Job Title: Herbal Pharmacy Supervisor
Department: College of Acupuncture & Oriental Medicine
Status: Full Time Faculty
Time Requirement: As per current Faculty Performance Appraisal (FPA) standard

JOB SUMMARY

The Herbal Pharmacy Supervisor is responsible for the supervision and successful execution of all activities related to the herbal pharmacy practices, including but not limited to, intern training on herbal knowledge, oversee and validate preparation of herbal prescription from clinicians, inventory control, compliance with regulatory issues, department policies, standards and operating procedures. It is also the Herbal Pharmacy Supervisor's role to continuously improve efficiencies throughout the pharmacy, coaching, mentoring and managing interns as an integral part of the assigned responsibility, and helps to maintain the cohesive, professional work/education environment. In addition, the Herbal Pharmacy Supervisor is responsible for the successful participation in overall quality processes within the herbal pharmacy. This includes managing accuracy in the dispensing of products and information and continuous improvements to overall quality improvement processes.

JOB RESPONSIBILITIES

- Supervise the activities of the herbal pharmacy, including internship training and quality assurance
- Accept, validate, oversee the preparation of prescription orders
- Verification of herbal compounds through order completion
- Provide intern education and information/counseling on herbal knowledge
- Maintain accurate and detailed records of all prescriptions so that success or failure of methods can be assessed and studied if necessary, as well as notifying patients of any herb recall
- Promote teamwork and collaboration to accomplish departmental objectives
- Demonstrate ability to maintain a constant and even demeanor with colleagues, patients, and interns
- Coordinate work plans and activities with department Director
- Maintain and perform regularly scheduled audits of herbal inventory and ensure their security/accuracy
• Prepares inventory reports, track receipt, sending and delivery of materials
• Carry out other work responsibilities as assigned, including special projects (Clinical Educational Workshops, and ACE, etc.)
• Perform other duties as assigned

SUPERVISION AND REPORTING STRUCTURE

The Herbal Pharmacy Supervisor reports directly to the Clinical Director of Administration and/or Clinical Director of Education, of the College of Acupuncture & Oriental Medicine and will attend weekly meetings within the College.

EVALUATION OF PERFORMANCE

The Herbal Pharmacy Supervisor will be evaluated on the outcomes of the job duties in addition to ones that are included in the Herbal Pharmacy Supervisor’s growth plan, which are evaluated by the Clinical Director and Dean, using the FPA process.

JOB SPECIFICATIONS

EDUCATION: Master Degree of AOM/TCM (or its equivalence)
EXPERIENCE:
• Licensed Acupuncturist (at least 5 years experience)
• Prior supervisory experience preferred, but will accept recent graduates who are committed to provision of high-quality pharmacy and education care
• Excellent verbal, written, and listening communication skills
• Demonstrated ability to balance objectives of quality and accuracy with reasonable level of efficiency
• High professional ethics and standards
• Good interpersonal skills
• Ability to adapt to change
• Experienced in teaching/discussion of herbal therapies with interns
• Willingness and ability to follow SOPs
• Maintain/acquire professional skills through Continuing Education resources and updated FDA regulations
- Demonstrated ability to effectively communicate, develop, motivate, coach/mentor and counsel interns to meet educational service and quality objectives
- Ability to work as part of a team and collaborate effectively
- Strong attention to maintain confidentiality
- Ability to be flexible and adaptable

**TECHNICAL:** Computer literate, working in a Microsoft Windows environment (Microsoft Word, Excel, PowerPoint, FrontPage).

**ABILITIES:** Excellent teaching skills; excellent organizational, and supervisory skills; ability to work independently and follow through on multiple assignments in a timely manner; work effectively as a team member; excellent oral, written, and interpersonal communication skills; maintain a high level of confidentiality regarding, faculty, staff, patient and student issues.

Any modifications to this document must be approved by the Dean of CAOM.

Prepared by: Jenny Yu – March 31, 2008