

Your Guide to the Pharmacy Recruitment Market

Raven's Remedy

{Issue 3} December 2009

WELCOME...

From all of the team at Raven's Recruitment, we would like to thank all our pharmacy clients and candidates for your ongoing support to our business. We would like to wish you a very Merry Christmas and a prosperous 2010. We look forward to partnering with you in the New Year. Merry Christmas!



RAVEN'S PROFESSIONAL RESUME SERVICE

With the pharmacy employment market in recent years becoming increasingly tight, particularly in capital cities, it is more important than ever to create a fabulous first impression to potential employees. As a result, we have launched the Raven's Professional Pharmacy Resume service, providing candidates with a designed and professionally written resume, specifically aimed at gaining interview opportunities and creating a noticeable first impression.

It is a very quick and simple process to get a Professional Pharmacy Resume and we guarantee to have your resume to you within 4 business days. Simply visit our website www.ravensrecruitment.com.au or call us on 1800 429 829 to find out more.

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XMAS LOCUMS CALL US TODAY!

Do you have locums to cover you over the Christmas and New Year period? At Raven's Recruitment, we have experienced locums Australia wide ready to send to your pharmacy over this busy period. All locums are pre-screened and reference checked. Contact our dedicated Locum Consultant, Candice Sinclair on 1800 429 829.

PA CONFERENCE

Raven's Recruitment recently exhibited at the 2009 Pharmacy Assistant Conference and would like to thank all attendee's for visiting the Raven's Recruitment stand. Our General Manager, Heidi Dariz and Business Development Manager, Lisa Amarant thoroughly enjoyed the conference and would like to congratulate Leanne Murphy from Baypharm for winning our 'Champagne and Chocolates' competition. Also, thank you to the Pharmacy Guild for the opportunity to present at the conference - we hope that all attendees found Lisa's presentation interesting and informative. We look forward to seeing you all there in 2010!

PHARMACIST'S PERSPECTIVE

By Jillian White

Raven's asked me to write about my experiences working with them as a locum pharmacist, so I thought I should first tell you a little about me. I have 40 years experience in pharmacy, did the usual - retail, hospital, drug information and locums around Australia and the UK. I owned my own pharmacy in Tasmania, and like other female pharmacists, produced a family and simultaneously (and frantically) juggled both.



These days I've predominately moved away from pharmacy and into psychology where I work as a counsellor specialising in counselling men. So you might wonder why I still locum? The reason is simple. {cont. on page 3}

MERRY CHRISTMAS & HAPPY NEW YEAR!

WRITE & WIN!

Write us a story and you can win this **OnlyPapaya Skin Support** package worth over \$200. OnlyPapaya is Australia's first complete skin care range based on the outstanding properties of fresh papaya (paw paw).

Email your article to lisa@ravensrecruitment.com.au for your chance to win this prize.

If you would like to stock Only Papaya in your pharmacy please call Raelene on (07) 3376 9770 or email info@onlypapaya.com.au



2009/2010 Christmas Break Office Hours

Please note that Raven's Recruitment will close for Christmas break from 5pm Friday 18th December 2009 and recommence on Monday 4th of January 2010.

WEBSITE POLL RESULTS

Are you happy in your current role?

Very Happy:	12%
Satisfied:	14%
Unsatisfied:	46%
Very Unhappy:	28%

www.ravensrecruitment.com.au





JOB & CANDIDATE BOARD

STAR CANDIDATES

CANDIDATE 1015966

Pharmacist seeking fulltime work from January 2010. This pharmacist loves the beach so anywhere on the coastline North or South of NSW would be great. She has excellent communication skills and a lovely nature – has been registered since June 09, and seeking a long term commitment.

CANDIDATE 1003297 ATTENTION SYDNEY HOSPITALS

Experienced Hospital Specialist Pharmacist is coming to town with approximately 8 years background in specialised Hospital roles. Areas of particular interest are Paediatrics, Adult, Nutrition, Project based & Drug information. This candidate has excellent referee feedback, is enthusiastic and career focussed and is available to start in a full time permanent position from February 2010.

CANDIDATE 1010016

Experienced locum pharmacist available for work anywhere between Townsville and Sydney and is available from 20th December 2009 – 9th January 2010. This Pharmacist is experienced in both retail and hospital settings.

CANDIDATE 1007332

Based on employer feedback this candidate is capable of processing 300+ scripts per day. This Pharmacist also has excellent counselling skills that encompass efficiency and thoroughness with customers. Now looking for a PIC or management position within 30 minute of Melbourne, this candidate brings 2 years management experience and a total of 6 years registered pharmacist experience.

CANDIDATE 1013881

With a combination of retail and hospital experience, this pharmacist is seeking a full-time role between Noosa and Caloundra on the Sunshine Coast. Her customer service has been described as outstanding by her employer. She is a team contributor - always willing to help out, as well efficient and reliable. Experienced in Webster packing and checking, methadone and other various duties within community pharmacy.

CANDIDATE 1014380

Currently working as high level Pharmacist Manager with a leading pharmacy group, this exceptional and highly recommended candidate has extensive experience in business management and promotion; as well as outstanding ability to manage teams and provide excellent customer service. This candidate is seeking a management position where all his skills and experience will be utilised.

EXCEPTIONAL OPPORTUNITIES

JOB NUMBER: 2007432

A full-time Pharmacist is required for this Melbourne community pharmacy, approx. 40kms east of the CBD. Minfos dispense for a busy script trade with good support from other staff. No methadone or webster packing, some weekend work based on a 2 week roster. This is a genuine opportunity to kick start your new pharmacy career into TOP GEAR!

JOB NUMBER: 2007216

Pharmacist Dispensary Manager required for busy 7 day trading Pharmacy, situated in Albany - one of the largest cities outside of Perth. Excellent support from a great team of staff comprising of three working Pharmacists and fully trained shop front team members. This is a full-time (45 hours per week) position. An accommodation package, along with a competitive salary, is also on offer for the successful applicant. Immediate start available.

JOB NUMBER: 2007428

Locum Pharmacist required from mid December 2009 for a Hospital in the Eastern suburbs of Sydney, just 10 mins from the CBD. Length of position of flexible, it is ongoing until a permanent Pharmacist is secured. Work hours are 8.30am - 5pm Monday to Friday and duties include general ward rounds and dispensing. Hospital pharmacy experience and knowledge of STOCCA dispensing system are essential. Negotiable hourly rate dependant on experience.

JOB NUMBER: 2007393

Senior Clinical Pharmacist position available now on a full time permanent basis on the QLD coast, located approx 2 hours from Brisbane. This senior role requires a high degree of clinical and hospital experience. This position is responsible for overseeing & assisting running pharmacy department. Excellent salary and benefits on offer. Available now!

JOB NUMBER: 2007343

This dynamic Pharmacy group is seeking a full-time Pharmacist for this pharmacy located in this large regional city in the NSW central tablelands. You will be working in a busy pharmacy with a heavy script trade, and be working Monday - Friday and Saturday mornings. You will ideally possess 2 years post experience. Experience in a busy retail pharmacy would be desirable. Relocation offered, initial accommodation assistance offered and there is a potential for entering into the partnership down the track.

JOB NUMBER: 2006967

Newly registered pharmacist opportunity located in a beautiful Qld coastal with easy access to Mackay and Whitsunday Islands. Perfectly suited to a newly registered pharmacist keen for additional mentoring. This is an opportunity to experience professional services such as Mirixa and PMP amongst others. 38 hours per week. No methadone or nursing home. This is a friendly and approachable employer.

UP CLOSE & PERSONAL...

DARREN DYE PHARMACY ALLIANCE

What is your role?

National Operations Manager Pharmacy Alliance

What do you like about what you do?

Working with and meeting so many great people. I also enjoy watching the development and growth of the operations team.

What do you dislike?

Travelling, as glamorous as it sounds, when it is for work it is not so glamorous! I'm away from home about 3 weeks a month.

What are your goals for the future?

Professionally: I want to be a company CEO by the time I turn 35!
Personally: I'm trying to hit a hole in one on the golf course!

What advice would you offer someone who was considering a career as a pharmacist?

To be exceptionally people focused, not only customers, but also for their store teams. To spend as much time as they can self developing their business management skills, and also their industry knowledge!

What is your favourite food?

Thai

What is your favourite travel destination?

Thailand

If you could invite 3 people to a dinner party, who would they be and why?

Tiger Woods, he is the ultimate professional in every sense of the word. Amazing golfer, but also an amazing person. Miranda Kerr, for obvious reasons. My mother! Got to look after your mum!

PHARMACY JOKES!

Lady says to pharmacist:

"Why does my prescription medication have 40 side effects?"

Pharmacist replies:

"Cause that's all we've documented so far."

STAFF PROFILE

AMY HOPKINSON



Amy couldn't stay away from us. Amy commenced with Raven's in 2005 and headed up our Locum department for 1 year. Amy then expanded her Recruitment and HR experience by joining a leading worldwide hospitality organisation in Brisbane before returning to Raven's as a Senior Consultant in January 2008.

Amy has brought with her a wealth of experience, lollies, knowledge, lollies, fun, lollies and laughter (did we mention lollies) back into the Raven's office and we are so happy to have Amy and her trusty lolly stash back! Whenever anyone needs an Allen's snake or a Smith's chip (or ten)... There's no confusion as to whose drawer to raid.

Amy now specialises in permanent recruitment for our clients in both regional and metropolitan NSW, so if you have any Permanent Pharmacy recruitment needs, call Amy on 1800 429 829, she would be delighted to help you.

PHARMACIST'S PERSPECTIVE

[Cont. from page 1]

Even grown up kids "need" help with necessities like taking an overseas holiday - say no more!

My passion is seeing people happy, and Ravens know that I only go locum at pharmacies that are happy. Life is too short to spend long days at a computer in an unpleasant environment. And Ravens have been terrific - I have no hesitation in praising the way they have looked after me.

They are totally supportive and friendly as well as efficient and reliable. I appreciate that a recruitment agency has a relationship with both pharmacist owner/manager (the client) and the locum (the "commodity"). Satisfying the needs of both is possibly not always easy for recruiters, and undoubtedly requires diplomacy and tact. Things can go wrong, as not all pharmacy situations and locums may be an ideal fit, however all my locums have been smooth and worry free. I also get the impression that pharmacy owners who use Ravens tend to behave professionally and know they can rely on them to provide reliable locums.

My ideal locum environment is with one with welcoming and respectful staff, that allow me to get the scripts 'done' and that as a team we work hard together. Being offered coffee first up after a long drive to work is always appreciated too! One thing I hate is sitting around pretending to look busy and Ravens know not to send me to those pharmacies except as a special favour. Because my relationship with Raven's has been so positive I am happy to help out and "suffer" occasionally, or fill in at short notice. I also know they will look after me and support me if things do go wrong. I guess in the end the recruitment relationship comes down, not just to efficiency and reliability, but also to integrity and trusting one another.

- Jillian White

GOLDEN RULES TO RUNNING A SUCCESSFUL PHARMACY

By Frank Uccellini

Do you find running a successful pharmacy a challenging job? Do you find it difficult to keep your team motivated at times? Is your work/life balance occasionally out of kilter?

If you answered yes to any or all of these, then I believe you form part of the 99% of pharmacists and managers that have also answered yes. Running a successful pharmacy business is a challenge, however here is a list of rules I like to use to keep myself on track:

Have a vision.

This I have no doubt is the number one golden rule. It is the fundamental basic principal for every person, business, community or country. If you don't know where you're going then you're going nowhere.

Set your objectives that are clearly measurable.

You need a vision that can be translated into measurable objectives otherwise it is a dream with no legs. Why not set objectives that may seem unachievable? If you really want to achieve them, you will. Just adopt the principal of 'If at first you don't succeed, try again'.

Live by a set of values.

Use these to guide you and your team's behaviour. If you expect your people to buy into these values, then you better make sure you walk your talk.

Identify your beliefs and philosophies.

This is what keeps you positive through the difficult times. When you are looking for motivation, it is in your beliefs and philosophies where you usually find it.

Develop a set of habits that you and your people follow.

They need to be daily, weekly, monthly and yearly habits. Habits can be systems but they can also be simple things like greeting every team member with enthusiasm each day.

Align goals with your vision and objectives.

I like to have SMART goals (Specific, Measurable, Achievable, Relevant and Timeframe). These should be a mix of small and large goals. And encourage your team to come up with the goals - they usually have great ideas!

Develop a plan of action.

Take some time planning but be prepared to change your plan as you discover a better way do things.

Take action!

Unless you are prepared to roll up your sleeves and work hard, don't expect great results.

Follow up. Follow up. Follow up.

If you are too busy to follow up, then you are busy failing. Follow up means coaching and supporting your staff and being firm when required. Before you take any firm action, ask yourself if you have really done the best you can for this person?

Recognise and reward good performance. Manage poor performance.

Recognition and reward is rocket fuel for a business. The recognition is often enough but the occasional reward both big and small is also appreciated. Never let poor performance continue otherwise you only have yourself to blame when someone gets right off track.

I work hard at following these rules and it isn't easy but I accept that and enjoy the challenge!



MOVIE REVIEW

New Moon

The long awaited and eagerly anticipated blockbuster, New Moon has arrived at our cinemas, with the film continuing the story of Bella Swan (Kristen Stewart), the independent, solitary young woman who falls in love with local vampire, Edward Cullen (Robert Pattinson).

The dangers of a mortal delving into the lives of vampires, soon becomes apparent on Bella's 18th birthday where Edward must protect Bella from family members. From this disastrous event, Edward decides that he must remove himself from Bella's life, in order to protect her from harm. As Bella struggles to forget Edward, she soon realises that by putting herself in danger she can feel Edward's presence closer to her and so begins Bella's fascination with all things dangerous. Alone and depressed, Bella turns to Jacob Black (Taylor Lautner), who is besotted by Bella however has his own super natural struggles to contend with; which will ultimately change their relationship forever.

As the movie unfolds, it becomes clear that director Chris Weitz has delivered too much on his promise to stay true to the Stephanie Meyer's novel and it simply does not translate well on screen. Whilst Stewart provides an excellent performance of a teenager in mourning of her departed love, it is painful and tedious to watch for three quarters of the film.

From the constant emphasis on buff male torso's and a smothering soundtrack utilised in nearly every scene, the film is clearly perfect for teen and pre-teen girls however alienates the rest of the twilight fan base.

The redeeming features of this film are the scenes with werewolves and the last half hour of the film which features the Volturi, unfortunately you do get the sense that New Moon is nothing more than a 'gap to fill' until the next instalment of the Twilight series.

FAST FACTS

1. Coca-Cola would be green if colouring weren't added to it.
2. More people are allergic to cow's milk than any other food.
3. Camels have three eyelids to protect themselves from blowing sand.



QUOTE OF THE DAY

A strong positive mental attitude will create more miracles than any wonder drug.

ANONYMOUS



NZ Pharmacy Employment

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