# CARIBBEAN PUBLIC HEALTH AGENCY (CARPHA)
## JOB DESCRIPTION

### PART A

<table>
<thead>
<tr>
<th><strong>1</strong> Job Identification</th>
<th><strong>Duration:</strong></th>
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<tbody>
<tr>
<td><strong>Title</strong></td>
<td><strong>Category</strong></td>
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<tr>
<td>Quality/Safety Manager</td>
<td>P</td>
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<tr>
<td><strong>First Level Supervision</strong></td>
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<tr>
<td><strong>Second Level Supervision</strong></td>
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**Signature:** [Signature] | **Date:** 10/02/20

**Date:** 10/02/20

### 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. To support solidarity in health, as one of the principal pillars of functional cooperation, in the Caribbean Community.

### 3 Organizational Context

**Job summary, the role of the individual within the team e.g. 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 implements, oversees and maintains the quality management system and safety programme of the Department, under the general direction of the Head of MQCSD. Responsible for monitoring quality and safety.

### 4 Summary of Responsibilities

Under the direct supervision of Head of MQCSD, the incumbent is responsible for the following duties:

1. Implement and manage the quality management system and safety programme of the laboratory, activities and associated documentation.
2. Recommend and implement improvements to the quality management system and safety programme.
3. Manage and supervise work of staff deputizing for quality and safety duties.
4. Provide overall direction to assigned staff. Monitor and oversee progress. Provide guidance, evaluate performance and implement appropriate programs for the development of staff.
5. Oversee, manage and monitor internal audit programme. Conducts internal audits.
6. Investigate non-conformances. Oversee and monitor the corrective action and preventative action programme.
7. Prepare annual staff training programme. Oversees, monitors and conducts quality assurance and safety training. Ensures technical training is completed. Maintains associated documentation.
8. Reviews service reports for instruments and equipment.
9. Participate in the procurement of laboratory resources, materials and services. Collaborate with the Administrator, Senior Chemist and Chemist on these activities.
11. Participate in preparation, execution and reporting on work of the department including work programme, workplan and proposals.
12. Determines the quality and safety needs of the laboratory for budget preparation.
13. Review final reports of out-of-specification investigations and deviations.
14. Promote and demonstrate exceptional customer care with all stakeholders (internal & external).
15. Other related duties as assigned.

### Description and Classification approval

**Signature** [Signature]  
**Title** Executive Director - CARPHA  
**Date** 10/02/20

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Quality/Safety Manager
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<th>PART B</th>
<th>KEY BEHAVIOURAL COMPETENCIES</th>
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<tr>
<td>List and describe, in order of priority, essential competencies to perform the job</td>
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</tbody>
</table>
| **Leading and Managing Public Health Organizations and Practice** | 1. Practices the principles of effective leadership and communication for Operational Management and organizational development.  
2. Demonstrates effective day-to-day operational leadership of a team.  
3. Applies project management methods in the design, implement, and monitoring of projects and proposals.  
4. Develops human resources under their supervision through mentorship, knowledge transfer activities, performance-based management, and lifelong learning.  
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.  
6. Understands business-process re-engineering for public health including incorporating health and other health technologies to improve organizational efficiency and public health effectiveness.  
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.  
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.  
| **Communication for Public Health** | 1. Manages, analyses and communicates health information to regional stakeholders.  
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.  
3. Demonstrates proficiency in effective communication with the local, regional and global media, including the use of social media networks. |
| **Evidence-Based Policy and Planning, Regulation and Control** | 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.  
2. Proficiency in the development and application of quantitative and qualitative research methodologies.  
3. Proficiency in the design and execution of health situation analysis of populations.  
4. Proficiency in the design and execution of health needs assessments of populations including the application of methods such as the Hanlon Method of prioritization.  
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.  
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.  
7. Proficiency in the application of strategic planning methods and the development and execution of strategic plans.  
8. Proficiency in the conduct of impact-evaluation of population-level intervention and health service performance. |
| **Public Health Emergency Preparedness, Mitigation, and Response** | 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.  
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.  
3. Supports a multisectoral response to public health emergencies, including coordination with regional and international aid agencies for resource mobilisation. |
# KEY BEHAVIOURAL COMPETENCIES

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

| Caribbean Context and Small-Island Developing States | 1. Proficiency in developing and implementing population-based, health security interventions reflective of public health considerations of small-island developing states (SIDS).  
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.  
3. Adapts best-practice interventions targeting the social determinants of health in the Caribbean context.  
4. Implements cultural competency approaches to the practice of public health in the Caribbean.  
5. Understands whole-of-government and whole-of-society approaches to improve public health within the Caribbean.  
6. Proficiency in strategic planning for aligning global health initiatives with priorities of CARPHA member states. |
2. Manages programmes within current and forecasted budget constraints.  
3. Utilises proficiency in the use of cost-effectiveness, cost benefit, and cost-utility analyses in programmatic prioritization and decision making.  
4. Participates in the mobilisation 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. |

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

- Ability to mobilize resources by initiating, developing, maintaining and leveraging partnerships with key stakeholdlers and international partners.
- Ability to effectively promote and articulate the Agency’s role, function, programmes and initiatives in regional and international circles through the consistent application of communication policies and strategies.
- Demonstrates commitment to efficient and effective response to member states in emergency situations.
- Knowledge of quality management systems.
- Knowledge of quality assurance activities and auditing
- Knowledge of the principles of practices of Microbiology or Chemistry and related instrumental analysis techniques.
- Ability to work well with persons of all nationalities and orientations.
- Ability to make scientifically accurate and thorough reviews of the work performed.

## Education (Qualifications)

Bachelor’s degree in a biological science, Chemistry or closely related field.

## Experience

At least 3 years progressively responsible quality assurance and safety experience.

## Languages

Excellent knowledge of English. Working knowledge of French desirable.

## IT Skills

Demonstrated ability to effectively use a computer and utilize software programmes such as Microsoft Office applications.