



# CARIBBEAN PUBLIC HEALTH AGENCY (CARPHA)



## JOB DESCRIPTION

### PART A

#### 1 Job Identification

Duration:

- ☐ Limited Duration  
☐ Fixed Term

Title	Category	Grade	Duty Station
Laboratory Quality Manager	P	P3	Trinidad
<b>First Level Supervision</b>	Head of CARPHA Medical and Microbiology Laboratory (Medical Microbiologist)	<b>Second Level Supervision</b>	Director – Surveillance, Disease Prevention & Control
Signature: 	Date: June 3, 2025	/f/ Signature: 	Date: June 3, 2025

#### 2 Objective/Overview of the Programme

CARPHA's mission is to provide strategic direction, in analysing, defining and responding to public health priorities of Member States, in order to prevent disease, promote health and to respond to public health emergencies. This allows CARPHA to support solidarity in health, as one of the principal pillars of functional cooperation, in the Caribbean Community.

#### 3 Organizational Context *(Describe the work environment, the role of the individual within the team –team member, specialist, advisor, facilitator, coordinator/manager, representative, expert, authority in the field, etc.) available guidelines and degree of independence, nature and purpose of contact within and outside the Organization.*

The incumbent assists the Head of CARPHA Medical and Microbiology Laboratory in the maintenance of an effective quality system and in the efficient management of the day-to-day operations of the Laboratory. Works in collaboration with Manager – Laboratory Network and Services.

#### 4 Summary of Responsibilities

- Ensure Compliance and Accreditation:** Ensures that all laboratory units operate in full compliance with the CARPHA Laboratory Quality Management System (QMS) and maintain accreditation status in accordance with international standards (e.g., ISO 15189).
- Coordinate Quality Management Activities:** Leads the Laboratory Quality Management Team in planning and conducting internal quality audits, monitoring quality improvement initiatives, and generating comprehensive audit and performance reports.
- Implement Laboratory Policies and SOPs:** Oversees the implementation of approved policies and procedures across pre-analytical, analytical, and post-analytical phases, ensuring strict adherence to Standard Operating Procedures (SOPs).
- Monitor Quality Indicators and Reporting:** Implements, monitors, and evaluates laboratory quality systems. Prepares and submits monthly reports to the Head of the CARPHA Medical and Microbiology Laboratory based on key quality indicators, including: Turnaround Time (TAT), Proficiency Testing (PT), Quality Control (QC), Corrective and Preventive Actions (CAPA), Occurrence Management, SOP compliance.
- Manage Quality Assurance Programmes:** Coordinates internal and external quality assurance schemes, including participation in inter-laboratory comparisons and proficiency testing programmes.
- Maintain Documentation and Records:** Ensures effective document control and record-keeping systems are in place and maintained in accordance with QMS requirements.
- Support Service Delivery Improvement:** Assists the Head of Laboratory in monitoring, evaluating, and enhancing service delivery to ensure alignment with quality standards and client expectations.
- Prepare Quality System Reports:** Compiles and presents quarterly and annual reports on the performance and effectiveness of the QMS, identifying gaps and recommending improvements based on user feedback and audit findings.

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### Summary of Responsibilities (Cont'd)

9. **Conduct Management Reviews:** Collaborates with the Quality Management Team to conduct annual Management Reviews in accordance with established SOPs and international best practices.
10. **Oversee Equipment Management:** Ensures proper use, maintenance, and calibration of laboratory equipment. Maintains up-to-date asset registers and equipment inventories.
11. **Scientific Contribution:** Collaborates with laboratory professionals to prepare and publish scientific papers in peer-reviewed journals, particularly in the areas of laboratory quality management and medical microbiology.
12. **LIMS Data Management and Analysis:** Oversees the management, extraction, and analysis of laboratory data generated by the Laboratory Information Management System (LIMS – Senaite). Utilises data analytics to monitor trends, support decision-making, and enhance quality improvement initiatives.
13. **Professional Development:** Actively participates in Continuing Professional Development (CPD) programmes to maintain and enhance professional competencies.
14. **Engagement and Collaboration:** Participates in laboratory and cross-functional meetings relevant to the role, contributing to strategic planning and operational improvements.
15. **Other Duties:** Performs other related duties as assigned, consistent with the responsibilities of the position, to support the delivery of high-quality laboratory services. Prepares quarterly and annual reports on the functioning and effectiveness of the quality management system identifying and addressing the needs and requirements of users.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with this post and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

#### Description and Classification approval

Signature  
Title

  
Executive Director

Date June 3, 2025

### PART B

#### KEY BEHAVIOURAL COMPETENCIES

##### List and describe, in order of priority, essential competencies to perform the job

5	Leadership and Managing Public Health Organization and Practice	<ol style="list-style-type: none"><li>1. Practices the principles of effective leadership and communication for Operational Management and organizational development.</li><li>2. Demonstrates effective day-to-day operational leadership of a team.</li><li>3. Applies project management methods in the design, implementation, and monitoring of projects and proposals.</li><li>4. Develops human resources under their supervision through mentorship, knowledge transfer activities, performance-based management, and lifelong learning.</li><li>5. Manages and coordinates mechanisms and partnerships such as regional advocacy networks, laboratory networks, and communities of practice with key sectors and disciplines to promote improvement of public health.</li><li>6. Understands business-process re-engineering for public health, including incorporating Health and other health technologies to improve organizational efficiency and public health effectiveness.</li><li>7. Demonstrates continuous quality improvement of critical functions such as public health surveillance and control systems to address new, emerging and re-emerging diseases and, and public health threats.</li><li>8. Demonstrates leadership and management of public health systems in alignment with transnational influences such as the 2030 Agenda for Sustainable Development, the International Health Regulations 2005, the Innovative Care for Chronic Conditions Framework, and the Astana Declaration of 2018.</li><li>9. Demonstrates ethical practice of public health.</li></ol>
	Communications for Public Health	<ol style="list-style-type: none"><li>1. Manages, analyses and communicates health information to regional stakeholders.</li><li>2. Practices communicating epidemiological evidence, to the spectrum of public health actors within and among CARPHA member states, and among global actors to strengthen and support local, regional and global responses to public health risks, threats, and events.</li><li>3. Demonstrates proficiency in effective communication with the local, regional and global media, including the use of social media networks.</li></ol>

**PART B****KEY BEHAVIOURAL COMPETENCIES****List and describe, in order of priority, essential competencies to perform the job**

Evidence-Based Policy and Planning, Regulation and Control	<ol style="list-style-type: none"> <li>1. Proficiency in the generation of evidence and its integration into the public health policymaking, towards achieving equity in health and health for all, including vulnerable groups.</li> <li>2. Proficiency in the development and application of quantitative and qualitative research methodologies.</li> <li>3. Proficiency in the design and execution of health situation analysis of populations.</li> <li>4. Proficiency in the design and execution of health needs assessments of populations including the application of methods such as the Halon Method of prioritization.</li> <li>5. Supports the design and implementation of health information systems, including critical components such as public health surveillance and control systems to address new, emerging and re-emerging diseases and public threats.</li> <li>6. Proficiency in the application and conduct of health-scenarios planning, including the incorporation of impact assessment of bilateral and multilateral agreements, to public health decision-making.</li> <li>7. Proficiency in the application of strategic planning methods and the development and execution of strategic plans.</li> <li>8. Proficiency in the conduct of impact-evaluation of population-level intervention and health service performance.</li> </ol>
Public Health Emergency Preparedness, Mitigation, and Response	<ol style="list-style-type: none"> <li>1. Participates as a responder to public health emergencies, assists in the preparedness of plans, including the use of best-practice tools to conduct hazard and vulnerability assessments, mitigation and continuity of business planning.</li> <li>2. Supports health-sector responses to public health emergencies, including establishment and management of emergency operations centres, incident command and control and emergency management teams.</li> <li>3. Supports a multisectoral response to public health emergencies, including coordination with regional and international aid agencies for resource mobilization.</li> </ol>
Caribbean Context and Small-Island Developing States	<ol style="list-style-type: none"> <li>1. Proficiency in developing and implementing population-based, health security interventions reflective of public health considerations of small-island developing states (SIDS).</li> <li>2. Develops and adapts relevant models of population-based, health security interventions targeting the built, natural, social and behavioural dimensions of environmental health to the Caribbean context.</li> <li>3. Adapts best-practice interventions targeting the social determinants of health in the Caribbean context.</li> <li>4. Implements cultural competency approaches to the practice of public health in the Caribbean.</li> <li>5. Understands whole-of-government and whole-of-society approaches to improve public health within the Caribbean.</li> <li>6. Proficiency in strategic planning for aligning global health initiatives with priorities of CARPHA member states.</li> </ol>
Health Economics and Public Health Financing	<ol style="list-style-type: none"> <li>1. Actively participates in the development of programmatic and organizational budgets.</li> <li>2. Manages programmes within current and forecasted budget constraints.</li> <li>3. Utilises proficiency in the use of cost-effectiveness, cost benefit, and cost-utility analyses in programmatic prioritization and decision making.</li> <li>4. Participates in the mobilization and channeling of funds from international and global health programs, and mobilisation of funds through novel financing mechanisms such as social/health impact bonds to improve public health</li> </ol>

**6 Technical Expertise** *(List and describe, in order of priority, the abilities required to perform the job).*

- Ability to mobilise resources by initiating, developing, maintaining and leveraging partnerships with key stakeholders and communities.
- Ability to successfully apply the Agency's communication policies and strategies in interactions with key stakeholders in member states and international partners.
- Demonstrates a commitment to efficient and effective response to member states in emergency situations.
- In depth technical knowledge of laboratory quality systems, procedures and practices in areas relevant to CARPHA laboratory.
- Broad knowledge of Microbiology and public health.
- Knowledge of laboratory management principles and practices including planning, budgeting, QA, monitoring and evaluation.
- Broad knowledge of laboratory safety.
- Excellent interpersonal, oral and written communication and negotiation skills.
- Excellent proposal development skills.
- Good leadership and mentoring skills.
- Good analytical and systems-thinking skills.
- Computer literacy.
- Sensitivity to quality related to laboratory diagnosis.
- Ability to develop easy-to-follow practical guides to laboratory testing and safety.
- Ability to evaluate and demonstrate practical on-the-bench laboratory diagnostic tests

**7 Education (Qualifications)**

University degree in Medical Microbiology or other Biomedical Science, with formal training in medical laboratory technology. Post graduate training in laboratory quality management.

Desirable: Master or PhD in in a Health Discipline.

**8 Experience**

At least 5 years' experience in a clinical or public health laboratory including developing and managing quality systems. Experience in laboratory management principles and practices including planning, budgeting, QA, monitoring and evaluation.

**9 Languages**

Excellent knowledge of English. Knowledge of French and/or Spanish would be an asset.

**10 IT Skills**

Demonstrated ability to effectively use a computer and utilize software programs such as Microsoft Office Word, Excel, PowerPoint, SharePoint and Outlook. Experience in the use of laboratory information system software. Other IT skills and knowledge of other software programs such as Visio and Project would be an asset.

Demonstrated ability to manage the use of web conferencing platforms such as Zoom, Microsoft Teams, Webex, GoTo Meetings etc.