
Human Resources Management	<ol style="list-style-type: none"> 1. May plan daily activities of a pharmacy and coordinate workflow. 2. Reviews technical work of others; assists and consults with pharmacy technicians on issues and problems. 3. Assists in planning for and 	<ol style="list-style-type: none"> 1. May schedule, assign and prioritize work of others. 2. May assist in developing work plans; monitors performance; recommends resolution of disciplinary and grievance issues, as needed. 3. Determines training needs 	<ol style="list-style-type: none"> 1. Directs and supervises staff; plans and assigns work; determines work unit design. 2. Prepares work plans; conducts performance reviews; ensures compliance with performance management policies and procedures; resolves disciplinary and

	<p>delivering on-the-job training.</p> <p>4. May participate in the recruitment and selection process.</p> <p>5. NA</p>	<p>and resources; develops training programs.</p> <p>4. Assists in recruiting and selecting staff.</p> <p>5. Assists in planning and coordinating career development opportunities with employees.</p>	<p>grievance issues, as needed.</p> <p>3. Evaluates and counsels others on training skills and techniques.</p> <p>4. Recruits and selects staff; plans and implements recruiting strategies.</p> <p>5. Develops career development program; ensure all employees have access to career development opportunities.</p>
<p>Budgeting</p>	<p>1. Operates within assigned budget; may track expenditures; identifies potential cost savings.</p> <p>2. Prepares monthly reports on cost of medications; prepares cost analysis reports.</p>	<p>1. Monitors expenditures and identifies potential budget issues; recommends needed expenditures and revisions to the budget; may prepare budget.</p> <p>2. Prepares more complex reports and analyzes; reviews reports prepared by others; serves as expert in reporting compliance.</p>	<p>1. Develops and manages budget; recommends and approves major expenditures.</p> <p>2. Ensures compliance with all Federal, state, and North Carolina Board of Pharmacy reporting requirements.</p>

