

## Position Description

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**Role Title:** Manager, Registration and Licensure

**Reports To:** Executive Director

**Employment Status:** Full-time

The [National Association of Pharmacy Regulatory Authorities](#) (NAPRA) is an alliance of the provincial and territorial pharmacy regulatory authorities across Canada as well as the Pharmacy Services of the Canadian Armed Forces. NAPRA’s members regulate the practice of pharmacy in their respective jurisdictions in Canada and their primary mandate is to protect and serve the public interest. NAPRA provides a platform for its members to discuss and take a national approach in addressing common issues in the practice of pharmacy in Canada.

### Role Summary

The Manager oversees the service area of NAPRA that focuses primarily on matters related to registration and licensure for pharmacy professionals and pharmacies in Canada.

The Manager oversees: the operation of [Pharmacists Gateway Canada](#) (“Gateway”), a key service for internationally-educated pharmacy professionals; the delivery of other NAPRA services relating to registration and licensure, including Self-Assessments, the [Diagnostic Tool and Learning Modules](#) (DTLM) and involvement in the Healthcare Merchant Accreditation Program; and stakeholder engagement and research related to registration and licensure matters.

The Manager supervises a small team and engages in significant cross-departmental collaboration in carrying out their responsibilities.

### Key Responsibilities

1. Administer [Pharmacists Gateway Canada](#)
  - Oversee Gateway from an operational, financial, human and resource perspective.
  - Develop and implement policies and procedures relative to the Gateway service (e.g., registrant eligibility; prescribed service levels).
  - Manage the Gateway website with the Communications team, ensuring that the information is current and accurate.
  - Manage the administrative and registrant portals with an IT consultant (approx. 25,000 enrollees since inception, and approx. 3000 new registrants annually).
  - Monitor, maintain and enhance the information technology platform for Gateway; maximize productivity and gain efficiencies by leveraging the technology and implementing new processes.
  - Research and collaborate to resolve issues related to operations, data integrity, privacy, information storage/retrieval, and other areas of responsibility, to maintain or improve quality and efficiency.

- Oversee client services and the client services team which responds to approximately 3,700 queries (via phone and email) annually.
  - Provide information and research as required on Gateway matters and report regularly on the service level as part of NAPRA's reporting on its annual and strategic plan.
  - Develop and maintain positive working relationships and communications with stakeholders and partners, including the Pharmacy Examining Board of Canada and Pharmacy Regulatory Authorities.
2. Manage other NAPRA services, beyond Gateway, related to registration and licensure, including monitoring, maintaining and enhancing these services to ensure their continuing currency, usability, relevance and sustainability:
    - [Readiness to begin the licensure process Self-Assessment Tool](#)
    - [Pharmacy Practice Skills and Knowledge Self-Assessment Tool](#)
    - [Diagnostic Tool and Learning Modules](#) (DTLM)
    - NAPRA's participation in the [Healthcare Merchant Accreditation Program](#)
  3. Undertake and coordinate engagement and research on a range of matters related to registration and licensure for pharmacy professional and pharmacies to inform and support NAPRA's members.
    - Contribute to navigating and improving the licensure processes for Canadian and internationally-educated pharmacy graduates on behalf of NAPRA's members.
    - Facilitate information exchanges between the PRAs regarding changes to licensure requirements, policies and emerging issues with respect to registration within the jurisdictions.
    - Oversee the development of background information and research relating to registration and licensure to inform and support NAPRA's members.
  4. Manage and lead a small team (approx. three employees), providing oversight of their work, coaching, conducting performance reviews, and supporting their professional development.
  5. Establish and manage relationships of the vendors and consultants who support the various services under the Manager's responsibility, in line with set agreements and NAPRA's policies and procedures.
  6. Participate on NAPRA's senior leadership team, contributing to the overall management of the organization.
  7. Undertake other duties as assigned by the Executive Director.

### **Key Qualifications**

- University degree in a relevant field
- Seven years of recent management experience including leading a team
- Excellent leadership skills to lead a small team of diverse individuals
- Exceptional project and program management skills
- Demonstrated ability to manage complex and competing priorities, ability to handle multiple tasks under pressure across multiple areas of responsibility
- Superior organizational skills
- Ability to develop and maintain positive working relationships both internally and externally
- Superior written and verbal communication skills
- Proficiency with Microsoft Office
- Some understanding and knowledge of the healthcare profession environment and the licensure process
- An ability to work well independently, along with a desire to become part of a small dynamic team, to ensure a fit with NAPRA's corporate culture.

Additional qualifications that will be considered an asset but are not required:

- Demonstrated experience working with Government of Canada funding programs and the financial policies within the program
- Pharmacy Professional (Pharmacist or Pharmacy Technician) – the role is supported by a Pharmacist Specialist on the team
- Experience with self-assessment/educational tools and websites
- Proficiency in French

### **Key Behavioral Competencies**

- Detail Oriented
- Leadership
- Conceptual Thinking / Analytical
- Accountability
- Problem Solving, Judgment
- Initiative
- Independent Thinking
- Relationship Building
- Teamwork/Collaboration

NAPRA is an equal opportunity employer and welcomes applications from all qualified candidates, irrespective of race, color, national origin, religion, gender, gender identity or expression, sexual orientation, health, disability, or age. NAPRA is committed to promoting policies internally that ensure an inclusive and respectful work environment where staff from all backgrounds, cultures, and personal experiences are supported.