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New

Ministry

Health

Describe: Basic Job Details

Position

Position Number

Working Title (30 characters)

PVD Team Lead

Requested Class

Technologies 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Business Unit

125GA

Dept ID

Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Public Health, CDC Health, Immunization Team



Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

Site Coordinator, PVD

Supervisor's Current Class

Program Services 4

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Provincial Vaccine Depot (PVD) Site Coordinator, this position contributes to the protection of public health by assisting with the distribution of Alberta Health purchased biological products from Alberta's PVD to support provincially funded immunization programs within Alberta. This position collaborates with and educates internal and external stakeholders to ensure biologicals are received, stored, distributed, and handled according to the department's cold chain management policies and Alberta's Immunization Regulation. Key responsibilities consist of warehouse and office operations of the PVD that include overseeing the quality assurance practices involved in equipment maintenance, monitoring, ordering, packing, and distributing all provincially funded biological products to all Alberta Health Services depots, select medical offices, Pharmacy Wholesale Distributors, and some remote First Nations communities. This position provides support in the event of outbreaks, emergencies, and pandemic responses. Data collection, audits, and analysis for: cold chain maintenance, inventory management, and vaccine logistics best practices are other key functions of this position. This role serves as the primary contact for technicians at the PVD, providing guidance when technicians require it, as well as coaching for minor performance issues.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

Oversees all quality assurance activities within the PVD to align with Federal Drug Establishment Licensing

(DEL) requirements.

Responsible for supervising and participating in the ordering of biologics from manufacturers, managing inventory within the PVD according to best practices, monitoring and maintaining cold chain and distributing products to the health zone delivery sites. The majority of vaccine is stored between 2-8°C, this position involves working in this cold environment for up to 2 hours at a time (receiving vaccine products; training staff on picking, packing, or checking processes; temperature mapping, etc.). In consultation and collaboration with various members of the Immunization Team at Alberta Health, this position ensures that adequate quantities of biological products with the best possible expiry date are available at the PVD for distribution to AHS health zone vaccine depots, select physician clinics, pharmacy/physician wholesalers and First Nations. This position participates in a rotation of on call 24/7/365.

Requisitioning Inventory

- Uses the Alberta Vaccine Inventory System to receive and ship orders
- Is familiar with contract details needed to facilitate product ordering, and maintains confidentiality regarding contract details.
- Adheres to approved shipping and invoicing processes necessary for manufacturers, external contractors/couriers and internal accounting requirements.
- Informs the PVD Site Coordinator and the Provincial Coordinator, Biologics of orders not completely filled, short expiry dates, any requisition issues, or other communication received from a manufacturer.

Receiving Product

- Ensures that all biological shipments are accurate and received in good condition; and retains appropriate documentation of shipment conditions. Any shipment discrepancies are communicated to the manufacturer, the Provincial Coordinator, Biologics and the PVD Site Coordinator.
- Takes appropriate action to ensure product is not distributed until authorized to do so by the manufacturer, or the Provincial Coordinator, Biologics (or other members of the Immunization Team as needed such as the PVD Site Coordinator). Provides final release on product receipt.
- Notifies PVD technicians if there is any change in product packaging or if the product is short dated.
- Ensures product is stored under appropriate cold chain conditions and in a manner that allows existing stock and/or shorter dated stock to be used first.

Product Distribution

Routine Requests

- Fill orders received from the Vaccine Coordinators at designated zone delivery sites.

Authorized Release Orders

- Documents appropriate authorization has been given for release of product.
- Work with local site to arrange for shipment and receipt of product.

Shipping Products

- Determines which method of transportation is best suited for the delivery destination.
- Oversees that the practices to ensure that biological products are handled and packed to maintain appropriate temperatures as recommended by the manufacturer.
- Records distribution data in inventory system.
- Track shipments to ensure they arrive at their destination.
- Completes quality assurance on outgoing shipments to ensure appropriate temperatures were maintained during shipment.

Expired Product/Product Wastage

- Records the quantity and reason for biological wastage, (past expiry date, cold chain break, vial breakage, or other reasons) for biologics that still remain at the PVD and disposes of the biologics appropriately.
- Obtains authorization from Provincial Coordinator, Biologics or the PVD Site Coordinator to return expired product when required.
- Collects and disposes of expired biological products returned from the zone delivery sites.
- Runs inventory reports (e.g. wastage reports) for the Immunization Team leadership as needed.

BIOLOGICAL STORAGE & HANDLING

Is responsible for making quality control decisions that apply to maintaining biological products in the appropriate temperatures from the time a shipment is accepted from the manufacturer until it arrives and is accepted by the zone delivery site. Requires a broad knowledge of vaccine storage and handling principals and must be familiar with the *National Vaccine Storage and Handling Guidelines for Immunization Providers, 2015*.

Storage of Biologicals

- Responsible to ensure all biologicals are stored in a manner recommended by the manufacturer to ensure potency and product safety.
- Advises PVD Site Coordinator immediately or the next business day of any alarm that indicates refrigerator or freezer failure and planned contingency measures that were or will be followed.
- Ensures temperatures of all refrigerators and freezers that store biological products are checked and recorded a minimum of twice daily. The records are stored for a minimum of two years.
- Daily quality assurance checks on storage temperatures.
- Regular temperature mapping of storage areas to ensure storage complies with manufacturer recommendations.
- Initiates a Cold Chain Break Report, if necessary, following a shipment and seeks stability information from the manufacturer. Sends report to the Immunization Team for review.

OTHER CONSIDERATIONS

Is responsible for documentation of all maintenance and repairs that are required for capital equipment inventory, financial accountability, and quality control purposes. May be required to provide periodical maintenance logs or reports and will require to provide reports describing unusual situations as they occur.

Team Leads should be completing a daily check of the working areas, ensure task accuracy, verifying staff are following established procedures and other assigned tasks. Team leads are responsible for completing monthly activities such as product problem reviews, on-call process updates, space utilization assessments, and additional operational tasks assigned throughout the month. Team Leads assist the Site Coordinator with tasks that require immediate attention and are required to complete duties of a Tech 3 as required during short staffing and/or as operationally required.

Equipment and Supplies

- Identifies equipment needs and informs Manager, Immunization Business.
- Collaborate with PVD technicians, regarding suggested technological solutions for packing, shipping and storage of biological products on appropriateness and efficiencies.
- Notifies the PVD Site Coordinator of any defective products which must be returned to the supplier.
- Schedules equipment repairs.

Communication

- Communicates day to day inventory management issues to the PVD Site Coordinator and Provincial Coordinator, Biologics.
- Advises the PVD Site Coordinator or the Provincial Coordinator, Biologics, of any problem with shipments from manufacturers, of new product packaging or other problems with biological products or equipment.
- Forwards any communication (written and verbal) received directly from manufacturer to Provincial Coordinator, Biologics.
- Communicates with the PVD Site Coordinator on issues related to equipment purchases, human resource requirements, insurance requirements, cold chain breaks in the PVD.
- Meets weekly or as required with team members to discuss issues related to the management of PVD, and monthly with the Immunization Team to discuss immunization operational issues that would impact vaccine inventory and management at the PVD and the off-site storage location.
- Meets daily with PVD staff to discuss workload and issues related to the PVD.
- Provides guidance to PVD staff as necessary. Supports the PVD and the broader Immunization Business Team in managing and responding to email from group inboxes (For example ahwpvd@gov.ab.ca and health.imm@gov.ab.ca)

Scheduling

- Creates the daily staffing and on call schedules then distributes to staff if covering for or asked to by the PVD Site Coordinator.
- Reviews and approves staff requests and confirms staffing levels to maintain functionality if covering for or asked to by the PVD Site Coordinator.

Policy Development

- Assists the Alberta Health Immunization Team with policy development related to; vaccine storage & handling, inventory control, distribution and cold chain management as required. Will be the Quality assurance expert on the team and provide updates to inform policy.
- Leads the maintenance and development of PVD standard operating procedures with respect to warehousing and office administration procedures and ensures that procedures are followed and updated as required.
- Provides education sessions to Vaccine Coordinators across the province.

PANDEMIC INFLUENZA

Pandemic Supplies and Antiviral Medication

- Supervises the receipt of antiviral medication as required.
- Monitors the environmental temperature of the antiviral storage location daily.
- Distributes antiviral medications as directed by the Immunization Team.
- Follows similar processes as described previously (e.g. storage, distribution, cold chain management), including recording of quantity, lot number and expiry date for each shipment of pandemic supply.
- Responds to alarms activated.
- Communicates these incidents to the PVD Site Coordinator when occurrence is during regular office hours.

Problem Solving

Typical problems solved:

- Reviews interim shipment requests and identifies most appropriate shipping method.
- Monitors temperature alarms and determines strategies to prevent further alarms.
- Assesses antiviral stock for expiry and stock replenishment to keep at Provincial stock minimums
- Redistribute staff workloads as needed, depending on PVD activities.
- When expanding distribution points, provides guidance to management on supplies required; proposes order and delivery schedule; investigates courier options; etc.
- When vaccine products are introduced in the province, provides input on how to distribute vaccine to all sites across the province by specified date.

Types of guidance available for problem solving:

- Develops written standards and procedures using documents from: manufacturers recommendations; the National Storage and Handling guidelines; the Alberta Immunization Regulation; the Alberta Storage and Handling policy.
- Converse with members of Immunization Team (Provincial Coordinator, Biologics; Site Coordinator - PVD, Policy Team, etc.)

Direct or indirect impacts of decisions:

The incumbent makes decisions that directly impact the daily operations of the PVD. The position works independently, requiring minimal direction, but is encouraged to foster collaborative discussions among the team. Work is reviewed formally on a quarterly basis by the Site Coordinator and annually by the Manager, Immunization Business. Evaluation is based on the work's accuracy, timelines, feedback from stakeholders, and internal staff. Development and enhancement of the quality assurance practices at the Provincial Vaccine Depot requires forward and creative thinking to meet the future needs of the Department.

Key Relationships

Major stakeholders and purpose of interactions:

- AHS vaccine depot representatives to coordinate movement supply between the PVD and AHS.
- Medical clinic contacts to coordinate monthly orders and deliveries.
- AH Immunization Team in the Health Branch to collaborate on overall activities of the PVD.
- Contact with the Office of the Chief Medical Officer of Health as required after regular business hours.
- Contact with AHS Medical Officers of Health or designates to facilitate urgent requests for product.
- Vaccine manufacturers
- Vendors for supply, equipment, and maintenance services.
- Transport company representatives to coordinate the movement supply between the PVD and destination (depot or clinic).

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Science		

If other, specify:

Will accept a 1:1 experience in a vaccine depot/warehouse/logistics environment over the 2 year diploma

Job-specific experience, technical competencies, certification and/or training:

Required:

- Extensive experience and knowledge in warehousing and materials management including computerized inventory management systems and quality assurance strategies.
- Excellent leadership and employee relation skills.
- Strong computer skills including excellent knowledge of Microsoft Office-Excel.
- Strong verbal and written communication skills.
- Clear understanding of cold chain management, handling, distribution and inventory directives and guidelines that will be used in the day-to-day operation of the PVD.
- Excellent organization and problem solving skills.
- Must be accurate, reliable, precise and self-motivated. Must also be able to function both independently and as part of a team.
- Excellent ability and skills in the safe operation of materials handling equipment, e.g. pallet stackers, wrappers, strappers, etc.

Assets:

- Basic knowledge of government and departmental financial policies and procedures.
- Warehouse Occupation Intermediate or Technician Certificate is an asset.
- Previous experience in a vaccine depot setting is beneficial.
- Experience with supervising a team is an asset.
- Working knowledge of pharmacy abbreviations, generic and trade medication names, aseptic technique and dispensary functions is an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none">• Aligns personal goals with career goals• Leverages strengths; attempts stretch goals• Provides feedback and openly discusses team	Supervisory skills on an operational team will require an individual to be open to feedback from the team but have the ability to articulate the goals to the team

		performance <ul style="list-style-type: none"> • Values team diversity, and supports personal development 	
Agility	○ ● ○ ○ ○	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Needs to make decisions on appropriate transportation of vaccine in the context of urgent vaccine needs, extreme weather changes, all while maintaining vaccine quality and potency.
Drive for Results	○ ○ ● ○ ○	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Will oversee and supervise staff that will need to handle and store the Alberta vaccines in a manner that maintains their potency. Will be accountable to Albertans to transport, store and receive vaccines in a safe and appropriate manner.

Benchmarks

List 1-2 potential comparable Government of Alberta [Benchmarks](#):

-Histology Laboratory Technician-Food Safety Division, Agri-Food Systems Branch
-Operations Supervisor-Infrastructure