



## MINISTRY OF HEALTH JOB DESCRIPTION AND SPECIFICATION

### **IDENTIFYING INFORMATION**

**JOB TITLE:** Coordinator Medical Technology Service

**JOB GRADE:** HPC/MDT 7

**DIVISION:** National Public Health Laboratory

**REPORTS TO:** Director of Laboratory Services and Chief Medical Officer

**Indirectly:** Director of Health Services, Planning and Development

**MANAGES:** Chief Medical Technologist II, Chief Medical Technologist I, Secretary

**This document is validated as an accurate and true description of the job as signified below**

\_\_\_\_\_  
**Employee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Head of Department/Division**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date received in Human Resource Division**

\_\_\_\_\_  
**Date created/revised**

**JOB PURPOSE**

Provide strategic leadership to the Island wide Medical Technology Services. Coordinates scientific/technical and operational management activities of the professional service and is accountable for the adequacy, delivery and efficiency of the high quality laboratory service at the National Public Health Laboratory.

**KEY OUTPUTS**

Monthly, quarterly and annual reports produced  
Operational Plans developed  
Staff Performance Appraisal completed  
Training plans developed  
Orientation guideline developed  
Safety manual developed  
Safety training conducted  
Audits conducted  
Audit reports produced  
Quality and Safety Manual Authorized  
Number of staff deployed  
Disaster management plan developed  
Number of laboratory staff immunized  
Budget prepared  
Efficient and Productive Staff  
Orientation delivered  
Review Laboratory Policies and Operational Guidelines.  
Service Improvement and Service Development  
Compliance to Standard Operating Procedures and Policies

## **KEY RESPONSIBILITY AREAS**

*The duties and responsible include but not limited to the following:*

### **Management/Administrative Responsibilities**

1. Provide strategic leadership to the Island wide Medical Laboratory Technology Service to ensure quality standards are met, effective use of resources, effective and efficient delivery of service and enhance professionalism.
2. In collaboration with the Standard Regulation Unit of the Ministry Of Health conduct clinical audit and inspections of Public and Private Laboratory facilities for compliance with standards and policies.
3. Review the content and scope of existing policies, procedures and guidelines for The Island wide Laboratory Service and recommend changes as necessary.
4. Review policies and guidelines for the Point of Care Testing within Regional Health Facilities to ensure quality result are produced in collaboration with the Regional Med. Technologist, Director of HSPD and Regional Technical Director.
5. Participate with the Director of Laboratory Services in the National Disaster Emergency Preparedness activities and programmes.
6. Prepares monthly, quarterly and annual reports.
7. Participate in discussion with relevant local and international organizations in the development of laboratory services.

### **Human Resource & Training Responsibilities**

1. In collaboration with the Regional Technologist perform human resource gap analysis and make recommendations for current and projected service demands of the island wide Laboratory Service.
2. Provides technical advice and recommendation to the Ministry of Health, Regional Health Authorities on matters pertaining to Medical Laboratory Technologists. In consultation with training institutions be responsible for the coordination of all laboratories related all internship programmes.
3. Provides technical advice and recommendation to the Ministry of Health, Regional Health Authorities on matters pertaining to Medical Laboratory Technologists.
4. Coordinate and facilitate training for the workforce development programme for Island wide Medical laboratory technology Service.
5. In consultation with Training Institutions be responsible for the coordination of all laboratory related Internship programme.

- 6.** Ensure that a comprehensive guide is developed and implemented for all new laboratory employees.
- 7.** Ensure the maintenance of adequate number of laboratory personnel by making timely recommendations for filling vacancies.
- 8.** In collaboration with the Human Resource Department ensures that a formal orientation programme in place for all new technical employees.
- 9.** Ensures that all technical staff is immunized against infectious diseases such as Hepatitis B and C prior to employment and as necessary.
- 10.** Responsible for the monitoring of license of all Medical Technologists.
- 11.** In consultation with the Director of Laboratory Service selects technical staff for training to improve the laboratory services.
- 12.** Participates in the research and development activities within the Professional Service.
- 13.** Review documentations and make recommendations for promotions and appointments of technical staff.
- 14.** Participates in the selection and recruitment process of new technical employees.
- 15.** Participate in development of the annual budget for National Public Health Laboratory by providing information falling under the relevant areas of preview.
- 16.** Ensure that staff is provided with adequate and appropriate protective equipment (PE).
- 17.** Ensures that technical staff adheres to the public service policies and guidelines.
- 18.** On Call Duty Officer for 24 hours emergency services, in cases of crisis, natural disasters and unavailability of personnel.
- 19.** In collaboration with the Directorate responsible for the coordination of National Emergencies of the Laboratory Services in the event if industrial actions, natural disasters and any other unforeseen situations.
- 20.** Certifying Officer for sessional and travelling claims.

### **Technical, Professional and Safety Responsibilities.**

1. Review policies and guidelines for the Point of Care Testing within Regional Health Facilities to ensure quality result are produced in collaboration with the Regional Med. Technologist, Director of HSPD and Regional Technical Director.
2. Serves as the National Safety Officer with responsibility for coordinating and supervising all activities related to the maintenance of the safety standard under the ***“Occupational Health and Safety Act 1974”***.
3. Develops and implements the Laboratory Safety Manual, policies and standard operating procedures relating to safe work practices in the laboratory for all staff.
4. In collaboration with the Laboratory Quality Assurance Coordinator and Chief Medical Technologists monitor and evaluate the quality management system.
5. Chairs the Joint Occupational Health and Safety Committee (JOHSC) for National Public Health Laboratory and the National Blood Transfusion Services.
6. Promote safe working conditions and practice within the service by ensuring that staff adheres to health & safety policies, departmental protocols, and standard operating procedures.
7. Responsible for emergency contingency planning and major incident guidelines in anticipation of major incidents.( ensure adherence to PEP)
8. Collaborates with the Director of Laboratory Services in the National Disaster Emergency Preparedness activities and programmes for National Public Health Laboratory to ensure assets are protected; ensuring adequate arrangements are made for staff and continuation of service.
9. Coordinates the Emergency Services at the Kingston Public Hospital to ensure the deployment of staff.
10. Participates in the procurement process of new equipment and supplies for the Emergency Laboratory.

11. Give oversight for Specimen Collection activities and ensures that specimens are transported in the correct transport media and on a timely basis.
12. Ensure that an efficient system is in place in the sample reception department to dispatch specimens to the respective departments in a timely manner.
13. Responsible for coordinating and maintaining a proper dispatch system from the National Public Health Laboratory to various destination island wide.

### **NATURE OF GUIDELINES USED IN THE PERFORMANCE OF DUTIES**

(Please list all manuals, regulations, laws, etc. that are used in carrying out the job functions)

1. Profession Supplement to Medicine Act (PSM)
2. Health Facility Act 2005 (regulation pending)
3. Public Service Staff Orders
4. National Workplace Policy on HIV/AIDS.
5. Occupational Health and Safety Act 1974
6. ISO 15189: 2012 International Standard
7. National Public Health Laboratory Quality Manual
8. National Public Health Laboratory and National Blood Transfusion Services Safety Manual
9. Government of Jamaica Handbook of Public Sector Procurement Procedures 2014.
10. National Public Health Laboratory Phlebotomy Manual
11. National Public Health Laboratory Client User manual

### **AUTHORITIES OF THE JOB**

(Indicate what types of decisions can be made without reference to Supervisors and those that must be referred to the Supervisor)

Approve requisitions for goods and services in accordance with the Government of Jamaica procurement guidelines.

Develop and edit job descriptions

Recommend staff recruitment

Appraise the performance of staff supervised

Ensure quality management system for departments are optimized

Recommend changes to the departments policies, operating systems and procedures.

Certify sessional and travelling claims

Approve monthly, quarterly, annually and special reports

### **REPORTING RELATIONSHIPS**

Ministry of Health Officials

Technical and administrative staff Technical

Directors for Regional Health Authorities

Directors for Private Laboratories

Management of Public Hospitals

Senior Medical Officers

Public Health Officers

Health Care Professionals such as Nurses, Doctors, Pharmacists, Consultants

Accreditation Agency

Academic Institutions

Equipment Firms

Local and Central Government Agencies

### **PERFORMANCE STANDARDS**

(These should identify the things that will show that the job is being done effectively)

1. Confidentiality and integrity exercised.
2. Effective leadership is demonstrated.

3. Strategic, operational and service developmental plans for departments are prepared within the agreed timeframe and in accordance with quality policy.
4. The budget and other key deliverables are prepared and submitted within agreed time frame.
5. Reports on the performance of the departments are comprehensive, accurate and submitted within the agreed timeframe.
6. Development and welfare of the staff are adequately addressed.
7. Comprehensive training programs developed and implemented base on service needs on a timely basis.
8. Occupational Health & Safety Manual is authorized and released in accordance with established standards and agreed timeframe.
9. Ensure adequate supply of resources available for smooth running of operation within the departments.
10. Ensures strategic goals and objectives for the each year contains timeframes for accomplishment and criteria used to measure accomplishment of goals.
11. Productive staff in place and their performance, training needs and welfare managed.
12. Comply with audit recommendation to improve the service.
13. Performance appraisal system executed accurately, uncompromisingly, and within the established time frame.
14. Staff issues addressed in accordance with the Public Service Staff Orders.
15. All monetary claims that are authorized for payment are accurate and consistent with duties performed.



## REQUIRED COMPETENCIES

Core Competencies	Levels
Excellent management and leadership skills, able to motivate and coordinate staff and resources to ensure efficient running of laboratory or section of the laboratory/department.	
Excellent organizational and planning skills. Ability to work flexibly to ensure a high quality service.	
Ability to handle a large volume of work possibly under time constraints.	
Excellent team worker.	
Functional/Technical Competencies	Levels
Ability to handle a large volume of work possibly under time constraints.	
Excellent communication skills both verbal and written	
Strong customer service and quality focus skills.	
Knowledge of the personnel skills and development of the human resources.	
Ability to organize and complete multiple tasks by establishing priorities.	
Ability to compile, organise and interpret both written and numeric information with precision.	
Sound knowledge in the principles of quality assurance and general/specialist laboratory operation.	
Analytical and problem solving skills.	
Proficient in the use of the relevant computer programs/software.	
Ability to think strategically and promote a culture of continuous improvement in area of responsibility.	

### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- The work is performed in an office at NPHL and training exercises conducted in the conference room except when incumbent is required to perform technical analysis and for immediate supervision role.
- The work involves exposure to body fluids which may contain Category A to Category B infectious substances. Infectious substances are substances which are known or are reasonably expected to contain pathogens. Pathogens are defined as micro-organisms (including bacteria, viruses, rickettsiae, parasites, fungi) and other agents such as prions, which can cause disease in humans or animals.
- The work involves high risk with regular and recurring exposure to carcinogenic materials from chemicals and reagents
- The Level VII Medical Technologists are required to wear protected clothing such as laboratory coats, gloves, closed-toe footwear and masks(face shield) when performing technical analysis.
- The incumbent is also exposed to working in volatile community.

### **PHYSICAL REQUIRMENTS**

- The work is mostly sedentary. There is some amount of walking daily whilst there is considerable amount of travelling from NPHL to other Agencies, Emergency Laboratory, and Regional Laboratories, academic institutions, other health institutions and government headquarters by motor car and frequent Air travels for overseas assignments such as conferences, workshops and scientific symposia.
- The work requires regular and recurrent physical exertion such as prolonged standing and long hours of driving.

## **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

**(Qualification required for the performance of the duties listed above).**

1. A Bachelors degree in Medical Technology attained from accredited institution within the Region PLUS completion of the prescribed period of Internship.
2. A Masters Degree in an appropriate science related field or Management Studies.
3. Experience in Management and ten (10) years experience in a Clinical laboratory, at least four (4) of which should be in a supervisory position.
4. Extensive knowledge in or expert in one or more of the following disciplines; Haematology, Clinical Chemistry, Microbiology, Immunohaematology, Histology and Cytology.
5. Registration by the Council of Professions, Supplementary to Medicine (PSM)