

LIVELIFE PHARMACY NETWORK - CAREER PATHWAYS

How do I create a career within the LiveLife Pharmacy Network?

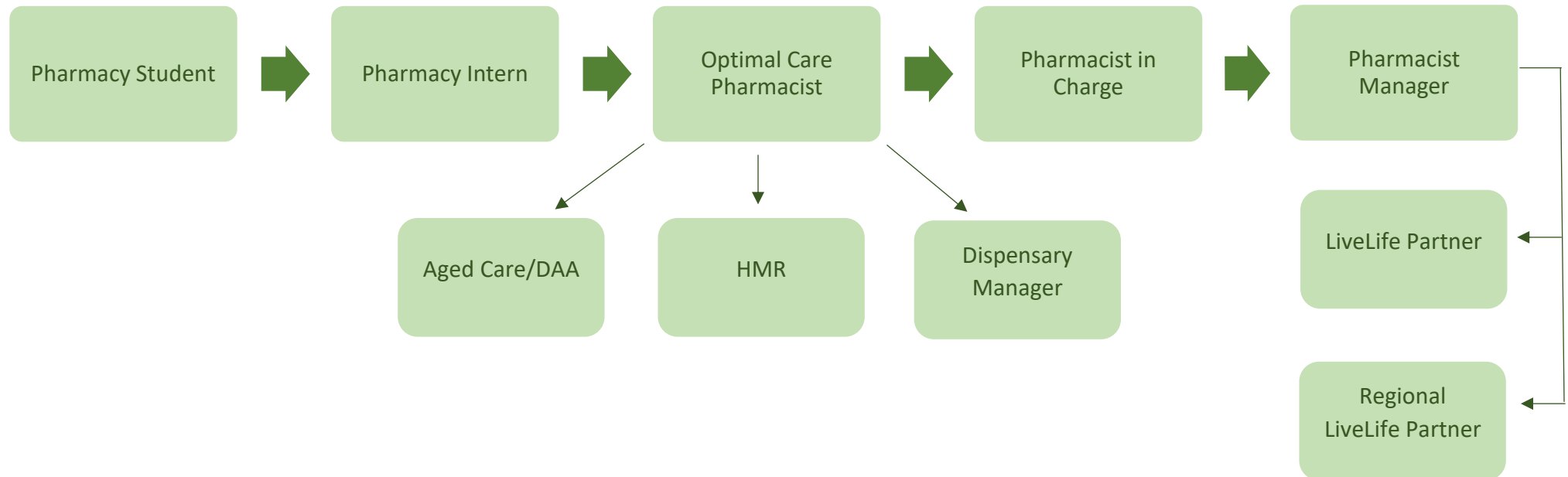
When assessing possible career pathways within the LiveLife group of pharmacies you should consider the following:

- What the role does?
 - What do I need to do in order to prepare myself for the next step?
 - What are my overall career aspirations?
- What do I like doing in Pharmacy?
What are my strengths?
What skills and knowledge would I like to learn?

Whether you wish to create a career within your own Pharmacy or explore options across the LiveLife network of pharmacies, developing a career plan with these points in mind will inform your career conversation with your manager during your performance appraisal or at any time. A development plan can then be agreed to help you to aspire to where you would to go should the opportunity arise.

Pharmacist

The career pathway for a LiveLife Pharmacist can take various directions. In the first instance, all LiveLife pharmacists follow the forward pharmacist (Optimal Care) approach by removing any physical barriers so they may fully engage with their patient. LiveLife Pharmacists may choose to undertake a speciality (such as Aged Care/DAA or HMRs) or focus on developing their leadership and business acumen skills towards becoming a Pharmacist Manager. There may also be opportunity towards becoming a LiveLife Partner. If interested in becoming a LiveLife Partner please contact Clint Coker at LiveLife Central.



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Role	Training/Registration	Types of Responsibilities
Pharmacy Student	Studying Bachelor of Pharmacy or equivalent	<p>The LiveLife group of pharmacies encourage pharmacy students to undertake their placements within the network.</p> <p>Responsibilities undertaken by the student during the placement will be relevant to the year of study. The student will have the opportunity to learn from engaged and motivated LiveLife team members and in some cases work alongside LiveLife business owners.</p>
Pharmacist Intern	Bachelor of Pharmacy or equivalent AHPRA registration LiveLife Pharmacist Intern Program Pharmacist Intern Program (PSA, PGA) Making a Difference (MAD) Masters of MAD	<p>The Internship consists of 1824 hours of supervised practice within Pharmacy.</p> <p>Internship program is designed to support and develop the Intern’s knowledge and expertise through day to day leaning activities including dispensary tasks, over the counter medications, participation in 6CPA and other professional programs. Interns are also provided with the opportunity to drive a health initiative in consultation with the Managing Pharmacist or LiveLife business owner.</p> <p>LiveLife supports selected high calibre Interns through a scholarship program during their internship year. The scholarship which is awarded through an application process includes automatic entry into the OC Pharmacist Masterclass, refresher courses for First Aid and Mental Health, 2 x flights to chosen destinations to support visiting family or to attend CPD activities and the opportunity to be mentored by a LiveLife business owner (in addition to their Preceptor).</p>
Optimal Care Pharmacist	Bachelor of Pharmacy AHPRA registration OC Pharmacist Masterclass Vaccinations, UTIPP-Q Mental Health First Aid Making a Difference (MAD) Masters of MAD Diploma of Leadership and Management (eligible) PSA Ignite program (eligible)	<p>LiveLife Pharmacists maybe recruited through the LiveLife Intern program, recommendations from current LiveLife team members and general recruitment activities. A LiveLife Pharmacist may join the team as a second or third pharmacist in a larger store supporting the Managing Pharmacist.</p> <p>All LiveLife Pharmacist follow the forward pharmacy approach providing optimal care to fully engage with patients on the pharmacy floor utilising their LiveLife MAD skills. There are specific KPI’s to measure professional services and engagement including Optimal Care Gold Standards.</p> <p>LifeLife Pharmacists have the opportunity to specialise in areas such as Aged Care, HMRs and Wound Care.</p>
Pharmacist in Charge	Bachelor of Pharmacy AHPRA registration OC Pharmacist Masterclass (eligible) Vaccinations, UTIPP-Q Mental Health First Aid	<p>The Pharmacist in Charge role supervises the day to day running of the dispensary. In the absence of the Retail Manager or Managing Pharmacist, as the most senior person rostered, this role is also responsible for ensuring all team members deliver exceptional service to our customers using the key learnings from the LiveLife customer service program: Making A Difference.</p>

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	Diploma of Leadership and Management (eligible) Making a Difference (MAD) Masters of MAD	
Managing Pharmacist	Bachelor of Pharmacy AHPRA registration OC Pharmacist Masterclass (eligible) Vaccinations, UTIPP-Q Mental Health First Aid Annual Managers Meeting Diploma of Leadership and Management (eligible) Making a Difference (MAD) Masters of MAD	The Managing Pharmacist role is responsible for the running of the pharmacy on behalf of the LiveLife business owner. This key role is central to the LiveLife customer centric model and is responsible for providing leadership to the Pharmacy team, coaching and promoting the Making a Difference program to encourage an exceptional customer experience while also driving team engagement. Other responsibilities include cost effective rostering which aligns with wage % or hours targets, business reporting and driving sales.

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Pharmacy Assistant

The key focus of a pharmacy assistant is customer service: helping customers to select the right products to meet their needs. Pharmacy assistants develop a good knowledge of pharmacy products as well as health and beauty products. Pharmacy assistants can also specialise in dispensary by becoming a dispensary technician or develop their knowledge and skills in the area of stock control and maintenance. Those wishing to take on a leadership role can work towards becoming a Retail Manager where they are responsible for leading the front of shop team and driving sales.



Level	Training/Registration	Types of Responsibilities
Competency Level 1	Undertake Certificate II in Pharmacy or complete S2S3 Certificate School based traineeship (Certificate II) Making a Difference Program (MAD) QCPP modules Online product education modules	This is an entry level position for someone new to Pharmacy. The role focusses on front of shop duties including customer service using the LiveLife MAD skills, stock filling, cleaning, cashier duties including promoting the LiveLife Loyalty card system. The role may also undertake deliveries as required.
Competency Level 2 (around 1+ years' full time equivalent experience)	S2S3 Certificate (mandatory) Certificate II in Community Pharmacy Certificate III in Pharmacy (commence) Making a Difference Program (MAD) Masters of MAD QCPP modules Online product education modules	This level is for someone with approximately 12 months full time equivalent Pharmacy experience and has a S2S3 certificate as a minimum. The role includes front of shop duties including customer service using the LiveLife MAD skills, stock filling, cleaning and may be accountable for small department (first aid, haircare, perfumes, etc). The role also promotes the LiveLife Loyalty card system. Some team members may be involved in packing Websters under the supervision of the Pharmacist and undertaking delivery driver responsibilities as required.
Competency Level 3	Certificate III in Pharmacy Short or Long Dispensary course Making a Difference Program (MAD) Masters of MAD	Point of Sale (POS) – this key role is responsible for managing the Pharmacy's stock and merchandise including generating orders, monitoring negative stock and non –actives and conducting rolling stock takes.

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	<p>QCPP modules</p> <p>Online product education modules</p>	<p>Dispensary Technician – this key role works alongside and supports the Pharmacist in all aspects of dispensing medications. The role may undertake packing Websters and may also be the primary point of reference for deliveries.</p> <p>Beauty Counter Manager – this key role is responsible for managing all aspects of a beauty section or counter including providing beauty advice, generating sales, stock ordering and department presentation.</p> <p>Dispensary Manager (non-Pharmacist) – this key role is responsible for supporting the Pharmacists in all aspects of dispensing medications, maintaining the dispensary stock levels, overseeing other non-pharmacist dispensary staff or significant DAA operations and ensuring day to day dispensary tasks are completed. The role may also be responsible for managing a key health professional service such as CPAP sales and delivering exceptional customer service using the LiveLife MAD approach.</p> <p>This level may also specialise in other key departments such as Gifts, Vitamins, Weigh Loss, and Professional Services such as Sleep Apnoea</p>
Competency Level 4	<p>Certificate IV in Pharmacy</p> <p>Retail Manager – Annual Managers Meeting</p> <p>Marking a Difference Program (MAD)</p> <p>Masters of MAD</p> <p>QCPP modules</p> <p>Online product education modules</p> <p>Online management training</p>	<p>Retail Manager – this key role is considered part of the management team for the Pharmacy and is responsible for the effective rostering of FOS team in line with set wage% or target hours, day to day staff management including organising daily tasks, coaching and promoting the LiveLife MAD approach, business reporting, and preparing QCPP evidence.</p>