



Job Description: QMS Specialist

Title: Laboratory System Quality Management Specialist

Location: Abidjan, Côte d'Ivoire

Supervisor: I-TECH Côte d'Ivoire Country Director

Application Deadline: 13 February 2020

Background

The International Training and Education Center for Health (I-TECH) seeks a **Laboratory Quality Management Specialist** to provide technical management and assistance aimed at improving and sustain the quality and capacity of HIV diagnostic and laboratory services in Côte d'Ivoire.

Project Overview

There are 147,947 Ivorian adults and children currently receiving antiretroviral therapy (ART) and 195,755 receiving clinical care in 2015. Health care workers rely on the services provided by laboratories at all levels of Côte d'Ivoire's laboratory system to monitor the health of those in their care. Côte d'Ivoire continues to experience challenges with access to quality HIV related testing despite past efforts and continued support is required to coordinate, synergize and scale up approaches that strengthen the national laboratory system. I-TECH has been awarded a grant from the US CDC to support the MOH to build a functional clinical laboratory network capable of producing accurate and timely diagnostic results for people living with HIV and working towards ISO 15189 accreditation of viral load testing and TB laboratories.

Employer Overview

I-TECH is a US-based center headquartered within the University of Washington's Department of Global Health and has country offices throughout Africa, Asia, and the Caribbean. I-TECH's office in Abidjan is part of I-TECH's global network of 1500 staff worldwide who work in partnership with ministries of health, universities, non-governmental organizations (NGOs), medical facilities, and other partner organizations to support the development of a skilled health work force and national health delivery systems.

Project Locations

Country office in Abidjan, project work is national. The position involves frequent travel to project sites nationwide.

Main Project Activities

The I-TECH team provides direct technical assistance (TA) to National Public Health Laboratory (LNSP), district health teams, and PEPFAR implementing partners (IPs) to implement key activities in PEPFAR-supported laboratories including:

1. Strengthen national laboratory policies and increase adherence to national guidelines;
2. Develop local capacity in biosafety and biosecurity (B&B);

3. Develop skills in laboratory management and strengthen laboratory professions competencies;
4. Implement QMS in the entire laboratory network;
5. Improve and implement LIS for improved data management and utilization;

Position Overview

The Laboratory Quality Management Specialist will lead the technical area of I-TECH's laboratory quality improvement (QI) program in national, regional and district health laboratories.

Specific Activities and deliverables

Lead a team of Quality Management Mentors/Consultants in the planning, coordination and implementation of all lab QI activities including the following tasks, responsibilities and deliverables:

- Provide remote and onsite (face-to-face) mentorship and training to laboratory managers and staff on laboratory QMS towards meeting the ISO 15189 standard including: documentation and SOPs, all laboratory testing, sample management and collection techniques, sample packaging, sample referral systems, quality management practices, quality assurance, results handling, service delivery improvement, universal biosafety and biosecurity principles; and waste management;
- Visit priority laboratories regularly to conduct QMS gap analysis and formulate corrective measures to facilitate compliance and provide TA on-site;
- Monitor, evaluate, and report on QMS implementation at laboratories and ensure that laboratories are meeting project goals;
- Support adherence to laboratory policies, guidelines, usage of monitoring tools to improve services as required;
- Provide training and coaching to laboratory personnel to enhance Good Clinical Laboratory Practices (GCLP);
- Coordinate all lab-related trainings with target laboratories and other local partners involved in improving laboratory practice in Côte d'Ivoire;
- Provide recommendations to Laboratory Quality Management Mentors, in dealing with challenges as they arise and facilitate interventions to achieve project goals;
- Coordinate mentorship of trained personnel for Strengthening Laboratories towards Accreditation for WHO stepwise accreditation and LQMS;
- Offer technical advice on laboratory commodities forecasting, ordering, re-stocking and stores management to eliminate stock outs;
- Provide technical assistance for equipment management and including validation, calibration, certification and routine servicing to ensure efficient operation and minimal test interruptions;
- Provide efficient linkage between the facilities and the program, and communicate facilities overall needs to ensure requisite quality improvements;
- Support and participate in all laboratory assessments as required;
- Present programmatic updates and generate reports with quality quantitative data visualization as required.

Qualifications, Skills, and Knowledge

- Minimum- Bachelor's or MLS degree in clinical laboratory practice;
- Minimum 5 years' experience supporting clinical laboratories and teaching quality management;
- Knowledge of the laboratory system in Côte D'Ivoire is required;
- Training and working experience of SLMTA, conducting SLIPTA audits or implementing the LQSI tool, and knowledge of the ISO 15189 standard;
- Demonstrate operational knowledge of laboratory quality management principles and practices, including international standards for biosafety and biosecurity;
- Interpersonal skills, ability to communicate clearly, give constructive feedback and good organization skills;
- Must be familiar with concepts of Good Clinical Laboratory Practice;
- Demonstrated computer skills in Microsoft Office applications such as Word, PowerPoint and Excel are required;
- Good teamwork, communication and management skills. Strong capacity building and in-service training experience.
- Fluency in French (written and spoken) with the ability to make presentations and effectively write/edit technical reports and documents; Fluency in written and spoken English is desirable.

Working Environmental Conditions

This position is based at the I-TECH office in Abidjan, Côte d'Ivoire. This position requires occasional participation in early morning and late evening telephone conference calls in order to accommodate international time zone differences. I-TECH operates within a grant-funded environment. Due to this, the total amount of this position's FTE may fluctuate based on program funding and needs.

Commitment to Diversity

I-TECH recognizes that disparities in health around the globe stem from inequity. Therefore, I-TECH encourages and supports the multiple identities of staff including, but not limited to, socioeconomic status, race, ethnicity, language, nationality, sex, sexual orientation, gender identity and expression, culture, spiritual practice, geography, mental and physical disability and age. I-TECH strives to become a local, national, and international leader in developing and maintaining increased representation and recognition of each of these dimensions of diversity among its staff.

How to Apply

Please send your CV and cover letter by email to: recrutement@itech-cotedivoire.org by **February 13, 2020**.

Indicate the following job reference in the subject line of your email: « *Spécialiste en Système de Management de la Qualité de Laboratoires* »

Only candidates who are selected will be contacted for an interview.