



**NETCARE**

# Vacancy

Closing date: 22/04/2024

## Role profile

Role title	Pharmacy Manager
Division	Hospital Division
Location	Netcare Pinehaven Hospital
Reporting structure	Directly to the Hospital Manager and indirectly to the Regional Pharmacy Manager

## Role summary

The Pharmacy Manager will be responsible for ensuring the development and implementation of a strategy for the pharmacy department in line with Netcare Pharmacy Division's strategic themes.

The incumbent will further manage all related pharmacy services and activities according to the policies, procedures, philosophy and objective of the Netcare Group.

## Key work output and accountabilities

- Manage, advice and influence the delivery of cost effective, quality patient pharmaceutical care in the hospital pharmacy environment.
- Effective management of the pharmacy within the legal compliance of the South African Pharmacy Council and the Good Pharmacy Practice in South Africa.
- Ensure that the pharmaceutical standards, clinical pharmacy services, quality assurance and risk management are maintained within the hospital.
- Exercise the responsibilities of the 'Responsible Pharmacist' in the hospital for all areas where pharmaceuticals are stored e.g.: wards, theatres and the pharmacy department.
- Act as a custodian for the management of Schedule 5 and 6 drugs as per legal requirements and related administrative and house-keeping tasks.
- Manage all aspects of case management and application of managed care contracts in the hospital environment.
- Manage the pharmacy financials as well as understanding the financial fundamentals, indicators and drivers of the healthcare business.
- Ensure control over the financial dimensions of the pharmacy, including accurate and timeous reporting of pharmacy financial statistics to Pharmacy and Finance Division Operations Centre.
- Effective management and audit compliance of the Netcare stock system policy and procedure. This relates to all ethical, surgical and third party stock.
- Manage all aspects of the hospital billing department including the timeous billing of discharged files (DNYB) and billing audit results.

- Facilitate a culture that is supportive of talent management and the initiation of required implementations to hone pharmacy talent.
- Facilitate effective change and conflict management.
- Ensure professional conduct and appearance of staff.
- Develop talented pharmacy leaders and high performers.
- Promote staff wellbeing.
- Maintain customer intimacy through building relationships with doctors, nursing staff, suppliers and building patient loyalty.
- Build strategic inter-departmental relationships to help achieve business goals at Exco and departmental level within the hospitals.
- Foster an effective working relationship with service providers.

## Skills profile

### Education

- A relevant Pharmaceutical qualification (B.Pharm Degree or Dip.Pharm) at a NQF level 7.
- Registration with the SA Pharmacy Council.
- A relevant management qualification will be advantageous.

### Work experience

- A minimum of 2 years' experience in the management of a private hospital pharmacy.

### Knowledge

- Advanced level of Computer literacy.
- Sound financial knowledge and the ability to interpret financial data.

## MANAGERIAL/ SPECIALIST SKILLS

Coaching Others*	The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
Leading and Managing Change*	The capacity to implement and support change initiatives and to provide leadership in times of uncertainty.
Performance Development*	The ability to evaluate and develop different levels of capacity within a team to achieve set objectives.
Taking Action	Capable of recognising the need for action, considering possible risks and taking responsibility for results.
Decision Making	Capable of making decisions timeously and taking responsibility for the consequences.

Managing Self	Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame.
Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers. <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
Adapting and Responding to Change	Capable of supporting and advocating change initiatives and managing own reaction to change.
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

## Values and behaviours

Netcare values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> <li>• Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.</li> <li>• Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> <li>• Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> <li>• Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families.</li> <li>• Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare way	Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:

- I always greet everyone to show my respect.
- I always wear my name badge to show my identity.
- I am always well-groomed to show my dignity.
- I always practise proper hand hygiene to show my care.
- I always engage to show my compassion.
- I always say thank you to show my appreciation.
- I always embrace diversity to show I am not a racist.

## Application process

### NETCARE IS AN EQUAL OPPORTUNITY EMPLOYER

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to: [PinehavenRecruitment@Netcare.co.za](mailto:PinehavenRecruitment@Netcare.co.za)

Please use Reference: **PH-PM-0324** in the subject line.

#### Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we retain your CV and other information provided on our electronic system. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

