

Retail Pharmacy Manager

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HHS Requisition #125848

Status: Regular Full-Time

Hours per Week: 37.5

Salary: \$61.07 - \$78.29 Hourly

Unit Summary

Hamilton Health Sciences (HHS) Retail Pharmacies are accredited pharmacies located at McMaster University Medical Centre, Hamilton General Hospital and the Juravinski Cancer Centre. Our services operate in a fast-paced, patient-focused environment and include dispensing, extemporaneous compounding, aseptic preparation, investigational and Exceptional Access Program (EAP) medications, and clinical services.

Retail pharmacy services are integrated with hospital programs to support discharge, ambulatory care, and continuity of care across the health system.

Position Summary

Reporting to the Director, Pharmacy Services, the Retail Pharmacy Manager holds a critical leadership role in advancing safe, innovative, and sustainable pharmacy services that improve patient outcomes, enhance access to therapy, and support the strategic priorities of Hamilton Health Sciences.

The Retail Pharmacy Manager is accountable for the overall operation, performance, and strategic advancement of HHS Retail Pharmacy Services, including leadership of staff, oversight of clinical and operational services, and responsibility for ensuring safe, high-quality, and patient-centered care aligned with regulatory standards and organizational priorities. The Manager is responsible for driving operational excellence, financial sustainability, and business growth, while building strong partnerships with clinical teams and external stakeholders to enhance patient access to medications and continuity of care.

The successful candidate will function in a dual role as both a pharmacy leader and, where applicable, the Designated Manager (DM) in accordance with Ontario College of Pharmacists requirements.

Key Responsibilities

- **Lead & Develop Team:** Provide leadership to pharmacy staff, including recruitment, performance management, and fostering a culture of accountability, innovation, and patient-centered care.
- **Operational & Clinical Oversight:** Manage day-to-day pharmacy operations, ensuring safe, efficient, and compliant medication distribution and clinical services.
- **Drive Business Growth:** Lead strategic initiatives, identify new service opportunities, and implement programs to expand services, improve patient access, and enhance revenue performance.
- **Financial & Resource Management:** Oversee budgets, monitor performance metrics, and optimize resource utilization to support sustainable operations.
- **Quality, Risk & Compliance:** Ensure adherence to regulatory standards, accreditation requirements, and organizational policies, with a strong focus on medication safety and risk mitigation.

- **Stakeholder Engagement:** Collaborate with clinical teams, hospital leaders, and external partners to support service integration and continuity of care.

Schedule Work Hours

Monday to Friday: Days

Qualifications

- Bachelor of Science in Pharmacy or PharmD required
- Masters in Business Administration preferred
- Licensed member in good standing as a Part A Pharmacist and eligible for Designated Manager status with the Ontario College of Pharmacists
- Valid certification for all expanded scope activities as outlined by the Ontario College of Pharmacists
- Minimum 5 years as a practicing pharmacist in Retail Pharmacy
- Minimum 3 years of recent management or leadership experience
- Broad and strong clinical knowledge and experience, including within expanded pharmacy scope
- Demonstrated expertise in retail pharmacy operations, including dispensing systems (Kroll preferred) and third-party billing
- Proven ability in business development, financial management, and service growth
- Experience in program development, quality improvement, and operational optimization
- Excellent leadership, communication, and stakeholder engagement skills
- Ability to work effectively within a complex, integrated healthcare environment

Proficiency in both Official Languages would be an asset.

This job posting is for an existing vacancy.

Hamilton Health Sciences is an equal opportunity employer.

www.hamiltonhealthsciences.ca