

JOB DESCRIPTION

Identifying Information

Name:

Descriptive Title of Post: **Quality Coordinator**

Ministry of Agency: **Health**

Departmental Division/Section, Unit: **National Blood Transfusion Services**

Location: **21 Slipe Pen Road**

Description of Duties

Under the general supervision of the Director, National Blood Transfusion Services, the Quality Coordinator shall collaborate with the technical and administrative heads of the Blood Service and the Quality Coordinator National Laboratory Services in administering, maintaining and supporting day-to-day quality activities to assure compliance with the Caribbean Regional Standards for Blood Banks and Transfusion Services 2011, Blood Bank and Transfusion Services Standards – Accreditation Canada International V-1, Laboratory and Blood Services Standards – Accreditation Canada International V-1, ISO 15189, 9001, 13485, WHO-GMP guidelines and ISBT 128. The officer shall develop and coordinate the implementation of the activities to maintain a Quality Management System for the island's Blood Service, and develop a framework to facilitate accreditation by JANAAC and Accreditation Canada within eighteen (18 months) of the commencement of implementation of this project.

The Quality Coordinator is responsible for the continued integrity of the quality management system within the network of the National Blood System. In this capacity the coordinator shall:

- In consultation with the Director, Technical and Administrative staff and National Laboratory Quality Coordinator, develop a Quality Policy and a Quality Management Plan for the Blood Services by conducting hazard analyses; identifying critical control points and preventive measures; establishing critical limits, monitoring procedures, corrective actions, and verification procedures; monitoring inventories
- Design indicators for assessment of areas being targeted and the appropriate monitoring tool in the overall Quality Management Plan
- Review the GAP analysis conducted by PAHO and CDC in 2011 and develop a plan to address them
- Conduct staff training in quality using as reference; Caribbean Regional Standards for Blood Banks and Transfusion Services 2011, Blood Bank and Transfusion Services Standards – Accreditation Canada International V-1, Laboratory and Blood Services Standards – Accreditation Canada International V-1, ISO 15189,

9001, 13485, WHO-GMP guidelines, ISBT 128 and any other relevant international published references or guidelines

- Validate quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
- Maintain and improve product quality by completing product, institution, system, compliance, and surveillance audits; investigating customer complaints; collaborating with other members of management to maintain high quality product
- Prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.
- Coordinate the audit of the Quality Systems at 6 and 12 months post commencement of implementation of the project
- Liaise with satellite blood collection facilities, hospitals laboratories on various quality assurance audits
- Ensure the components of the quality system are current and relevant
- Keep management informed of all activities and findings of the quality system
- Engage all staff in the quality system implementation and provide frequent feedback on corrective actions
- Facilitate introduction of new quality system procedures or modifications to existing procedures
- Ensure the production of specified manuals such as Standard Operating procedures for Technical and Administrative areas, personnel handbook, Logs for quality records, Quality Manual, Safety Manual, guidelines, etc.
- Develop procedures and forms collection, tracking and compilation of data for analyses
- Develop procedures to ensure appropriate document control and amendments
- Coordinate and support implementation of external quality assurance programmes, and maintain a computerized database for tracking quality assurance statistics.
- Coordinate customer feedback mechanisms to improve the Quality Plan
- Prepare and submit monthly reports
- Achieve quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change
- Enhance organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Update job knowledge by studying trends in and developments in quality management; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Skills/Qualifications:

- Minimum of a Masters Degree in Blood Transfusion Science, Natural Science or related field
- Experience: Five years experience in Blood Bank – Supervisory level
- Knowledge of Blood Bank Standards, auditing, quality programme implementation and attentive to details
- Knowledge of GMP principles, ISO and ISBT standards
- Possesses excellent communicative, organizational, statistical and reporting skills
- Proficient in use of basic computer skills, spreadsheets, word processing programmes, project management, PowerPoint and graphic software

Additional Requirements

Owner / access to a motor vehicle and appropriate driver's license

Persons with whom there is substantial working relationship

Director, National Blood Transfusion Services
Quality Coordinator National Laboratory Services
Consultants and Medical Officers
Technical and Administrative staff