



Job Description

Job Title	Laboratory Quality Coordinator	Job Holder	
Reports to	Director of Clinical Support Services	Section	Pathology Laboratory
Last revised	May 2025		

Background Information

The laboratory Department performs tests, interpret results, diagnoses and aid in the diagnosis and monitoring of disease. Also performs routine tests which support the provision of primary health care. The laboratory acts as both a Clinical and Public Health Laboratory and is responsible for providing data to support management of Public Health Functions, Administrative Budgeting and National and Regional Public Health Statistics. The function of monitoring processes relating to quality improvement is essential for improved quality service and is a routine function in the laboratory.

Job Purpose

Ensuring patients' test results are accurate and reliable is the main goal of a quality management system.

The appointment of a quality coordinator is a standard requirement stipulated by international accreditation bodies to ensure the effective design, implementation, maintenance and improvement of quality systems which meet international standards and guarantee patient safety through the provision of reliable diagnostic results.

Dimensions

Ensure the Quality Management System is implemented, maintained and continuously improved.

Documents and report to the Leadership on the functions and effectiveness of the Quality management System including Point of Care Testing (POCT).

Coordinates awareness of the needs and requirements of users of the laboratory services.

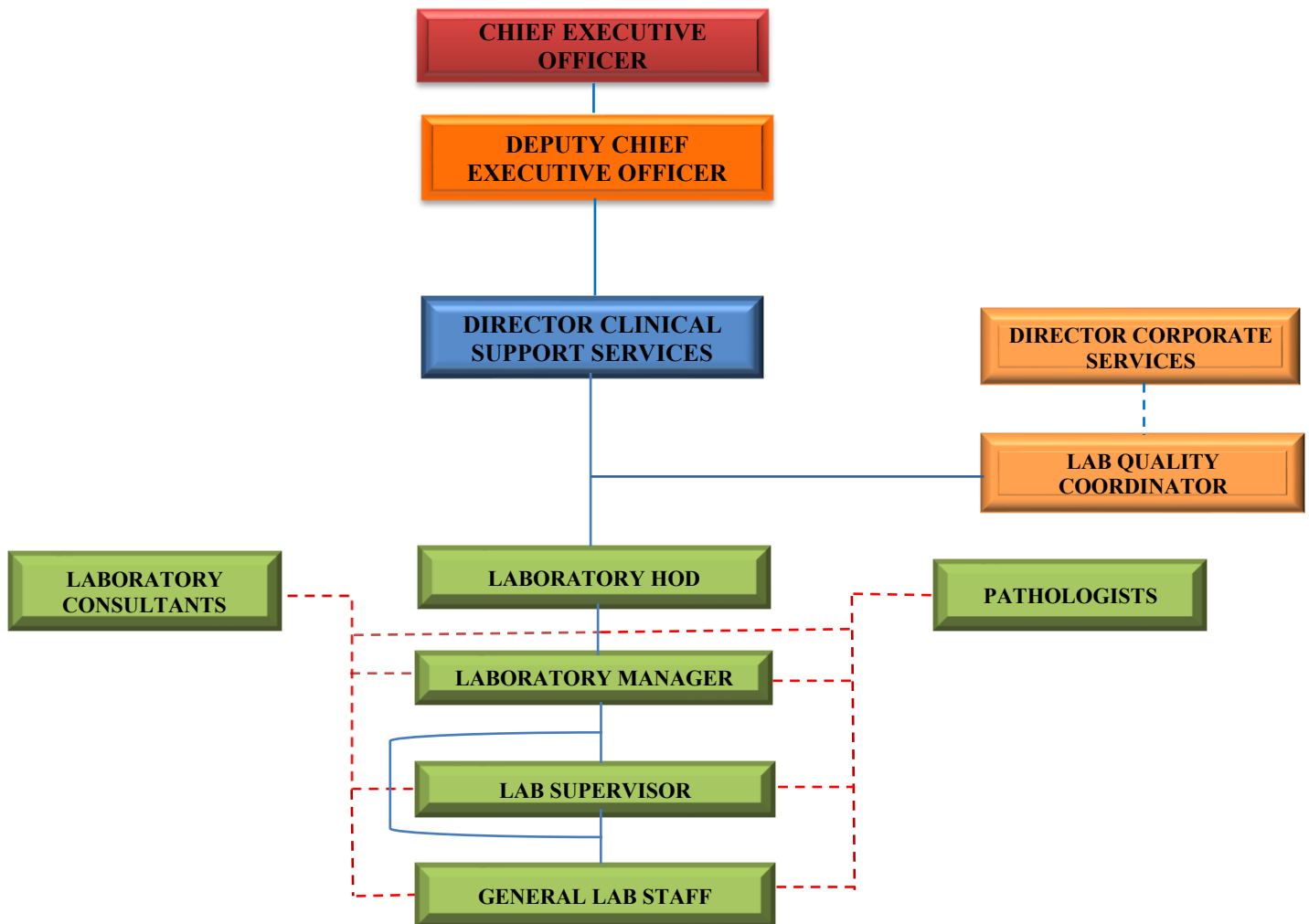
Duties and Responsibilities

- Ensure the Quality Management System is implemented and maintained. This includes documentation of policies and procedures.
- Routine oversees quality control monitoring, safety, training and competency assessment activities and proficiency testing.
- Documents and reports to the Director of Clinical Support Services on the functioning and effectiveness of the Quality Management System.
- Liaises with patients, doctors, nurses, co-workers, other hospital personnel and overseas referral laboratories, providing and receiving information as necessary.
- Coordinates awareness of the needs and requirements of lab users Laboratory Leadership and Laboratory Management.
- Coordinates with Laboratory Leadership and Management on the Quality Policy Manual.
- Coordinate the development and implementation of quality indicators for monitoring the quality improvement initiatives and program.
- Investigate and assist the Lab Manager and Supervisor in the resolution of complaints, non-conformances and problems relating to quality of service and to oversee appropriate corrective actions.
- Responsible for the design, implementation and coordination of and reporting on the Point of Care program
- Liaise with and provide technical assistance and guidance with the Faith Hospital Laboratory with the design, implementation and maintenance of their Quality Management System.
- Maintain confidentiality as it relates to job responsibilities.
- Provide Quarterly/Annual reports to Laboratory Leadership, Management and Staff.
- Administer the lab customer survey.
- Collect and analyze monthly data as it relates to the KPIs. For example, from error logs and sample rejection logs.
- Coordinate internal lab continuing medical education (CME) program for lab staff.
- Perform any other related duties as assigned.

Qualifications Experience & Skills requirement

A BSC in Medical Technology and a current registration by a recognized society. Minimum of a Post Graduate Certificate in Laboratory Quality Management. At least seven (7) years of recent medical laboratory experience with at least two (2) years supervisory experience. Demonstrate knowledge of process analysis and continuous performance improvement theory and practice. Demonstrate knowledge of infection control and laboratory safety. Proficient in LIS and PC applications. Good oral and written skills.

Reporting Relationship



Direct Reports

Post holder reports to the Deputy CEO and/or designate on the functioning and effectiveness of the quality management system including POCT.

Other Working Relationships

Daily the incumbent liaises with patients, doctors, nurses, co-workers, other hospital personnel and overseas referral laboratories, providing information and advice as necessary. Liaising with the Ministry of Health, the Public Health Department and Private Laboratories is also essential.

Decision making Authority and Controls

The incumbent decides on matters relating to the Quality Management System and collaborates with the HSA Leadership and Laboratory Management on implementing new policies, procedures and processes. The incumbent makes decisions on procedures to be followed in life threatening situations and where patient and staff safety may be compromised.

Recommendations are made for capital equipment and supplies as well as policy decisions.

Working Conditions

Post holder is required to work after hours and weekends is necessary, to maintain a high-quality service to the users of the laboratory services.

Attend continuing education workshops and seminars.

Post holder works in an environment containing BIOHAZARD material daily as well as difficult circumstances relating to customer contact.

Physical Requirements

Physical challenging tasks are minimal as it relates to the post holder. This is limited to everyday light tasks such as lifting boxes of paper.

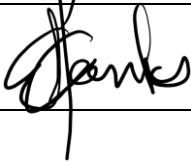
Problem/Key Feature

Work well with others and display a professional attitude in all circumstances. Read interpret and follow procedures/directions, both written and verbal. Write policies, procedures and memos in clear, concise format. Act independently in problem solving situations. Ability to communicate instructions and ideas.

Evaluation Matrix

PERFORMANCE GOALS	EVALUATION RATING	COMMENTS / PLAN OF ACTION
Implement and maintain the QMS		
Monitor the quality control program effectively		
Training and competency assessment program effectively administered		
Proficiency testing program effectively administered		
Quarterly/annual reports provided to lab leadership and management		
Collect and analyse monthly data from designated sources		
Coordinate lab CME program for lab staff		
Administer the lab customer survey		
Engage effectively with co-workers, clinical staff and stakeholders		
Maintain the quality manual		
Coordinates awareness of the needs and requirements of customers		
Develop and monitor quality indicators		
Discharge complaints and non-conformances and institute corrective actions		
Implement and maintain the POCT program		
Liaise with and provide technical assistance and guidance to Faith Hospital Laboratory		
Document policies, procedures, instructions and forms		

Collect and analysed clinical data where applicable		
Provide guidance, instructions and leadership to all level of professional staff.		

Approved by:	Director Clinical Support Services Dr. Chela Ebanks.	Signature:	
Date approved:	27/May/2025		
Reviewed:			
Next Review:			
Employee Signature		Date	