

TERMS OF REFERENCE

Consultancy Laboratory Accreditation Support Officer, Grenada

1. BACKGROUND

The Government of Grenada (GoG) is implementing the OECS Regional Health Project (OECSRHP) with funding from the World Bank Group (WBG). The objectives of the Project are to improve the resilience of the health system and to improve the responsiveness of health service delivery during public health emergencies. The Project consists of four components as follows:

- i. Improved Health Facilities and Laboratory Capacity
- ii. Strengthening Public Health Surveillance and Emergency Management
- iii. Institutional Capacity Building, Project Management and Coordination
- iv. Contingency Emergency Response Component (CERC)

Details of the OECSRHP can be found on the GoG¹ and WBG² websites for the project.

Under component one (1) Improved Health Facilities and Laboratory Capacity – funding is available to GOG for strengthening the resilience of Grenada’s Public Health Preparedness and Response to manage the challenges from new, emerging, and re-emerging diseases, by financing activities to enhance the laboratory infrastructure and build capacity of staff, through accreditation.

The laboratory strengthening supports Grenada’s commitment to implementation of the International Health Regulations (IHR,2005) as agreed in the global response to address mobility, emergence, and re-emergence diseases. The IHR as a legally binding instrument aims “to prevent, protect against, control, and provide a public health response to the international spread of disease in ways that are commensurate with and restricted to public health risks, and which avoid unnecessary interference with international traffic and trade.” Following the Zika outbreak, a Rapid Needs Assessment was carried out by the World Bank (WB) in collaboration with Pan American Health Organization (PAHO) in Grenada and three others participating OECS countries. This Rapid Assessment revealed several gaps in infectious disease surveillance, epidemic preparedness, and response, including: (i) an inadequately trained health workforce for disease surveillance, preparedness, and response at all levels of health services delivery; (ii) non-existent or insufficient facility level surveillance and response structures; (iii) weak laboratory infrastructure for timely and quality diagnosis of epidemic-prone diseases; (iv) lack of interoperability of information systems which impact analysis and utilization of data for information, decision-making and disease mitigation (v) inadequate infection, prevention and control standards, infrastructure, and practices; (vi) significant gaps in regional level surge capacity for emergency response and procurement of supplies, stockpiling and inventory management of essential goods, information sharing, and collaboration. Gaps were also noted in the availability of trained public health specialists (e.g., epidemiologist, entomologist, etc.) and expertise across countries.³

¹[http://www.gov.gd/.....](http://www.gov.gd/)

²<https://projects.worldbank.org/en/projects-operations/project-detail/P168539>

³ OECS Regional Health Project (P168539)

Grenada completed a Joint External Evaluation (JEE) to assess IHR compliance in November 2018. The report noted the progressive steps being undertaken to strengthen the National Laboratory system through implementation of a quality management system. The OECS Regional Health Project allocates the necessary resources to invest and to maintain progress towards the implementation of a Laboratory Quality Management System, through accreditation of the Public Health Laboratory. Laboratory accreditation is a necessary component of a quality management system and serves as a basis for the continuous improvement of laboratory services to support an efficient and effective healthcare services delivery. The recent experience of covid-19 has also highlighted the importance of a sustainable laboratory infrastructure, capable of responding to public health emergencies, able to support the national healthcare system efficiently and effectively and able to deliver a range of diagnostic services and results that are readily accepted nationally and internationally.

This investment in laboratory infrastructure will also support the strengthening of core capacities for IHR in Grenada, particularly in the areas of surveillance, workforce development, and emergency management. Furthermore, project investments will contribute to sustainable, effective, and efficient regional collaboration for mitigating and/or preventing public health risks and the economic consequences associated with infectious diseases while also improving continuity of care following a disaster.

Conceptual Framework

The Ministry of Health, Wellness and Religious Affairs will engage a consulting firm to deliver technical services the accreditation of the Public Health Laboratory- General Hospital. The overall objectives of the Laboratory consultant is to support the hospital laboratory to ensure that testing is done in accordance with the international standard ISO 15189 and to support the laboratory in moving towards accreditation through implementation of Tier 1 of the Caribbean Laboratory Quality Management Systems – Stepwise Improvement Process (LQMS-SIP).

Whereas the consulting firm will provide technical assistance for the accreditation process, the Ministry of also intends to engage a Laboratory Mentor, to provide administrative support to the staff of the Public Health Laboratory and work along with the Consulting Firm to support the accreditation process.

2. SPECIFIC OBJECTIVES

3. The specific objective of this individual consultancy is to provide administrative and co-ordination services to the Public Health Laboratory, General Hospital – to support the laboratory in achieving Tier 1 requirements of the LQMS-SIP (which is based on the ISO 15189 Standard).

4. SCOPE OF SERVICES, TASKS AND DELIVERABLES

3.1. Scope of Services

The Administrative Support Officer reports to the Director of Laboratory Services through the assigned Quality Coordinator to achieve the requirements of LQMS-SIP Tier 1 of ISO 15189. To achieve this, the Administrative Support Officer will:

- a. Work with and support the Laboratory Director, Quality Lead and Consultant in the overall management of the accreditation and quality process.
- b. Monitor the Logical framework and Project indicators related to the Framework for Accreditation of the Public Health Laboratory and provide reports to key stakeholders on the implementation of the framework.
- c. Manage the approved laboratory document management system to ensure documents are stored appropriately in accordance records management policies and can be retrieved easily for future reference and audit purposes.
- d. Provide administrative and technical support to the staff of the laboratory with respect to review and updating of all documentation for the laboratory accreditation process, including Standard Operating Procedures, Quality Manual, Safety Manual, Administrative and Standard Operating Procedures and testing methods.
- e. Provide general administrative support to the Laboratory Accreditation and Project Teams to include, but not limited to arranging/minuting meetings; maintaining and managing issues log; drafting correspondence and managing project schedule.
- f. Support the establishment and maintenance of effective relationships with key stakeholders internally and externally via phone, email and face-to-face.
- g. Maintain up-to-date knowledge of matters pertaining to the accreditation process.
- h. Undertake other duties as appropriate to the role and the Organisations needs as required.

5. Deliverables

Name of Report	Content	Time of Submission
M&E Project Indicators	Prepare and submit status report of indicators and issues log for action by the project team	Weekly to the Laboratory Director indicating key stakeholders responsible for action
Documentation Checklist	Maintain record of existing and new SOPs as required for accordance to ISO 15189. Ensuring version control as required by the accreditation process.	Monthly
Action list and Meeting Minutes	Prepare Action list of decisions, responsible parties and timelines and minutes of meetings using agreed standard or format.	Action list to be circulated within 24 hours of meetings; Meeting Minutes to be circulated to stakeholders within three days.
Monthly report	A summary report outlining the work conducted by consultant with respect to the work outlined for the consultancy	to be submitted no later than 10 working days after the end of each month. A total of five reports are expected to be prepared

6. Submission & Approval of Reports

All reports and outputs shall be submitted to the Project Coordinator with a copy to the Laboratory Director in electronic form by email.

The Project Coordinator reserves the right to request any necessary revisions of the documents to reach an appropriate outcome and quality control requirements.

7. CHARACTERISTICS OF THE CONSULTANCY

- i. Type of Consultancy: Individual Consultant
- ii. Duration: six months with the possibility for renewal for an additional six months
- iii. Place of Work: Off-site and on-site with the laboratory staff.
- iv. Language: English (FLUENT)

8. QUALIFICATIONS, EXPERIENCE, SKILLS AND AREAS OF EXPERTISE

Academic Qualification:

- a) Bachelor of Science degree in a scientific discipline including natural sciences, Pharmacy or Laboratory Science, public health or related field
- b) Knowledge of Quality Assurance Standards will be an asset.

General Experience:

- a) At least 3 years' experience working with projects, policies procedures or standards in a regulatory, business, or clinical environment.
- b) Demonstrated experience in providing administrative support services as a member of a private or public sector committee is desirable.

IT Knowledge and Skills

- a) Demonstrated proficiency and familiarity using a range of information systems – particularly the Microsoft Office Suite (Outlook, Word, Excel)

Additional Requirements

- a) Good communication skills – both written and verbal with the ability to consult and liaise with program directors, laboratory staff and project team members with confidence.
- b) Ability to multitask and prioritise work to meet deadlines and to deliver work with a high degree of accuracy.
- c) Ability to deal appropriately with sensitive, confidential information.
- d) Shows initiative and can anticipate issues or problems and escalate appropriately.