



## JOB DESCRIPTION

<b>1</b>	<b>IDENTIFICATION</b>	
<b>1.1</b>	<b>JOB TITLE</b>	<b>Diagnostics Lead</b>
	<b>REPORTING</b>	<b>General Manager, Amref Enterprises</b>
<b>1.2</b>	<b>DIRECTORATE/UNIT</b>	<b>Amref Enterprises - Amref Central Laboratory</b>
<b>1.3</b>	<b>PHYSICAL LOCATION</b>	<b>Nairobi</b>

### 2. MAIN PURPOSE OF JOB

To develop, implement and maintain a quality management system (QMS) for all aspects of laboratory practice so as to comply with the requirements of the Medical Board, the standards of ISO accreditation guidelines, standards and the requirements of clinical governance.

### 3. REPORTING RELATIONSHIPS



### 4. OTHER RESOURCES

- LAPTOP
- IPAD
- INTERNET BUNDLES AND TELEPHONE
- DESK AND MEETING SPACE

### 5. PRINCIPAL RESPONSIBILITIES

Key Area	Activity
<b>Strategic Planning and Organisational:</b>	<ul style="list-style-type: none"> <li>• Provide Leadership in the development and long term planning for the laboratory.</li> <li>• Provide leadership in the standardisation of ACL services in response to clinical demand and organisational change.</li> </ul>

*Job description current as at: September 2017*

Key Area	Activity
	<ul style="list-style-type: none"> <li>• Develop, implement and review the laboratory clinical governance plan.</li> <li>• Report to the Amref Enterprises management on the functioning and effectiveness of the quality management system.</li> <li>• Provide leadership in the development of a culture of quality and critical review within the laboratory.</li> <li>• To be responsible for the co-ordination of training, development and competency assessment of staff within the laboratory.</li> <li>• To ensure the laboratory operates efficiently and profitably.</li> </ul>
<b>Policy and Service Development</b>	<ul style="list-style-type: none"> <li>• Responsible for the development, implementation and maintenance of a Quality Management System for the laboratory.</li> <li>• Responsible for the development, implementation and maintenance of a Training system for the laboratory.</li> <li>• Responsible for the development, implementation and maintenance of an Auditing system for the laboratory</li> <li>• Develops Standard Operating Procedures within the Quality Management and Training Systems across the laboratory service.</li> <li>• Regularly carries out research in Quality Management to ensure the Quality Management System evolves and keeps pace with new developments.</li> </ul>
<b>Quality Assurance – Technical Oversight</b>	<ul style="list-style-type: none"> <li>• Develop, implement, manage and maintain a Quality Management System (QMS) for the laboratory.</li> <li>• Develop a Quality Policy and a Quality Manual, to maintain these documents and identify areas for improvement in quality management in the laboratory</li> <li>• Develop quality plans and objectives to meet the changing needs of the laboratory environment</li> <li>• Develop and implement a Corrective and Preventative Action (CAPA) system for the laboratory.</li> <li>• Provide highly specialised advice on quality issues within the laboratory that have a direct impact on the level and type of care provided to patients.</li> <li>• Produce and present regular reports on the QMS and training system</li> <li>• Ensure that information relevant to quality reaches laboratory users</li> <li>• Establish and maintain a document control system</li> <li>• Ensure that there are procedures for the control of clinical material to comply with current recommendations and legislation.</li> <li>• Develop, implement and supervise a system of internal audit throughout the laboratory and to ensure that effective and immediate action is taken to resolve any issues identified.</li> <li>• Train laboratory staff in quality principles and practice.</li> <li>• Responsible for maintaining records of complaints (from all laboratory users (patients and other staff)), incidents and patient comments and ensuring these are investigated and issues resolved if appropriate</li> </ul>
<b>Financial:</b>	<ul style="list-style-type: none"> <li>• Ensure expenditure is within budgetary limits and be proactive in cost saving measures.</li> <li>• Conducts purchasing, budget-tracking, and inventory management for the laboratory.</li> <li>• Provide Leadership in the decision making process for the purchase of new equipment within the laboratory, as part of the procurement process.</li> <li>• Ensure achievement of expected sales/revenue targets.</li> <li>• Develop new products and service to achieve growth.</li> <li>• Identify growth opportunities for ACL.</li> </ul>
<b>Laboratory</b>	<ul style="list-style-type: none"> <li>• Ensure compliance with policies for the safe, secure and confidential processing and storage of patient and other laboratory information</li> </ul>

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<b>informatics:</b>	<ul style="list-style-type: none"> <li>• Responsible for the development, implementation and maintenance of a quality management database to include analyser logs, training logs and records of incidents and complaints.</li> <li>• Responsible for the development, implementation and maintenance of a document control system for all laboratory standard operating policies and procedures.</li> <li>• Responsible for the development, implementation and maintenance of a training database to include records of staff training and competencies.</li> <li>• Develop and produce regular reports for laboratory management meetings and also on an ad hoc basis when requested.</li> <li>• Ensure integrity and accuracy of laboratory databases, developing and adapting as necessary.</li> <li>• Provide leadership in the laboratory for the Datix system.</li> </ul>
<b>Communications &amp; Representation</b>	<ul style="list-style-type: none"> <li>• Report to the AEL GM on the functioning and effectiveness of the Quality Management System.</li> <li>• Point of contact and liaison with accrediting organisations, co-ordinating inspections and responding to non-compliances and deficiencies.</li> <li>• Liaise with laboratory users, to consider their needs and to ensure that the service is developed collaboratively</li> <li>• Communicate changes in legislation, recommended working practices and best practice from the, government, accrediting, inspection and professional bodies.</li> <li>• Deal with complaints from the users of the laboratory, both verbal and written.</li> <li>• Negotiate for resources ensure that quality standards are maintained despite competition for resources.</li> <li>• Present regular reports to AEL Management, other laboratory staff and also to the users of the laboratory service.</li> <li>• Represent the laboratory in relevant meetings.</li> </ul>
<b>Health, Safety and Security</b>	<ul style="list-style-type: none"> <li>• Promote best laboratory practice according to national guidelines and legislation.</li> <li>• Ensure appropriate risk assessments are in place.</li> <li>• Assist in maintaining a safe working environment by ensuring appropriate health and safety procedures are in place and adhered to.</li> <li>• Ensure safe handling of biological samples.</li> </ul>
<b>Research and Development:</b>	<ul style="list-style-type: none"> <li>• Undertake operative maintenance on laboratory instruments and equipment, as directed in SOPs.</li> <li>• Carry out regular equipment testing and regularly measure and monitor the accuracy and imprecision of laboratory investigations using appropriate quality control procedures. To counter sign quality control procedures carried out by staff under the post holder's supervision.</li> <li>• Undertake method and laboratory instrument evaluation and to introduce new equipment or methods to the department as necessary.</li> </ul>
<b>People and Personal Development and Human Resources</b>	<ul style="list-style-type: none"> <li>• Provide training on the Quality Management System and Quality Management Issues</li> <li>• Lead in the development and implementation of a coordinated training policy within the laboratory</li> <li>• Supervise staff in the day to day running of the Laboratory.</li> <li>• Provide professional leadership on quality issues for the staff</li> <li>• Participate in staff developmental reviews and develop a template for personal development portfolios for all staff.</li> </ul>

## **6. EDUCATION, EXPERIENCE, PERFORMANCE REQUIREMENTS**

### **6.1 Education:**

Bachelor's degree, preferably in microbiology, medical technology, or health sciences. Master's degree in health administration/business administration preferred.

### **6.2 Experience:**

- Minimum five (5) years' experience in progressively responsible positions in laboratory, including two years supervisory experience.
- Experience in Strategy development

## **7. PERFORMANCE REQUIREMENTS:**

### **7.1 Knowledge:**

- Knowledge of principles and techniques of clinical laboratory testing procedures/practices and of microbiology, including medical mycology; mycobacteriology; enteric, sexually transmitted and environmental bacteriology, parasitology and virology.
- Knowledge of medical terminology, communicable diseases, and environmental health issues.
- Knowledge of laboratory regulations, including quality control of media and reagents, laboratory safety, laboratory documentation requirements, sterilization requirements, and laboratory equipment.
- Knowledge of applicable microbiological testing techniques, including tests for AIDS, rubella, hepatitis, and syphilis.
- Knowledge of planning, budgeting, quality control, customer service, and employee supervision, development and training.
- Knowledge of safety policies, procedures and practices as they relate to laboratory operations.
- Fluency in French an added advantage

### **7.2 Skills:**

- laboratory testing.
- project planning, laboratory operations, and budgetary control.
- Proficiency in computers for database management, testing, and record-keeping functions.
- Analysing data and presenting ideas and information both orally and in writing.
- Public Relations
- People management skills
- Problem Solving Skills
- Decision making skills

### **7.3 Abilities:**

- Excellent communication Skills, both orally and written.
- Ability to collaborate effectively with health care team.
- Ability to recognize and resolve hazardous conditions. Able to deal calmly with emergency situations.
- Ability to perform mathematical calculations.
- Ability to demonstrate full range of motion, manual dexterity, and eye–hand coordination in use of equipment and instruments.
- Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software.
- Equipment Operated: Standard laboratory equipment including various testing instruments.
- Ability to work under minimum supervision

### **7.4 Competences**

- Integrity
- Analytical
- Diplomacy

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