

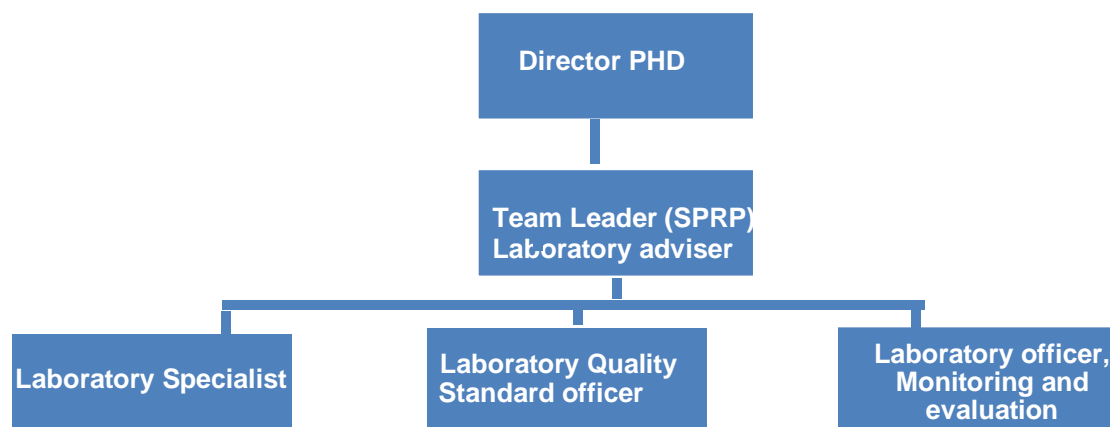


Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

Job Title:	Laboratory Officer (Quality and Operation Standards)
Division	Public Health Division - Research, Evidence and Information Programme
Location:	Suva
Reporting to:	Senior Laboratory Adviser
Number of Direct reports:	Nil
Purpose of Role:	The Laboratory Officer (Quality and Operation Standards) will work as part of the Laboratory Strengthening Team to monitor the quality of health laboratory operation and testing in the Pacific Island Countries and Territories (PICTs). The officer will support the technical design and implementation of a Laboratory Quality Management System, set up LQMS standard monitoring framework, and work with team members to monitor and improve Quality of laboratory service in the Pacific Island countries.
Date:	2022

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position encompasses the following major functions or Key Result Areas (KRAs) within the framework of the PHD's 2018 - 2020 Business Plan:

1. Establish Laboratory Quality Management Standard (20%)
2. Implement and strengthen existing laboratory operation to meet the established standard (30%)
3. Assess PICTs Laboratory operation and Quality management (25%)
4. Work with countries to implement laboratory improvement processes and procedures (25%)

The performance requirements of the Key Result Areas are broadly described below

Jobholder is accountable for	Jobholder is successful when
KRA 1: Establish PICTs Laboratory Quality management standard <ul style="list-style-type: none">• Collaborate with PICTs laboratories regarding Laboratory Quality Management system status• Develop a dashboard of existing PICTs Laboratory Management System and status assessment standards• Review existing laboratory standards in PICTs• Develop or align existing standard for PICTs to ensure continuous improvement of laboratory operation in PICTs• Communicate and Train rest of the LSP team on new PICT laboratory standard and auditing system.	<ul style="list-style-type: none">• A recommended standard is developed and aligned to international standards e.g.ISO 15189• LSP personnel completed training on PICTs laboratory standard.• A dashboard of existing PICTs LQMS status and assessments reflecting existing standard of practice is developed and used as the baseline for laboratory improvement
KRA 2: Implement and strengthen existing laboratory operation to meet the established standard <ul style="list-style-type: none">• Compile list of QI activities that need to be provided for each country• Provide awareness to PICT of the QM standards that is set up for PICTs• Provide training to countries according to existing QM status	<ul style="list-style-type: none">• A database of activities to be implemented for each country is compiled• Customized LQMS training plus other assistance such as improving countries laboratory documentation, internal audit etc. is provided to countries and updated in the LQMS dashboard

<p>KRA 3: Assess PICTs Laboratory operation and Quality management</p> <ul style="list-style-type: none"> • Conduct annual or bi-annual audit of laboratory Quality management System • Provide a concise audit report inclusive of a list of weak areas that need improvement • Discuss audit findings with laboratory personnel and the countries Ministry of Health • Assist countries in formulating a plan of action to improve quality 	<ul style="list-style-type: none"> • Laboratory standard audit result submitted and dashboard updated • Audit results communicated with countries Laboratory staff and MOH • List of corrective and improvement measures compiled and updated on the dashboard
<p>KRA 4: Work with countries to implement laboratory improvement processes and procedures</p> <ul style="list-style-type: none"> • Facilitate LQMS training or retraining of lab countries laboratory staff whenever there is need • Work with countries quality officer to improve laboratory documentation • Follow-up and document countries laboratory improvement process and internal audit • Implement and document continuous improvement process until countries reach 5 start rating. 	<ul style="list-style-type: none"> • LQMS training and retraining conducted • Improved Laboratory documentation and document control • Laboratories internal audit conducted by countries quality officers and results shared with SPC • Continuous improvement activities documented and updated in the dashboard

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Work Complexity):

- Funding support for QM activities that need to be undertaken in countries
- Receiving communication from countries about Laboratory Quality management and status of quality improvement activities.
- Ensuring corrective measures are implemented in countries
- Ensuring internal audit is done by the countries according to schedule and ongoing corrective measures are put in place.
- Countries MOHs support to the laboratory infrastructure (building/IT/Equipment) changes that are likely to be recommended in the audit report to ensure laboratory safety.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External <ul style="list-style-type: none"> • PICT Laboratory Managers/directors • National contacts in PICTs including laboratory staff, surveillance staff. • NGOs • Consultants • Ministry Of Health • Laboratory regional partners • Other Funding organizations 	Cooperating, strengthening partnerships, information sharing and support, problem solving, providing data, coordinating, Liaising, informing, persuading, gaining cooperation/ collaboration, negotiating.
Internal <ul style="list-style-type: none"> • Other PHD staff • LSP and SPRP team members • SPC directors and administration staff • Other laboratory specialists in various divisions of SPC 	Communicating, strengthening partnership, information sharing, data sharing, problem solving, Liaising, collaboration

Level of Delegation:

Routine Expenditure Budget: *Nil*

Budget Sign off Authority without requiring approval from direct supervisor: Nil

Personal Specification:**Qualifications**

Essential:	Desirable:
<ul style="list-style-type: none">• Masters in medical laboratory science or• Bachelor of Medical laboratory science with master's in management with LQMS implementation experience	<ul style="list-style-type: none">• Current laboratory ISO auditor certificate

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none">• Minimum 10 years of relevant experience working within various areas of health laboratories in the Pacific Island Countries carrying out laboratory testing• At least 5 years' experience in Laboratory management in a developing country set up• At least 3 years of being a laboratory Quality manager• At least 1 year of being a laboratory director/manager• Demonstrated experience in delivering LQMS trainings• Experience in conducting laboratory quality audit, establishment of reporting system using database, dashboard reporting and/or information management system• Successful development and implementation of an M&E system at the programme level.• Knowledge and experience in project management• Experience in implementing emergency response programs is a strong asset• Formal qualifications in Laboratory auditing will be a strong asset• Fluency in English (verbal and written communications)• Demonstrated ability to work effectively with colleagues and stakeholders from different cultural backgrounds	<ul style="list-style-type: none">• Knowledge of one or more Pacific Island languages• Knowledge of emerging public health concepts, principles, practices, and their application to health and development in the Pacific region.• Knowledge and experience in medical or public health laboratories in a developing country context• Knowledge and understanding of the Pacific Public Health Surveillance Network (PPHSN) Labnet Services.• French language

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none">• General Laboratory scientists testing experience and laboratory management including LQMS implementation and auditing.
Advanced level	<ul style="list-style-type: none">• A willingness to travel
Working knowledge	<ul style="list-style-type: none">• A high level of interpersonal skills and cultural sensitivity.• Commitment to continuous improvement and support to staff and organizations
Awareness	<ul style="list-style-type: none">• Ability to work well with the SPC, Public Health Division Staff, Corporate Services staff and with other organization staff.• Good oral and written communication skills;

Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- Clear and effective communicator
- Ability to think creatively, and solve problems
- Ability to sum up the situation and make decisions quickly if required
- Able to handle high pressure, high workload environments
- Flexibility and enthusiasm to learn new concepts and opportunities

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.